

Notice of meeting and agenda



Police and Fire and Rescue Board

Venue: Council Chambers, Midlothian House, Dalkeith, EH22 1DN

Date: Monday, 13 November 2017

Time: 11:00

John Blair
Director, Resources

Contact:

Clerk Name: Verona MacDonald

Clerk Telephone: 0131 271 3161

Clerk Email: verona.macdonald@midlothian.gov.uk

Further Information:

This is a meeting which is open to members of the public.

Audio Recording Notice: Please note that this meeting will be recorded. The recording will be publicly available following the meeting. The Council will comply with its statutory obligations under the Data Protection Act 1998 and the Freedom of Information (Scotland) Act 2002.

1 Welcome, Introductions and Apologies

2 Order of Business

Including notice of new business submitted as urgent for consideration at the end of the meeting.

3 Declarations of Interest

Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.

4 Minutes of Previous Meeting

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| 4.1 | Minute of Meeting of the Police and Fire and Rescue Board 21 August 2017 | 3 - 6 |
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5 Public Reports

- | | | |
|------------|---|----------------|
| 5.1 | Deputy Assistant Chief Officer - East Service Delivery Area - Letter dated 3 October 2017 from Scottish Fire and Rescue Service | 7 - 7 |
| 5.2 | Designation of Local Senior Officer - Letter dated 11 October 2017 from Scottish Fire and Rescue Service | 8 - 9 |
| 5.3 | Designated Local Police Commander - Letters dated 15 September 2017 from Police Scotland | 10 - 11 |
| 5.4 | Police Scotland - Scrutiny Report Quarter 2 - 1 April to 30 September 2017 | 12 - 21 |
| 5.5 | Scottish Fire and Rescue Service - Local Plan Performance Report Quarter 2 1 July to 30 September 2017 | 22 - 44 |
| 5.6 | Living Safely in the Home Pilot - Report by Scottish Fire and Rescue Service | 45 - 69 |

6 Private Reports

No private business to be discussed



Police and Fire and Rescue Board

Date	Time	Venue
21 August 2017	11.00am	Council Chambers, Midlothian House, Buccleuch Street, Dalkeith

Present:

Councillor Curran (Chair)	
Councillor McCall	Councillor Munro
Councillor Parry	Councillor Smail

In attendance:

Midlothian Council Kevin Anderson, Head of Customer and Housing Services	 Verona MacDonald, Democratic Services Team Leader
Police Scotland Chief Superintendent Ivor Marshall	 Chief Inspector Kenny Simpson
Scottish Fire and Rescue Service David Farries, Area Manager	 Steve Gourlay, Group Manager

1. Welcome, Introductions and Apologies

The Chair welcomed all to the meeting. An apology for absence was intimated on behalf of Councillor Muirhead.

2. Order of Business

The order of business was confirmed as outlined in the agenda circulated. It was noted that Police Scotland wished to raise an additional item and that it would be tabled after the scheduled business.

3. Declarations of interest

No declarations of interest were intimated.

4. Minute of Previous Meeting

The Minute of Meeting of 30 May 2017 was considered and approved noting one change on Page 4 thereof whereby the road discussed was the A6094 not the A6095. The Chair was authorised to sign the Minute as a correct record of the meeting.

