



# Community Safety Plan 2022-25

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# Community Safety Plan

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Together we make life safer

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# Welcome

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This is now the second Community Safety Plan which sets out our vision and aspirations in delivering safer communities in Hampshire and the Isle of Wight. This plan aligns with the last three years of the Service Safety Plan. The aim of this plan is to provide clarity to the public, our teams and other interested partners in the areas of new activity the teams in Prevention, Protection (Delivery), Protection (Support) and health will be working on over the next three years to improve our performance.

We in Hampshire and Isle of Wight Fire and Rescue Service (HIWFRS) take our role in working with our partners seriously, so a Community Safety Plan outlining how we will do this is an important part of sharing our vision of 'together making life safer'. This plan has been consulted on with partners and stakeholders across local authorities and blue light partners. We have welcomed any feedback to shape the plan and have used this as a platform for discussion to ensure our mutual aims are met. This document should be read in conjunction with the [HIWFRS Safety Plan](#) which supports our Integrated Risk Management Plan.

I would like to thank you for taking the time to read this document which hopefully clearly sets out our plan for being more accountable and explicit in our future Community Safety delivery plans. Finally, I would like to acknowledge with huge appreciation the hard work, professionalism, and dedication by all the Community Safety teams in bringing this plan to life every day.

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## Introduction

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The risks in Hampshire and the Isle of Wight change as the people in our communities grow and face new challenges. It is important for us to understand the way people live and how this affects our service so that we can suitably adapt our approach to ensure that we continue to make life in Hampshire and the Isle of Wight a safer place for all. Through our Community Safety prevention and protection work we seek to prevent incidents occurring in the first place, whether that's by providing free home fire safety advice or protecting people in their place of work through regulation of the [Regulatory Reform \(Fire Safety\) Order \(FSO\) 2005](#).

It is vital that we fully engage with our communities so we can understand their specific requirements and tailor our service delivery to meet their needs, keeping a person-centred approach. We also know that as our communities change we need to adapt how we deliver services to them appropriately.

Through our enforcement of the [FSO](#), non-domestic premises are safer than ever before, however we avoid becoming complacent about this as we recognise that new challenges are constantly emerging.

The recommendations from the Grenfell Tower inquiry will lead to changes in legislation and the way buildings are designed, constructed, and managed in the future. We must therefore build capacity and resilience into this plan to enable HIWFRS to be agile enough to respond quickly to changing demands whilst improving service delivery.

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## Our vision

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Our vision in Community Safety is to reduce harm from fire and other risks by educating our communities, and to make the built environment safe through engineered solutions and effective risk-based inspection programmes.

This will be achieved through matching our resources to risks, understanding where vulnerability and risks exist in our communities (by assessing person, environmental and behavioural factors), and maintaining a well-equipped workforce with the right skills, values and beliefs to deliver this vision in the most effective and efficient way.

We will use data to inform our decision making, to prioritise our work to reduce risk and harm to communities and set internal performance targets based on known vulnerabilities. This will enable us to focus our valuable resources where they are most needed in the most effective and efficient way.

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## Culture and people

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Prevention and Protection are frontline capabilities that significantly reduce the risk of emergencies occurring. Our teams are therefore based and work within our communities as representatives of HIWFRS and ambassadors of their respective disciplines.

A Business Charter has been designed specifically to underpin our service values and this explains the standards of performance our teams will work to. We have introduced organisational values that define the way we work, and we have embedded these in recruitment, induction and promotion processes.

We recognise that developing our teams is vital; especially in meeting future demands; particularly in technical areas such as regulation of the [Fire Safety Order \(FSO\) and Fire Engineering](#).

We will ensure our teams are suitably trained, competent and confident to conduct their roles as well as being supportive of their physical and emotional wellbeing. Through generating a positive and vibrant workplace we will encourage and supply opportunities for colleagues to flourish, develop and increase their knowledge through further training.

We believe everyone can make a difference and value the diverse range of colleagues within the Community Safety Team.



