



# Community Initiatives Partnership Annual Report



## EAST SUSSEX FIRE AND RESCUE SERVICE

**Meeting** Corporate Management Team

**Date** June 2017

**Title of Report** Community Initiatives Partnership

**By** Nigel Cusack, Borough Commander

**Lead Officer** Nigel Cusack, Borough Commander

### Implications (please tick ✓ and attach to report)

*Any implications affecting this report should be noted within the final paragraphs of the report*

<b>CORPORATE RISK</b>		<b>LEGAL</b>	
<b>ENVIRONMENTAL</b>		<b>POLICY</b>	
<b>FINANCIAL</b>	x	<b>POLITICAL</b>	x
<b>HEALTH &amp; SAFETY</b>		<b>OTHER (please specify)</b>	
<b>HUMAN RESOURCES</b>		<b>CORE BRIEF</b>	
<b>EQUALITY IMPACT ASSESSMENT</b> <i>For reports requiring an EIA, the appropriate template can be accessed in Word, via the Templates Key within the Shared tab or via this link <a href="file:///j:\msoffice\Templates\Shared\14_04%20Equality%20Impact%20Assessment.dot">file:///j:\msoffice\Templates\Shared\14_04%20Equality%20Impact%20Assessment.dot</a></i>			

**PURPOSE OF REPORT** To demonstrate the outcomes and benefits of the City Community Initiatives Partnership (chaired by ESFRS) to CMT, and how this supports the reduction of fire risk, alongside the wider partnership work and outcomes within the City.

**EXECUTIVE SUMMARY** The Community Initiatives Partnership (CIP) formed in 2014 with the mission statement “*to Prevent Vulnerable People from Coming to harm in their living Environment*”. Chaired by ESFRS, the Partnership brings together a range of partners including Police, Housing, Adult Social Care, Clinical Commissioning Group and voluntary services to develop joined up working on a range of themes ensuring services reach those in our City in need of them to reduce risk. The first initiative, the Carelink Pilot, developed a new

direct referral mechanism between Carelink and ESFRS leading to a significant increase in referrals. The Partnership subsequently focused on hoarding creating the Hoarding sub-group and drafting the Citywide Hoarding Framework including a range resources and referral mechanisms for working with hoarders. The Partnership is currently focusing on protection and prevention in hi-rise buildings and for those moving from prison or hostels into independent living, and on referrals and support for those with dementia. This work supports the wider strategic aims of Citywide partners including safeguarding and is well placed to support work under the Neighbourhoods and Communities Portfolio.

---

## **RECOMMENDATION**

It is recommended that CMT consider progressing the CIP structure across the Service, tactically deploying the intervention mechanisms to meet the specific objectives of reducing fire risk, tailored as appropriate for risk and demographics across the Service area

---

## **1. INTRODUCTION**

- 1.1 The Community Initiatives Partnership (CIP) was formed in late 2014 as a gap was identified for an operational group to drive forwards activity in line with the Home Safety agenda. The Partnership reports to, and seeks to deliver strategic aims of the Health Protection Forum, but also has a clear agenda to support the strategic work of Health and Safety, Safeguarding, and Neighbourhoods and Communities.
- 1.2 The mission statement of the CIP is “*To Prevent Vulnerable People from Coming to harm in their living Environment*”, partners are united by the shared commitment to make a real difference to our communities. The meetings focus on sharing knowledge, information and learning between partners, and on developing new joint working initiatives to identify vulnerable people in Brighton and Hove and ensure appropriate services reach these people to reduce risk and increase their safety.
- 1.3 Membership has grown in strength since 2015 and now includes ESFRS, Sussex Police, Clinical Commissioning Group (CCG), Carelink, Action on Elder Abuse, Brighton and Hove City Council (BHCC) Health and Safety, BHCC Private Sector Housing, BHCC Head of Tenancy, BHCC Seniors’ Housing, Adult Social Care (ASC), Public Health and Brighton and Sussex University Hospitals (BSUH) Admiral Nurses. Meetings are themed and additional partners attend as appropriate for each theme – for example Alzheimer’s Organisation for the Dementia topic, Primary and Secondary Mental Health Partners for Hoarding, and Probation for the resettlement sub-group.