5. Public Reports

Agenda No.	Report Title	Presented by:
5.1	Scottish Fire and Rescue Service – Midlothian Local Performance Report – Quarter 1, 1 April to 30 June 2017	Scottish Fire and Rescue Service
Outline of report and summary of discussion		
<p>David Farries, introduced the report and advised that the Service had now embarked on a formal transformation which would look at community planning as the catalyst for formatting the service to be provided. He made reference to a letter sent to all Chairs of local Scrutiny Boards by the Chair of the national Board which emphasised that the transformation was not entirely financial driven as it aimed to focus on the needs of communities. He advised that he felt the local service had perhaps gone as far as they could in terms of prevention of fires as borne out by the statistical information within the report but that other areas of concern would continue to be addressed. He welcomed Members thoughts on the letter from the Chair of the national Board and advised that it would be his intention to go through some of the presentation material in relation to the transformation process and that this could be done at the next meeting or perhaps at a separate meeting.</p> <p>Thereafter, the Chair confirmed he had received the letter and would circulate it to Members. Following discussion, Members agreed that they would like a separate meeting with all Elected Members being invited and that this could be done either by way of a Briefing Session or a request to Council for a Seminar. The Chair indicated that he would look into this and report back to Members after the meeting.</p> <p>Steve Gourlay then took Members through a summary of the Quarter 1 report noting the performances within the 5 objectives making up the main focus for local service delivery in the Local Fire and Rescue Plan for Midlothian 2014-2017, namely, (1) Reduction of Accidental Dwelling Fires; (2) Reduction in Fire Casualties and Fatalities; (3) Reduction of Deliberate Fire Setting; (4) Reduction in Road Traffic Collisions; (5) Reduction of Unwanted Fire Alarm Signals together with the Fire Safety Enforcement Audits and Home Fire Safety Visits delivered in Midlothian.</p> <p>He made reference to the increase in deliberate fire-raising over the Easter period which was higher than the East and Scottish averages which had led to the local service questioning whether the work being done to tackle this is with the right people. He advised that this area of work would be developed with partner agencies with a view to broadening the scope of the young people being targeted. He addressed work already being done, in particular by the new Fire Station Commander in Dalkeith, in schools in preparation for the bonfire and fireworks</p>		

season.

Questions were then put by Councillors Parry, Smaill, Munro and the Chair and subsequently answered by Mr Gourlay.

In relation to the sale of fireworks, Kevin Anderson, advised that only 2 outlets were now authorised by the Council and that in November, 2016 Council agreed to ban fireworks from being set off from Council non-domestic property and land except for organised/licensed displays. He further advised that, in conjunction with the Fire Service, free uplifts to remove pieces of wood and other flammable materials which could be used for bonfires, were planned.

Decision

The Board agreed to note:

- (a) the terms of the Quarter 1 report and;
- (b) that a presentation of the transformation work being undertaken within the Scottish Fire and Rescue Service would be held as soon as possible with an invitation extended to all Elected Members

Prior to the next item, the Chair advised that Chief Superintendent Marshall would shortly be taking up the position of President of the Association of Scottish Police Superintendents. On behalf of the Board, he congratulated Chief Superintendent Marshall on the appointment.

Report No.	Report Title	Presented by:
5.2	Police Scotland Midlothian Scrutiny Report Quarter 1 2017-18	Police Scotland
Outline of report and summary of discussion		
<p>Ivor Marshall provided a summary of the content of the report and in particular emphasised the partnership working with agencies such as the Fire and Rescue Service. He advised that the transformation process undertaken was with a view to having local approaches to local policing and whereas balancing budgets was always a challenge this was on target. He noted that, despite some staff shortages, the quarter 1 statistics for Midlothian were strong. During the quarter the local force had provided support in Edinburgh during the festival period and produced positive figures regarding housebreakings and anti-social behaviour, which is a significant challenge in Midlothian. From his point of view, as the commanding officer, the area was performing to a very high level and delivering a good service to the community.</p> <p>Chief Inspector Simpson, spoke to the terms of the Report and highlighted performance in meeting the targets set for each of the priorities, namely Tackling Substance Misuse; Protecting People; Reducing Violence; Making our Roads Safer; Reducing Antisocial Behaviour; Tackling Serious and Organised Crime; and Reducing Housebreaking.</p> <p>He referred to Page 31 of the document pack and advised the measures taken with regard to substance misuse showed a positive picture and after the last Board Meeting he received good feedback from Elected Members regarding the Best Bar None scheme. He was hopeful that by the end of the year more licensees will have signed up to it. With regard to Page 33 of the document pack, he noted that whilst the figure was off the target set, officers were now identifying the most vulnerable persons quicker and that whilst the figures on Pages 34 and 35 showed the domestic</p>		

