

## OVERVIEW & SCRUTINY IMPACT OF SCRUTINY SUB-COMMITTEE (ISSC) 25 APRIL 2018

### ISSC REPORT: Community Protection – Safe and Well Topic Group

RECOMMENDATION	EXECUTIVE RESPONSE	IMPACT OF ACTIONS TAKEN e.g. new strategy, X residents engaged, practise changes, planned stakeholder discussions, partnerships/stakeholders have issues on agenda, service development <b>and dates</b>	COMPLETED (do not input 'ongoing' in this column) <b>and dates</b>
<p>2.1</p> <p>That the Safe and Well Communications plan is reviewed to ensure a focus on raising awareness of the programme more widely with key stakeholders. For instance, Members of the topic group were not aware of the Safe and Well programme and had concerns that this was also the case with other stakeholders. (3.2, 4.1)</p>	<p>A review of the communications plan will be undertaken by the project board before the end of Q4. Community Protection Directorate (CPD) and Public Health (PH) will continue to utilise forums, meetings, technology and other platforms to raise awareness of the Safe and Well programme. Project board members will attend the Members scrutiny conference in March 2018 to ensure new members are fully briefed on the project and its intended outcomes.</p>	<p>A review of the project communication plan was undertaken in January 2018. The team identified a number of additional forums/channels where the initiative can be promoted further. A new form was developed on the Hertfordshire website to simplify the referral process</p> <p>As a result of these changes a wider audience of referral partners has been reached, however with all communication people don't know what they don't know. We will however continue to promote the initiative at every opportunity.</p> <p>See response at 2.3</p>	<p><b>YES</b></p>
<p>2.2</p> <p>That budget is set aside to enable Community Protection to invest in electronic devices rather than using paper based forms to record Safe and Well activity. This should then provide for greater accessibility of information</p>	<p>The introduction of electronic ways of working for Safe and Well forms part of a wider road map of digital expansion for CPD. Discussions are underway with a number of suppliers and once full costings are understood a financial decision will be made around procurement of systems and hardware.</p>	<p>In February 2018 the Digital Services Strategy Board agreed the funding and purchasing of an electronic system to streamline the process. Hertfordshire Fire &amp; Rescue Service (HFRS) is working in collaboration with Humberside and Staffordshire Fire Services on this project to reduce cost and share expertise. As such by the end of 2018 it is anticipated we will have moved</p>	<p><b>YES</b></p>

between all Hertfordshire County Council departments and other partners. (3.13, 4.2)	The aim is to have a provider in place and development started by the end of Q4.	over to electronic ways of working. As a result of electronic ways of working the Directorate will see a reduction in printing costs as well as internal efficiency savings	
2.3 That Safe and Well programme forms part of the scrutiny conference on prevention to be held in February 2018. (4.3)	Safe and Well will form part of the scrutiny conference in March 2018.	The members' conference in March 2018 was postponed and a new date is currently being finalised. CPD will present on Safe and Well as part of this conference.  Once delivered at conference all members will be aware of the service provided	<b>YES</b>
2.4 That Safe and Well continues to be a priority for Fire and Rescue regardless of any upcoming decision with regard to the business case put forward by the Police and Crime Commissioner (PCC) that Fire & Rescue moves under the governance of the PCC. (3.22, 3.23, 4.4)	The CPD fully transitioned over from Home Fire Safety Visits to Safe and Well. All staff including wholetime and retained firefighters, as well as volunteers and specialist technicians have been delivering this initiative. Safe and Well will remain an aspiration for the Directorate going forward regardless of governance arrangements.	Safe and Well forms part of the core foundation of our prevention activity. Ongoing industrial relations have meant that operational staff continue to carry out the safe element of the visits with volunteers and specialist technicians delivering the full service.  At the current time a decision has yet to be made on Fire Service governance; however, whatever the outcome this initiative will continue to be delivered with support from HCC	<b>YES</b>