- 1.4 Initially the group focussed on developing a shared understanding of the nature of vulnerability within the City (“*who do we need to reach*”), an asset register of services (“*what is available to help them*”), and the Carelink initiative developing a new direct referral pathway (“*how can we ensure the services reach the people who would benefit from them*”). Over 2015-2016 the group has developed to undertake more detailed pieces of work on specific themes through delivery sub-groups as outlined below on issues prioritised by members as needing a multi-agency approach to meet the core aim of keeping people safe in their living environment.
- 1.5 **Governance** – The CIP is a multi-agency collaboration between partners to make best use of existing resources and create more joined-up ways of working. Attendees representing their organisation are of the appropriate level to make decisions within meetings. The CIP reports annually to the Health Protection and screening Forum.

*“Since being established in December 2014, the Community Initiatives Partnership has continued to ensure vulnerable people are protected from coming to harm in their domestic environment. The group membership includes ESFRS, BHCC, Voluntary Agencies and Health Partners. This partnership approach continues to deliver initiatives such as cross referral pathways, and the development of risk management protocols including a Hoarding Framework. The pooling of resources in this way to ensure safeguards are in place for vulnerable people is vital in the context of increasing demand on our diminishing resources” – Janice Percy, BHCC Head of Health and Safety*

## **2. Initiative Summary and Outcomes**

### **2.1 Carelink initiative**

#### Background

- Both Carelink and ESFRS are seeking to reach a similar cohort of people with their services. The services are complimentary, ESFRS offer specialist alarms and ESFRS offer specialist home safety advice. However referrals between the two services for 2014-15 were low (3 referrals each way). Through discussion it was noted that there was a lack of awareness regarding each other’s service.
- Citywide Connect Referral guidelines promote close local working relations, knowing who to pick up the phone to, awareness for frontline staff and feedback on referrals as building trust between partners and important factors in ensuring appropriate referrals.

#### Outcomes

- Carelink awareness held with all 12 ESFRS City Crews, giving crews knowledge about Carelink equipment and building direct relations.
- Carelink Tip sheet and direct referral form on all Fire appliances
- New direct referral pathway created whereby Carelink referrals are sent directly to station (rather than ESFRS) Headquarters each Friday allowing clear monitoring and any issues to be dealt with in a timely manner, direct relationship and feedback between agencies, agencies attending case conferences together on complex cases and mutual sharing of advice and expertise
- Referrals increased to

- 2015/16 Total ESFRS to Carelink : **22**  
Carelink to ESFRS : **66**
- 2016/17 Total ESFRS to Carelink : **23**  
Carelink to ESFRS : **64**
- Direct Referral Model replicated for British Red Cross hospital discharge referrals into ESFRS, leading to **75** referrals for 2017/17
- Senior Housing Scheme referrals now added to the Carelink referral spreadsheet into ESFRS. In addition ESFRS awareness sessions held with Senior Housing Scheme Managers and each ESFRS City crew has been allocated a set of Seniors Housing Scheme to build direct links and set engagement plan for reaching vulnerable residents with Scheme Managers

#### Future plans

- Continue with Carelink Direct Referral Mechanism which is now an established project and maintain the relationship between both organisations to ensure continued success of the project
- Consider roll out of mechanism to further appropriate agencies
- Monitor and evaluate ESFRS crew engagement with allocated senior housing.
- ESFRS to progress the role of responder to linked Carelink CO alarms, linking with the fuel poverty strategy

## 2.2 Hoarding Sub-group



#### Background

- Nationally it is estimated between 2-5% of the population hoards, approximately 1.2 million people, and each hoarding case can cost up to £60,000
- Level of hoarding in Brighton and Hove unknown but several partners reporting a high volume of cases, with cases becoming more prevalent, complex to deal with, at times bouncing between partners or partners attempting repeated interventions which are not working and not knowing who to refer on to
- Potential of Hoarding to impact on ability of Landlords to carry out statutory duties; fire risk to occupant, neighbours and firefighters; environmental health implications; safeguarding referrals; tenancy implications; physical and mental health impact to the individual

- Merseyside Fatal Fire Review relating to Hoarding recommends “Agencies develop, renew or refresh their hoarding strategy and protocols to ensure a framework of accountable and collaborative multi-agency working is established”
- Several areas developing a multi-agency Hoarding Framework e.g. Nottinghamshire, Westminster, West Sussex.