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# Our priorities

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In supporting the [HIWFRS Safety Plan](#) we will focus on the following priorities which will help us to deliver our vision:

- We help people to stay safe in their own homes
- We work with our communities to prevent fires
- We undertake inspections of buildings based on risk
- We focus on higher risk places
- We work with our partners to deliver shared outcomes – road and water safety
- We work with the Hampshire and Isle of Wight Integrated Care System (ICS) to identify joint working opportunities and improve patient outcomes

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## Prevention

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### Our communities

Our role within the delivery plan will be to ensure:

- Our prevention activity is based on a targeted approach, informed by local and national data to prevent adverse effects on members of our community including vulnerable groups.
- We positively contribute to the behaviour and safety in the community through educating members of the public on fire safety and supporting our trusted partners with road and water safety. This work prioritises life, property and environmental risks. Our education programmes will be delivered to engage with children and young people of school age, with additional delivery options to support the most at risk. Our enrichment activities of Prince's Trust and Fire Cadets will support this.
- Safeguarding remains paramount when delivering our services and supporting our partners. We will support our teams to uphold our moral and statutory duties, and ensure our service is represented on relevant safeguarding and partnership boards to highlight the fire and holistic risks we encounter.
- Our Safe and Well intervention continues to support people within their homes to help reduce the risk of accidental fires. This will embrace the [National Fire Chiefs' Council's \(NFCC\) 'Person centred framework'](#) whilst supporting and signposting to our partner agencies. The products we deliver will reflect best practice identified by the National Fire chief's council (NFCC).
- We review our most serious incidents as a service and multi- agency through the Fire Safety Development Group (FSDG).

## Public Value

We will work with regional fire service partners to provide value for money by sharing ideas, provisions and best practice. Where appropriate we will utilise and expand our volunteering network to support our prevention activities and the needs of the wider service.

## High performance

Using high-quality data, we will evaluate our activities to ensure our assets and focus are correct whilst developing a Quality Assurance (QA) framework to identify good practice and improvement within our team.

## Learning and improving

Organisational improvement is a core principle of prevention and underpins the professional practice we wish to deliver. Through engagement with our internal teams and external partners we will seek feedback on our performance and how we can improve. We will also provide constructive feedback to internal teams and partners to encourage open dialogue and improvement.

## Prevention – Vulnerability factors

### Key



ENVIRONMENTAL  
FACTORS



PERSON  
FACTORS  
The more risks the individual  
presents the greater their  
vulnerability to fire.



BEHAVIOURAL  
FACTORS

Risk factors identified  
from the Hampshire and  
Isle of Wight fire death  
analysis.



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# Health

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As part of the delivery plan, we will:

- Work with the Hampshire and Isle of Wight Integrated Care System (ICS) to set up joint prevention activities to improve health outcomes for the population of Hampshire and the Isle of Wight.
- Develop data-sharing agreements between partner agencies working within the Integrated Care Partnership (ICP) to support the creation of a vulnerability register
- Review the engagement of HIWFRS teams within local health structures to ensure that local teams develop links within the newly formed ICS structures
- Review prevention opportunities within falls response and consider the use of Community Safety Officers to support the response
- Improve the understanding of health infrastructures within Hampshire and Isle of Wight health and social care and consider opportunities to collaborate on system wide improvements
- Improve the knowledge and understanding of how HIWFRS can help make people safer within Health and Social care teams
- Identify training opportunities to improve fire safety and home fire safety knowledge in health and social care teams
- Identify joint working opportunities to improve patient outcomes by supporting the 'Making Every contact count' principle

## Future planning:

- Establish a Community Safety Health Lead role within the Community Safety team
- Identify joint commissioning opportunities within the ICS and Office of Police and Crime Commissioner (OPCC)
- Support ICS joint initiatives, for example Trauma Informed Training



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# Protection Delivery

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As part of the delivery plan, we will:

- React to any changes in legislation amending policies and procedures, informing the public where needed
- Establish workstreams to remedy any actions from the Protection Standards
- Embed the Business Charter to underpin our Quality Assurance (QA) processes and performance management
- Develop the training and delivery mechanisms for station-based teams to deliver Protection within the built environment through fire safety checks
- Embed the processes for station-based teams to effectively signpost risk post incident
- Reduce demand on our resources through unwanted fire signals and lift incidents by implementing recommendations on how these incidents are managed
- Continue to evolve QA systems to improve the effectiveness of our teams
- Use the Community Safety calendar and Care Quality Commission (CQC) contacts to enable us to align education to the business and care community supported by regional and national campaigns
- Investigate and implement technological advances in body worn video cameras