abuse detection level to be lower, it was difficult for many reasons to get the evidence needed to take reports further. The figures on Page 36 – Reducing Violence – showed a decrease in serious and common assaults and this was as a result of a concerted effort by officers in this area. He reiterated the point made earlier by Chief Superintendent Marshall regarding anti-social behaviour and advised that this was the biggest challenge for his officers given the different issues involved. With regard to the figures for Serious Organised Crime (Pages 42 and 43) he advised that with support from other areas a short term campaign had taken place but this still needed to be looked at in the longer term. Net assets seized were considerably higher and this was a positive picture. With regard to housebreaking (Pages 44 and 45) he noted that the figures were positive but this was still high on the list of priorities as officers were very much aware of the impact this had on the people affected.

Questions were then put by Councillors Parry, Smail, McCall and the Chair and subsequently responded to relating to matters including housebreaking and shoplifting and the locations of the mobile camera units.

Thereafter, Chief Inspector Simpson, tabled a draft report style and circulated copies to Members. He advised that, provided the Local Policing Plan 2017-2020 is approved by Council on 29 August, this would become the new reporting format for future meetings.

Decision

The Board agreed to note:-

- (a) the content of the Report;
- (b) Police Scotland will circulate information relating to the locations of the speed cameras in Midlothian to Elected Members separately;
- (c) the proposed new reporting format for future meetings.

The meeting terminated at 12.45 pm.



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Scottish Fire and Rescue Service
Service Delivery Area East HQ
21 Claylands Road
Newbridge EH28 8LF

www.firescotland.gov.uk

Kenneth Lawrie
Chief Executive
Midlothian Council
Midlothian House
40-46 Buccleuch Street
Dalkeith
Midlothian
EH22 1DN

MIDLOTHIAN COUNCIL
EXECUTIVE SERVICES

12 OCT 2017

Contact

Direct Line

Fax

E-mail

Our Ref

Your Ref

Date

John Miller

Deputy Assistant Chief Officer
(0131) 344 5001

john.miller@firescotland.gov.uk

JM/KRJ

03 October 2017

Dear Kenneth,

DEPUTY ASSISTANT CHIEF OFFICER (DACO) – EAST SERVICE DELIVERY AREA

I have held the post of DACO for the East of Scotland for the past 3 years. During that time the Scottish Fire and Rescue Service has seen many changes as we continue on our journey of transformation. Key to this has been our close relationship with the Local Authorities and the support we have had, and continue to receive.

Due to a number of recent retirements and promotions within the Service at strategic level the Chief Officer has taken the opportunity to move some senior staff into posts that will make best use of their experience and knowledge. I have therefore been asked to take up post as the Head of Prevention and Protection for the Service. The Chief has identified DACO Ali Perry as a suitable replacement as Head of Service Delivery for the East Service Delivery Area. Ali brings with him a wealth of experience in a number of areas, including having held the post of LSO for Midlothian in the past.

I am sure Ali will be in touch in due course to formally introduce himself and I would wish him well for the future.

For my own part I would like to take this opportunity to go on record and say that I have really appreciated the support that you and Midlothian Council have provided to the Service over my tenure and would hope this would continue as Ali takes command of the East. Thank you for your support and very best wishes for every success in the future.

Yours sincerely

JOHN MILLER
DEPUTY ASSISTANT CHIEF OFFICER
HEAD OF SERVICE DELIVERY - EAST



SCOTTISH

FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Item 5.2
Scottish Fire and Rescue Service
Service Delivery Area East HQ
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AP/KRJ

11 October 2017

MIDLOTHIAN COUNCIL
EXECUTIVE SERVICES
16 OCT 2017

Dear Kenneth,

DESIGNATION OF LOCAL SENIOR OFFICER (LSO)

I am writing to you to obtain support in relation to the appointment of a new LSO for the Midlothian Council area. As you will be aware the person appointed to the statutory role of LSO is responsible for carrying out the following delegated functions on behalf of the Scottish Fire and Rescue Service:

- Preparing a local fire and rescue plan (having regard to the Fire and Rescue Framework and the Scottish Fire and Rescue Service Strategic Plan) for local authority approval;
- Providing information and reports to the local authority as requested;
- Participating in community planning within the local authority area, and
- Receiving feedback and recommendations from the local authority on the discharge of Scottish Fire and Rescue functions within the area.