#### Outcomes

- Brighton and Hove Multi-Agency Hoarding Framework written in consultation with partners including background information, assessment tool, resources and referral contact information. Framework gives a consistent approach to working with hoarding.
- Commitment to joint-working and adopting the Framework approach gained from ESFRS, BHCC Housing, Carelink, CCG, Wellbeing, Environmental Health, Sussex Partnership Foundation Trust (SPFT), ASC, RSPCA, Sussex Police, Pavilions, Age UK, Elder abuse Recovery Service
- Information sharing agreement written with input from BHCC Legal Services to ensure that information sharing is not a barrier to reducing risk for high risk clients
- Data gained from services on number of hoarders currently being worked with and increased referrals between partners to reduce risk (EG Carelink working with 4/5 clients per month , Wellbeing working with 8 hoarding clients for mental health support, 21 hoarding clients flagged on ESFRS system, List of 30 further Hoarding Home Safety Visit (HSV) referrals received by ESFRS from TSOs)
- ESFRS support for the Sussex Recovery College Hoarding Course promoting self-help for people who are hoarding and safety advice for hoarders (approx. 40 students annually)
- Hoarding panel set up, learning and best-practice shared, and 2 cases discussed at first panel meeting
- ESFRS attended two hoarding ASC Multi-disciplinary team meetings.
- ESFRS Roedean White Watch Hoarding theme, supported two high risk hoarding cases.

#### Future Plans

- Autumn Sussex Recovery Hoarding Courses to be held at Hove Fire Station to further promote safety messaging, engagement with services, and Home Safety Visits
- Hoarding Multi-Agency Framework to be signed off at Safeguarding Adults Board to give ownership and oversight
- Information sharing agreement to be signed off, high risk cases to be referred in and discussed at the City Hoarding Panels and action plans set to manage risk.
- Work with partners on the potential to fill the gap around free/low-cost person centred hoarding support and decluttering services, consideration potential bid to BHCC Collaboration Fund
- Develop a preventative self-help pack which can be given by frontline workers to low-risk hoarders as appropriate
- Develop an evaluation tool based on WSCC online tool to gain data on number of hoarders being worked with in the City and feedback on the Multi-Agency Framework

- Develop a Tip sheet and tools to embed Framework with frontline workers (e.g. Hoarding picture assessment tool on Fire appliances)
- Hoarding and mental health awareness sessions to be rolled out for all City Firefighters.
- Linking to the Hi Rise sub-group, a hoarding sprinkler task force being established to assess installation in high risk hoarding properties, 6 properties have been identified and will now be assessed

The 'Practical Approaches to Hoarding' workshop provided by the Recovery College is facilitated by a Peer Trainer from Southdowns, and a clinician from Sussex Partnership NHS Foundation Trust. There is a lack of resources available in the City for hoarders and therefore the Workshop provides a unique opportunity to hoarders, their friends/family and professionals to learn about a broad range of perspectives and opinions of how to declutter. Since making a link via the CIP Hoarding sub-group, a representative from the Fire Service also now joins the session to give important safety awareness to hoarders and the course will be run from Hove Fire Station in the Autumn to build further trust and engagement with these residents. – Jeremy Rowe, Psychologist, Sussex Recovery College

“The CIP has provided the space for likeminded individuals to come together to tackle city issues, innovate and work together with the aim of increasing safety for vulnerable people living in the city. There has been a focus on collaboration and achieving tangible results. By working together, ESFR and CareLink Plus have seen a significant increase in referrals for Home safety Visits and CareLink Plus equipment. In collaboration, a new hoarding framework has been produced which promotes good person-centred working and a multi-agency approach. Many thanks to ESFR for co-ordinating the CIP and progressing this important partnership group” – Joel Caines, Operations Manager, Carelink

### 2.3 Hi-Rise prevention and protection



#### Background

- Hi-rise building present a particular challenge in terms of fire risk and safety due to the nature of the buildings and exit in case of incidents

- Following two serious fires at Essex Place in Brighton, a need for partners such as ESFRS and BHCC Housing to work together to promote increased fire safety and awareness to residents
- There are a number of hi-rise properties in the City with a range of residents who may have specific vulnerabilities and needs, some of these such as bariatric residents and hoarding present particular safety challenges and concerns in hi-rise buildings