To reduce risk through planned inspections we will:

- Over a 3-year period HIWFRS will inspect or liaise with the Responsible Person/s in all identified High-Risk Premises on CFRMIS.
- Reinspect Very High and High-Risk premises on CFRMIS
- Where required, undertake initial and reinspection of premises identified in Experian Data
- Identify, educate, and inspect according to locally based themes e.g., Premises with Sleeping Above Commercial

## Risk Based Inspection Programme

Intelligence received from many sources helps HIWFRS to target the work of Protection teams according to the risk and priorities of the service. It will initially be necessary to identify the level of risk within a premises. This will be determined using numerous sources of information available to HIWFRS, considering risks to Protection, Prevention and Response teams.

Complaints against fire safety standards may be received from members of the public, organisations, companies, other authorities etc. They may be received in person, by email, letter or telephone and may be anonymous, but in all instances will be prioritised above other pre-planned work.



## **Data Based Risk Profiling – Experian Data**

HIWFRS use a data set from Experian which shows the types of businesses and buildings that are more likely to experience fires, enabling those not previously audited to be prioritised. Inspectors will use data in the following ways:

- To identify new premises for inspection working from highest to lowest risk score.
- To enable reactive risk management (premises identified through the Alleged Fire Risk process) to be prioritised through additional scoring.

HIWFRS will treat these situations as an 'Alleged Fire Risk' (AFR). As a risk is believed to exist these premises will take priority. On notification of an AFR, the premises concerned will be allocated points on the scoring matrix for Experian Data, moving it to the top of the list. By placing the premises to the top of the list this prioritises the premises for inspection by Protection Inspectors above all other activity.

## **High-Risk Residential Buildings**

Inspectors have the specific aim of understanding, confirming, and (if necessary) enforcing the required fire safety standards in our highest risk residential buildings. HIWFRS will inspect flats and the buildings identified below using Level 4 Diploma qualified inspectors over a rolling programme of inspections.

The premises identified as higher risk residential buildings are defined as:

- Premises defined in legislation as Higher Risk/High Rise Residential Buildings
- Care homes of any height
- Hospitals of any height
- Prisons of any height
- Specialised housing of any height

As these premises are the highest risk premises due to their construction, layout, or occupancy, full inspections are undertaken and where fire protection systems are installed, certification or observation of operation is required to ensure "cause and effect" is maintained (especially where there is smoke control) throughout the buildings life cycle. Close liaison is maintained with Response and Prevention to ensure the vulnerability of the premises and the people that reside within are always considered.

## **Locally Based Inspections**

We understand that premises present a risk to the organisation and to those in and around non-domestic premises, due to a multitude of factors. These operationally significant premises consider risks to Protection, Prevention and Response teams, and are inspected in priority order:

- Statutory Duties
- Post Incident Inspections
- Significant premises
- Themed Inspections
- Re-inspection of Experian Data
- Risk Mapping Data

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# Protection Support

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Our role within this Delivery Plan will be to:

- Continually improve our systems and database to work more efficiently
- Supply up to date risk information across the Service
- Develop Building Regulations Workshops with Local Authority Building Control (LABC) bodies
- Learn, evaluate and improve the effectiveness of all our teams
- Make a career in the fire service more accessible by highlighting the range of our work and the variety of careers available
- Implement the findings from the Grenfell Tower Inquiry and any other new legislation that will become a statutory requirement
- Embed the Fire-P programme within national arson prevention partnerships
- Lead others across the country to recognise the benefits of Primary Authority Partnerships (PAS).

Our procedures and processes will be measured and reported against national standards and frameworks. We will also open ourselves up to scrutiny by our partners including the Network Fire Service Partnership and the South East Operational Response and Resilience Group.