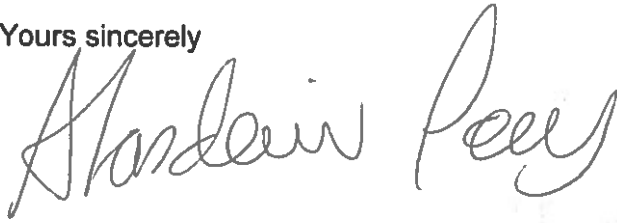
With these responsibilities I see the LSO as pivotal in developing and maintaining an effective and productive partnership between the Scottish Fire and Rescue Service and Midlothian Council, focused on delivering better outcomes for the communities we serve.

I am delighted to inform you that your current LSO, Area Manager David Farries, has been successful in a recently run promotion process and will take up post as Deputy Assistant Chief Officer in due course. To ensure continuity of service delivery we have identified Area Manager Stephen Gourley as a suitable replacement for David as your LSO. Stephen brings with him a great deal of experience and knowledge in a number of roles within the Service and I have no doubt he will make an excellent LSO for your area. I would therefore ask that you support this appointment.

I hope you will appreciate that the connection between Local Authorities and the Scottish Fire and Rescue Service is vitally important as is this consultation process for the appointment of a new LSO. I would therefore respectfully request that the earliest possible response to this consultation will enable us to move forward together in developing local plans for the future.

I would like to take this opportunity to also pay tribute to the work that AM Farries has done in your Local Authority area, this has established a firm foundation for partnership working going forward and I am extremely grateful for your support.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ali Perry', written in a cursive style.

ALI PERRY
DEPUTY ASSISTANT CHIEF OFFICER
HEAD OF SERVICE DELIVERY - EAST

Date: 15 September 2017

Your Ref:

Our Ref: DCCLP



**POLICE
SCOTLAND**

Keeping people safe

**Chief Constable
Philip Gormley QPM**

Tulliallan Castle
Kincardine
FK10 4BE

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Dear *Kenneth*

Designated Local Police Commander – Lothian and Scottish Borders

As you are aware Chief Superintendent Ivor Marshall previously performed the role of Divisional Commander until his recent appointment as President of the Association of Scottish Police Superintendents.

Under Section 44 of the Police and Fire Reform (Scotland) Act 2012: "(2) For each local authority area, the chief constable must, after consulting the local authority, designate a constable as local commander". In addition the Act also permits the Chief Constable to appoint an officer as Local Police Commander for more than one area.

Deputy Chief Constable Rose Fitzpatrick, who has responsibility for Local Policing, recently sought views from you as to the particular issues and context to be taken into account by Police Scotland in selecting the next Divisional Commander for Lothian and Scottish Borders. Having taken into account the views made known to us, I write to inform you my nomination for your Local Police Commander is T/Chief Superintendent Lesley Clark.

Lesley was born in Edinburgh where she lived until her family moved to Midlothian five years later. She was educated at Lasswade Primary School and Lasswade High School and later joined the Special Constabulary in Edinburgh, during 1987.

This inspired her to join the regular force and she went on to gain extensive operational experience, including a posting to Livingston as chief inspector.

At the inception of Police Scotland, Lesley was working in a national role within the Operational Support Division where she held the national portfolios for operational, event and emergency planning. Her strong links with J Division continue as she is the current chair of the LRP and a member of the regional resilience partnership.

Lesley is a member of the senior leadership team within Edinburgh Division with specific responsibility for operational and event planning, CT, people engagement, staff wellbeing, PSYV, special constabulary and specialises in building strong and capable teams that serve the public well.