#### Outcomes

- Hi-rise prevention and protection sub-group formed to progress joint working between ESFRS, BHCC and Sussex Police
- Joint working with BHCC Resident Involvement Team. Hi-rise engagement plan piloted with Essex Place including telephone calls to all residents to gain referrals for Home Safety Visits passed directly to ESFRS via piloted new local referral mechanism, **24** additional referrals received, family engagement event on site led by ESFRS Education Team
- Article including in BHCC Housing Newsletter raising awareness of the high-rise project amongst staff and promoting reporting of ASB.
- New BHCC Fire Safety Policy produced
- New BHCC mobility procedure introduced to deal with mobility scooters in blocks of flats causing a fire risk, meeting held with disabled tenants' forum to launch document.

#### Future plans

- Phased programme is being developed to roll out the Essex Place engagement model to all Hi-rise blocks, supported by the Resident Involvement Team. Data is currently being analysed to prioritise based on risk
- Hoarding sprinkler task force being established to assess installation in high risk hoarding properties, 6 properties have been identified and will now be assessed.
- Explore more agencies using ECINS (the Empowering Communities Inclusion and Neighbourhoods Management System) for safe information sharing across multiple agencies

"Seniors housing has benefited from our partnership with ESFRS and the CIP by us working in a more systematic way with the service on fire safety. Given the vulnerability of older people to fire, we were pleased to hold the fire awareness session with ESFRS in January and agreeing, via CareLink Plus, a new referral system for home visits. The joint work on stoveguards also looks very promising, bringing new safety devices into the kitchens at Brooke Mead reducing the risk of accidental cooking fires. We look forward to the new hoarding framework and it has been a pleasure working with ESFRS developing these. The CIP has been invaluable and we're proud to support it" – Peter Huntbach, BHCC Seniors Housing Manager

## 2.4 Resettlement

### Background

- There is a significant amount of emergency and temporary accommodation in the City as well as those moving on from care, hostels or prison into independent living who may benefit from tailored advice and as a preventative



---

approach to take responsibility for their own home and fire safety

- CIP partners all identify chaotic lifestyle as a key vulnerability factor in the City
- 60% of accidental dwelling fires in the City for 2016-17 were in properties where all residents are below pensionable age, therefore a need for fire prevention work focussing on younger residents has been identified

#### Outcomes

- Resettlement sub-group created linking ESFRS, BHCC, Sussex Police and Probation to develop resettlement pack
- Home Safety Visits promoted via Sussex Police Community Messaging

#### Future Plans

- Develop a Resettlement Pack for those moving into independent living
- Secure Home Safety Visit referrals for those moving into independent living
- Build on links with Brighton Housing Trusted supported Housing and Community Connections

## 2.5

### **Dementia**

#### Background

- There are an estimated **2,646** people in the city living with dementia.
- Impact on memory is a risk factor in relation to fire for example kitchen distraction (over 60% of fires in the City are kitchen fires).
- CIP partners have services which can benefit these clients e.g. ESFRS Home Safety Visits, Carelink equipment, and BHCC Housing (Brooke Mead)
- All partners may come across service users who are living with dementia and are keen to have appropriate awareness to provide tailored support. There are a range of services for those living with Dementia in the City for example increasing number of Dementia Cafes, and a wide range of services, the journey through services will be different for each individual, it is therefore important for partners to have an awareness of key contacts and partner agencies

#### Outcomes

- Carelink representatives attended the City Dementia Conference
- Presentations to CIP from the Alzheimers Society, BSUH Admiral Nurses and CCG Commissioner for Dementia to give an overview on services
- Feedback gained on language in ESFRS leaflets and referral forms relating to Dementia
- Stoveguard equipment to be placed in the new Brooke Mead extra care housing scheme jointly funded by ESFRS and BHCC.
- 6 additional Home Safety Visit Referrals received into ESFRS

#### Future Plans

- Roll out Dementia Awareness training for frontline workers of CIP partner organisations
- Link to the Memory Assessment Service for referrals, as the main gateway service for all clients.

## 2.6

### **Communications**

#### Background

- CIP partners have identified the need by partnership agencies for joint

---

working in this area to better identify, support and engage the local community, thereby improving their safety and wellbeing and enhancing community resilience. The aim is to ensure that every contact counts, and that anyone coming into contact or working with someone who is vulnerable within in our City boundaries has knowledge and awareness of the tools and resources available to be able to offer help and support.