## Working with partners

In addition to working with blue light and Local Authority partners we will aim to set up working relationships with:

- Academia and research establishments
- Government agencies
  - Department for Business, Energy and Industrial Strategy (BEIS)
  - Home Office
- Legal advisors
- Subject matter experts

## Learning and improving

Robust quality assurance, coupled with regular evaluation of our activities and outputs will provide value for money for our communities, improve our performance, promote learning and change, and ensure that our people feel valued and recognise the contribution they make to our goals.

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# Performance and Governance

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We pride ourselves on being a professional team, so performance is important to us. The delivery of this plan will depend on how well we know it and the way we will measure success. Using a performance management framework, we will be able to hold ourselves accountable for how effectively we are operating. The framework focuses on those factors which may prevent our success, metrics to measure progress and line management accountability to drive change.

Our performance dashboards will provide the ability for managers to track how well their teams are performing against agreed metrics and forecast how well they are performing against annual targets.

Data is vital in helping us build a clear picture of our communities so, we will routinely analyse information to make us better informed on where our resources are most efficiently focused in reducing risk.

By using the Fire Protection and Prevention Standards our performance will be benchmarked against a nationally recognised standard, leading to consistency and transparency in how we deliver services. Wherever possible when improvements are identified we will change the way we work.

We will harness new technologies, adopt modern practices, and seek assurance that our processes and procedures are the best they can be. How we perform in Community Safety and as a Service is subject to scrutiny by the Hampshire and Isle of Wight Fire and Rescue Authority (HIWFRA). We will report on how well we meet our performance standards and how effectively we are delivering this plan via our Operations Management Group who report into the various committees within our governance framework.

The [National Framework Document for England \(Section 4\)](#) holds the Chief Fire Officer to account for the effective delivery of the fire and rescue authority's Integrated Risk Management Plan. The Community Safety plan supports this and coupled with robust financial management ensures that due regard is paid to the national framework.

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## The bigger picture

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The [National Fire Chiefs Council \(NFCC\)](#) is the governing body of the fire and rescue sector in England and the devolved administrations. NFCC represents the sector in local and national structures, helping to develop national policies and strategies. Where appropriate we will deploy our people to represent HIWFRS in regional and national working groups and committees in our commitment to supporting and developing the sector.

Although our primary focus within the NFCC is the Prevention Committee, for obvious reasons the work of the Digital and Data Programme and the Community Risk Programme will influence our work in the future. Our connection with the Protection and Policy Reform Unit (PPRU) is vital in enabling us to deliver future changes, and we support the PPRU by seconding officers into their team. This is important with the coming amendments to legislation. Within the Southeast region, we will continue to represent HIWFRS in prevention and protection matters in an active role, chairing committees and taking the technical lead on relevant subjects. In doing so we will support the NFCC plans, priorities and objectives.

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## Working with partners

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In addition to the duty to collaborate with blue light colleagues and work with local authority partners in Hampshire, Southampton, Portsmouth and the Isle of Wight, we also work closely with other partners both within the fire and rescue sector and across other areas such as health and wellbeing.

The value of working in collaboration with other agencies who also have a duty of care to protect people can never be underestimated, although sometimes this is difficult to evidence. However, we do know that we have shared goals and objectives which are mutually beneficial in achieving the common goal of making Hampshire and the Isle of Wight a safer place to live, work and travel.

Where the fire and rescue service are not the statutory agent for relevant legislation (Fire and Rescue Services Act 2004, the Regulatory Reform (Fire Safety) Order 2005, Fire and Rescue National Framework for England), we will work in partnership to support our colleagues in partner organisations to deliver their priorities e.g., road and water safety, safeguarding vulnerable people and investigating the cause of fires.

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## Future vision

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This is an ambitious plan to deliver but it is achievable providing good teamwork, strong leadership, hard work and perseverance is shown by all. The four delivery plans outlined above already look beyond 2022-25.

These will lay the foundations for future improvements and transformation in how HIWFRS will continue to make the communities of Hampshire and the Isle of Wight safer. If you would like any further information on the work we do, please visit Keeping safe ([hantsfire.gov.uk](https://hantsfire.gov.uk))

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Contact us:

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