



## COMBINED FIRE AUTHORITY

24 NOVEMBER 2016

## COMMUNITY SAFETY RESPONDERS

---

### REPORT OF AREA MANAGER ORGANISATION DEVELOPMENT

---

#### Purpose of report

1. The purpose of this report is to provide an update and interim evaluation of the Community Safety Responder (CSR) project currently operating in Stanhope.

#### Background

2. The project was supported financially by a funding award from the Home Office Innovation Fund in April 2015 which enabled the recruitment of 2 CSRs to be deployed in the Stanhope area of County Durham.
3. The aim was that the CSRs would perform the joint roles of Police Community Support Officer (PCSO), Retained Duty System (RDS) Firefighter and Co-responder on behalf of North East Ambulance Service (NEAS).
4. The CSR role was seen as an opportunity to help drive further reductions in risk to our most vulnerable communities through a wider approach to prevention activities and would conduct community safety work jointly on behalf of the 3 partner agencies.
5. The posts were advertised internally within County Durham and Darlington Fire and Rescue Service (CDDFRS) and Durham Constabulary with 2 members of CDDFRS being recruited into post from November 2015.

#### Project overview

6. The CSR project has been delivered collaboratively by the 3 partner agencies, with Durham Constabulary taking the role as the primary employer.

The project key deliverables were to:

- Improve the safety of communities in the Stanhope area by providing a flexible, competent and coordinated blue light response to emergencies;
- Increase assurance and the communities confidence in the blue light services through the provision of highly visible and approachable CSRs;
- Provide an efficient, value for money tri-service response to the local rural community.

## Evaluation

7. Evaluation of the project has been ongoing throughout the trial with regular project meetings used to determine ways to best support and drive the use of the CSRs and maximise the benefits the roles afford.
8. The project has been constantly evaluated throughout looking at: operational response; community safety activity; community confidence and victim satisfaction within the Stanhope area.
9. The project team agreed a number of objectives on which to measure the success of the project:
  - Increased community confidence;
  - Increased victim satisfaction;
  - Capacity released and efficiency savings;
  - Appliance availability rates;
  - Improved incident outcomes;
  - Risk reduction.

## Findings

### Project initiation

10. A Memorandum of Understanding (MOU) between the 2 lead agencies, Durham Constabulary (DC) and CDDFRS was developed which formed the basis of the operating terms of reference.

### Training

11. The CSR's were able to complete their training within a 3 month window beginning in November 2015. This was helped due to one of the CSR's already being an RDS firefighter based at Stanhope.

### Deployment

12. The CSR role went 'live' on 8 February 2016 with a press launch which was positively received.

The CSRs are based within the police station at Stanhope. They attend the drill night at Stanhope fire station as part of their working routine to maintain competence in risk critical FRS skills. A schedule of shadowing paramedic crews has also been agreed with NEAS to assist the CSR's to develop and maintain their skills in this area. The CSR shift pattern was chosen to cover gaps in RDS availability at Stanhope.

### Activity

13. The CSRs complete a daily log of their activity, the number of activities recorded between 8 February and 6 September 2016 was 392. Of these, 310 were recorded as Police; 60 FRS and 22 were NEAS related activities. The CSRs have improved the safety of the community in Stanhope through the wide range of activities undertaken on behalf of the three agencies. From a response perspective they have helped resolve operational incidents and the community safety activity is helping to drive the prevention agenda.

The CSRs have flexible terms and conditions and their working time is mapped against the availability of other resources from the three organisations. From a fire and rescue service perspective it is a significant advantage being able to deploy the CSRs to help meet gaps in existing operational cover arrangements.

14. The PCSO element of the role generally deals with low level policing activity which includes parking issues, community speed watch, foot patrols, poaching, dog fouling, etc. The CSRs are also required to deal with anti-social behaviour and neighbourhood disputes in their capacity as part of the neighbourhood policing team. This visibility is helping to build confidence and assurance in the Stanhope area. There is anecdotal evidence from the feedback received from the community in Stanhope that public reassurance is growing. Whilst the formal evaluation of this deliverable will not take place until early next year the Police are keen to mainstream the CSR roles given the other significant advantages they bring.
15. The CSRs have been mobilised to 22 incidents on behalf of NEAS of which they have attended 18. NEAS performance data shows that the CSRs achieved the 8 minute target response time for 'Red' incidents on 90% of those occasions.
16. The CSRs also conduct various other community safety events. For example they have supported 'Water Safety Week', by delivering training with throw lines and floats at the swimming pool in Stanhope in partnership with the local authority. The CSRs attended a 'dementia café' within the community as part of 'Dementia Awareness Week', which resulted in the CSRs fitting door chimes into properties where people were suffering from this illness.
17. The CSRs have received training from NEAS to deliver 'Heart Start' training to local community groups and schools. There is an extensive and growing network of public defibrillator sites within the dales, to maximise the benefits of these it is the intention for the CSRs to deliver CPR training throughout the local community.