- CIP partners are often trying to engage with a similar cohort of people and it has been identified as vital to make best use of resources by issuing joint communications where appropriate and avoiding duplication

#### Outcomes

- ESFRS and Carelink promotion of each other's service in key communications and ESFRS input into Carelink newsletter
- CIP Communications Strategy written and signed off at CIP including development of CIP branding, timescale and structure for four key communications per year relating to key identified themes and messaging.
- CIP listed as a case study relating to good practice in the updated BHCC Collaboration Framework

#### Future Plans

- Embed the communications strategy ensuring key joint communications throughout the year
- Finalise CIP logo and branding
- Link Communications Representatives from partner organisations
- Ensure CIP partners are represented on local groups taking forward the Hub working under the Communities and Neighbourhoods portfolio and attend associated events and engagement opportunities.
- Ensure CIP links to the joint Local Safeguarding Children's Board / Safeguarding Adults Board Participation and Engagement sub-group as appropriate, for cross-learning and support, avoiding duplication
- All organisations to promote joint CIP messaging and any event they attend.
- Hoarding Partnership Framework to be launched during Safeguarding Adults Week in December.

### **3. Future Plans**

- 3.1 To continue, fully develop above initiatives, ensuring joint working and to support the safeguarding of residents in our City. This will fully link with and support wider work of the Communities and Neighbourhoods Portfolio, City Management Board, and identified City priorities.
- 3.2 In addition to the above aims CIP will take Fuel Poverty as the next themed initiative assessing how CIP partners can support the City Fuel Poverty Strategy. Fuel poverty has been identified as a priority for partners following notable fire incidents in the City where candles have been the source of ignition including a serious fire at Essex Place. There is a concern that fuel poverty could be a factor in relation to increased use of candles. Likewise those in fuel poverty are by nature vulnerable and may benefit from services of CIP partners. ESFRS will work with those identified as in fuel poverty via the City Strategy to offer home safety visits to all of these residents.

- 3.3 Raise awareness of the work of CIP at the senior level considering links to appropriate Boards and potential of formalising links.
- 3.4 Building further links with Community and Voluntary Sector (CVS) partners and wider CVS representation at meetings.
- 3.4 Build links with the BHCC Communities and Neighbourhoods (CN) Portfolio, looking at how the approach of CIP (looking at Citywide vulnerabilities) can support the geographical hub-based approach of the CN Portfolio, how CIP partners can support priorities identified under the neighbourhood action plans, and how the remit of the Field Officer role may have outcomes relating to CIP initiatives.

“I joined the CIP last year when starting in post as Volunteer Co-ordinator for a new service – the Elder Abuse Recovery Service- covering East Sussex. The benefits of being a member of CIP already include building relationships with local colleagues and being able to get to know about their service, gaining awareness about key local strategic plans and the chance for real partnership work in mutually supporting clients. Additionally I think one significant achievement of the CIP is that it helps services deliver a more in-depth and good quality level of support to a wide range of clients in the local community”. – Gail Shanahan, Action on Elder Abuse

**4. Any implications affecting this report should be noted within the final paragraphs of the report**

**4.1 Financial Impact**

For CIP to function it a coordination role is necessary ESFRS Partnership and Engagement Coordinator (Grade 8). However there are also cost benefits of closer working and sharing cost and resources including joint communications.

**4.2 Political Impact**

The CIP has led to closer links developing with BHCC at the senior level including Chief Executive, Director of Communities and Neighbourhoods, and the City Management Board.

“The CIP is fundamentally a product of practitioners from a number of public and voluntary organisations who wanted to work more collaboratively in reducing suffering of those most vulnerable in the communities of Brighton & Hove. The basic principle was that every interaction should count and regardless of whether it was a social worker, council employee, firefighter or volunteer, the individual should be able to light up the network and secure resources and services that would swiftly and profoundly improve the lives of those suffering in the community” The initiatives have developed and the groups confidence has grown as case studies have shown how the efforts of the group demonstrated the real and positive effect the work was having on people's lives. Being part of what was a very dedicated and ethically driven collaborative team was a very rewarding and truly humbling experience” – Mark Matthews, ESFRS Assistant Director for Safer Communities and Founding Chair of the CIP.