I write to consult you on this proposition and would be grateful if you could therefore respond, advising whether you support my nomination of T/Chief Superintendent Clark as Local Police Commander for your area. I would appreciate an early reply, which would allow me to confirm Chief Superintendent Clark in her role and allow her to make contact with you directly.

T/Chief Superintendent Clark is a highly experienced officer and I am certain the positive working relationship previously enjoyed with Chief Superintendent Marshall will continue in the capable hands of T/Chief Superintendent Clark.

I trust you will find this information helpful.

Yours sincerely



 Philip Gormley QPM
Chief Constable

Scrutiny Report

1 April 2017 – 30 September 2017

Midlothian



"The data provided in this report is for information purposes to allow Partnership Members to conduct their scrutiny responsibilities. There may be minor amendments between the information in this report and the final statistics – for example: due to delayed reporting or recording of crimes, road crashes or incidents. It would not therefore be accurate or appropriate to refer to, quote or use the data in this report as official statistics. The extraction date from recording systems can differ so data should be seen as accurate on date of extraction by may still be dynamic. All data in the report is to indicate trend only as figures will change over time"

LYTD = last year to date YTD = this year to date

Our Intention

Our intention is to ensure people, including those with disabilities/ long-term conditions or are frail are able, wherever possible, to live independently and in their own home by:

- Being open, responsive and accountable to victims, witnesses and communities, giving them an effective voice and working to develop new ways to meet their needs such as a better understanding of cultural and diversity requirements and ensuring they receive the help and support they require;
- Protecting victims and the most vulnerable within our communities, working in partnership, sharing relevant information and taking action to support these individuals by providing assistance, intervention and referral;
- Enhancing our investigations into missing people and provide appropriate support to individuals and families.

Current Situation

The number of adult missing person incidents decreased by 17% YTD compared to LYTD with 90 recorded LYTD and 75 recorded YTD. In total 65 adults were reported missing in the last six months, 14 of whom had identified vulnerabilities such as dementia/mental health, and 19 were cared for adults.

To provide support for vulnerable adults in a care home setting, the Divisional Missing Person Coordinator has strong links with care homes in the area, highlighting concerns and where required registering residents for care home plans. These plans ensure the effective transfer of information and increases the efficiency of the subsequent response and enquiry into any related incident.

Bogus workmen crimes recorded by police decreased from five LYTD to two YTD (-60%), however many others have been averted through due diligence of the community. A 78-year-old male was defrauded of £600 after two males attended at his address to power wash his driveway, whilst an 85-year-old disabled male was defrauded of £25 for gardening work never carried out. Police enquiries have led to the detection of one crime.

Police continue to make use of social media to engage with the community in terms of crime prevention and generating intelligence to aid enquiries.

What are we doing next?

- Neighbourhood Watch Alert Scheme – a local police officer has now been trained as an administrator and will be circulating alerts. Community Officers are encouraging the establishment of Neighbourhood Watch Schemes at local Community Council meetings across Midlothian.
- "Bystander Training" was provided to partners across the Lothians and Scottish Borders (Oct 17). This training enhanced prevention/awareness relative to the reduction of sexual violence related to the night time economy. Going forward, the intention is for this training to be provided to licencees and their staff.

- Call blocker initiative for those identified at risk of financial harm - in conjunction with Midlothian Council's Social Work and Trading Standards, Trading Standards Scotland
- Creation of a financial harm/scam awareness presentation – to be presented to Midlothian Financial Inclusion Network (Nov 17), thereafter cascaded to Community Officers.
- Development of an “alert” network with financial establishments to notify them of bogus workmen activity in their area – allows banks to have staff on high alert for victims attending for cash (Projected date for full operation – Early 2018).
- Crime prevention road shows are ongoing within Midlothian providing advice on tackling and identifying doorstep crime, providing information on who to contact and on steps they can take to keep themselves safe.
- Continued support of Operation Monarda (bogus workman initiative) with planned days of action - the aim being to deliver a clear message to those engaged in bogus workman crimes that Police and partner agencies will take action, gathering and developing intelligence relating to persons and vehicles involved, identifying and reporting offenders, raising public awareness, increasing reassurance whilst promoting partnership working.