## **Challenges and issues**

18. Throughout the trial lessons have been learnt and issues identified which will be considered in the future development of the CSR role, these are listed below.

### **Maximising resource**

19. The CSR role itself is expanding as the confidence and abilities of the CSRs increase and additional opportunities are currently being explored to expand the role to further reduce risk to the community.
20. To enable an evaluation to be made of the impact of the CSRs within the community they have deliberately been kept within the Stanhope and surrounding areas whilst performing their role. However, the project team have identified opportunities for the CSRs to be utilised across other RDS areas in the west of the county if the role was to be mainstreamed.

### **Potential to maximise savings**

21. Whilst the expected savings proposed in the Innovation Fund Bid have not been realised, flexibility around location; their shifts and the ability to broaden the role by further increasing their skills, it is likely that savings could increase. However, the view is that the CSR role provides extra benefits to the community and the partner agencies in addition to financial savings.

## Costs

22. The initial bid for funding was for a period of 24 months with £53,400 allocated for year one and a further £38,400 allocated for year 2. However, the trial has in effect been an 18 month project therefore the final funding awarded was:
- Year 1 - £41,190
  - Year 2 - £38,400
23. It is anticipated that this funding will cover the total project costs incurred during the trial period.
24. Table 1 below indicates the anticipated annual costs of mainstreaming the 2 CSR posts from April 2017 onwards. Provisionally a split of the costs has been agreed, with the police contributing 60% and fire 40%, it is anticipated that NEAS will contribute on a call by call basis.

Table 1: Annual CSR Costs

<b>CSR Costs</b>	
2 x CSR Salary	£53,000
2x RDS Retainer	£ 1,900
2x Drill Night (3hrs each per week x 52weeks)	£ 5,173
Fire turnouts assuming 35 calls x 2 (Hourly rate £16.75)	£ 1,172
Ambulance turnouts assuming 45 calls x 2 (Hourly rate £16.75)	£ 1,507
Vehicle 10000 miles @ £0.66 per mile (PPM figure provided by JD)	£ 6,600
<b>Annual Cost</b>	<b>£69,352</b>
<b>Projected Fire Service contribution @ 40%</b>	<b>£27,740</b>

## Savings

25. From February until September 2016 the CSRs have kept the appliance available for a total of 88 hours which otherwise would have resulted in a whole time appliance being sent to Stanhope to provide fire cover. This provides a non-cashable saving of £7,450.
26. Over that same period approximately 310 hours of RDS detachments, additional voluntary hours and operational cover contract hours were also required to maintain the availability of the Stanhope appliance. Primarily these additional payments were due to a lack of emergency fire appliance drivers (EFADs) and incident commanders (ICs) being available at the station. If CSRs were to be mainstreamed the aim would be to provide them with the development to undertake these roles which would result in significant financial savings.. In addition, if they were utilised to provide fire cover at the other RDS fire stations in the West of the County there is potential for further savings to be realised.

## Conclusion

27. Although the evaluation of the project will continue until March 2017 it is clear that the CSR project has successfully demonstrated:
- The ability of the 3 partner agencies to deliver a service to the community through successful collaboration;
  - The role of the CSR can be successfully undertaken given suitable and sufficient training and support is provided;
  - The CSR role can provide an effective response for the 3 partner agencies as required;
  - The ability to increase proactive engagement work in rural areas;
  - The role of the CSR has the potential to expand to offer further demand reduction approaches related to the Health Service, for example, assist only falls and defibrillator training;
  - The introduction of CSRs in County Durham and Darlington has been praised by the Home Office (HO) as a best practice example of emergency service collaboration.

## Interim evaluation recommendations

28. As a result of the evaluation it is recommended that the role of the CSR in Stanhope is mainstreamed from April 2017. Further work will continue around the development of the role with a view to expanding the area of cover in the RDS areas in the West of the County to maximise the benefit of the role within the community and to maximise potential savings.
29. The CSR model we have implemented has been quoted as best practice by the Home Office and it is recommended that the option of the CSR role is explored as a model to be applied in other rural areas of County Durham and Darlington.

## Recommendations

30. Members are requested to:
- a) **Note** the contents of this report;
  - b) **Approve** the permanent introduction of the CSR role as a collaborative role between CDDFRS, DC and NEAS.

Sarah Nattrass, Area Manager Organisation Development, Ext.5587