Police Performance Indicators

1. Missing Persons incidents - Adults
2. Bogus workmen crimes recorded by the Police

Our Intention

Our intention is to ensure (1) Fewer people are victims of crime, abuse or harm, (2) People feel safe in their neighbourhood and homes & (3) Our communities take a positive role in shaping their future by:

- Engaging with partners to prevent and reduce crime, ensuring the most vulnerable members of social groups within our communities are protected, focussing on the offences and offenders that cause the greatest harm;
- Preventing criminality and the misuse of drugs and alcohol through effective early intervention, education and enforcement;
- Influencing road user behaviour and improve road safety awareness through education, initiatives, activities and enforcement;
- Preventing serious and organised crime through targeting, disrupting and deterring those involved;
- Protecting our communities from the threat of terrorism, contributing fully to the UK Government CONTEST Strategy in respect of terrorism locally, nationally and internationally.

Current Situation

Police recorded 488 incidents of domestic abuse YTD, down 11% from LYTD (549). Domestic crime incidents have also decreased with 45.3% of all incidents recorded resulting in the creation of a crime report. Police continue to carry out bail checks on domestic abuse perpetrators with good results (99.1% compliance YTD).

Hate incidents increased by 24% YTD compared to LYTD, with an increase of 10 incidents. Point of sale, neighbour disputes and crimes against police officers continue to represent the majority of hate crime incidents across Midlothian. A multi agency approach is being adopted for an identified vulnerable repeat victim. This is a complex case and has required a dedicated Police point of contact who is leading on this work to reduce any further victimisation, in addition to linking in with Adult Protection partners to ensure the required levels of support and assistance is being provided to the victims.

Antisocial behaviour incidents increased by 7% YTD compared to LYTD (3456 and 3221 respectively). Crimes of vandalism and youth calls also increased (5% and 17% respectively). In a bid to reduce crimes of vandalism, police in conjunction with Midlothian Council staff organised a "clean up" in and around educational buildings and grounds in the days prior to the 2017 summer holidays. Overall there was £752 damage caused to Midlothian's schools this year, down from £1,755 the previous year and the two-year average of £3,233. There were five vandalisms committed at Midlothian's schools during summer 2017 compared to the previous two-year average of seven. This initiative will hopefully be repeated in advance of future school holidays.

Detections for drugs supply, production and cultivation decreased by 34% YTD, with 23 detections recorded YTD compared to 35 LYTD. Following the seizure of £66k of Cocaine and £9k of heroin from an address in Woodburn in July 2016 and a guilty verdict at court, this case will now be progressed through the Antisocial Behaviour and Violent Offenders Monitoring Group (ASBVO) following sentencing on 01/11/2017. A second seizure of 418g of Cannabis (value £4,184) and £2,200 cash from an address in Penicuik is also being progressed through the ASBVO with an intention to evict the individual involved.

In the first six months of 2017/18 police seized £33,090 in cash and NET assets (five seizures) from criminals using the Proceeds of Crime Act. This is a slight increase from LYTD (£31,774).

Housebreakings (domestic) decreased by 39% YTD compared to the previous year, with 46 crimes recorded and is below the two-year average (80). Lock Down Crime Roadshows and crime prevention messages through social media are having a positive impact in increasing security of dwelling houses, with enforcement and intelligence gathering continuing through our dedicated Operation Bistra. A challenge for police continues to be recidivist young males linked to serious and organised crime targeting dwellings and non-dwellings for pedal cycles and motor vehicles.

All dishonesty crime (group 3) increased by 20% YTD (1289 compared to 1076). Crimes of shoplifting have increased by 56% YTD, with increases also seen in business housebreaking and autocrime. In response, a dedicated CID led Operation Barrier began on 16th October looking specifically at this issue with a view to targeting offenders and gathering intelligence.

Serious violent crime decreased by 28% YTD, from 39 to 28 crimes. Crimes of attempted murder reduced by 2 crimes, serious assault by 6 crimes, and assault and robbery by 3 crimes. Hotspots for violent crime in public continue to be observed in Mayfield and Dalkeith town centre. A dispersal plan continues in Dalkeith to disperse and prevent ASB and violent crime linked to alcohol misuse. The detection rate for all group 1 (violent) crime is currently 94.2%.

YTD 23 people were killed or seriously injured on Midlothian's roads, two fewer than LYTD. There were four fewer fatalities on Midlothian's roads YTD and a reduction of over one third in the number of people who suffered minor injuries on Midlothian's roads.

What are we doing next?

- Police are leading in the development of violence against women and girls (VAWG) prevention plan in partnership with multiple partners (initial meeting November 2017).
- Structured plan with partners during National Hate Crime week 14th - 21st October, where a number of activities including inputs were delivered and advice and information provided to vulnerable groups through roadshows and drop ins.
- Midlothian officers are utilising the Community Engagement Vehicle to provide a mobile point of contact for residents in areas such as Danderhall where there have been a high number of ASB calls received. This initiative is in its early stages but is already having a positive impact and will be utilised throughout Midlothian reacting to trends of ASB where appropriate.
- Structured plans in place for Halloween and Bonfire nights including visits to premises selling fireworks, inputs to schools, advisory letters to shops re selling eggs etc. Police are also working with SFRS partners in terms of dual deployment on Bonfire evening.
- Plans are in place to develop an intelligence gathering leaflet relating to drug and alcohol misuse, antisocial behaviour and vandalism. Once designed and printed these leaflets will be distributed in a controlled manner.
- Midlothian Police are planning the launch of "You're Asking For It" campaign to tackle the issue of proxy alcohol purchases by adults for children in relation to alcohol misuse.
- Foodbank referrals: Current referral process under review and trying to establish a Dalkeith Retail Crime Partnership which focuses heavily on foodbank and support referrals in a bid to address dishonesty crime, in particular shopliftings, across the Dalkeith and wider Midlothian area.

- Straiton Retail Crime Partnership – In conjunction with many of the retailers in the Straiton area, a shop watch has been developed and is about to go live. This will allow retailers to have real time communication and assist target hardening of the area. In addition to this, work will be undertaken to compliment the investment of local CCTV by the Peel Group with a streamlined shoplifting reporting process
- Lifelong Learning and Employability (LLE) is planning to reintroduce a lessons pack – “No return” to Midlothian schools as supported by the Police and CSJP.
- Community Beat Officers are now trainers in No Knives Better Lives which is set to be rolled out in schools by the end of the year.
- 2mors driver for all S5/S6 pupils in Midlothian took place late October 2017.

Police Performance Indicators

1. Number of Domestic Abuse incidents recorded
2. Hate Incidents
3. Antisocial Behaviour Incidents
4. Drugs Supply, Production and Cultivation
5. Housebreaking (Domestic)
6. Group 3 Crimes of Dishonesty
7. Serious Violent Crime
8. Road Casualties

Our Intention

Our intention is to ensure (1) children and young people are supported to be healthy, happy and reach their potential & (2) all care experienced children and young people are being provided with quality services by:

- Remaining committed to the development of strong working partnerships to protect children and young people within our communities through referral, early and effective intervention, education and enforcement;
- Through the proactive sharing of information with partners, identifying those most exposed to risk allowing us to implement effective measures for their protection;
- Conducting all enquiries in a child-focussed manner, ensuring children are meaningfully involved in decision making about their lives and the services they receive.

Current Situation

The number of children reported missing YTD increased by 52% compared to LYTD (242 and 159 respectively). In total YTD 87 young people were reported missing, with 20 children reported missing on three or more occasions in the last six months, and six young people reported missing more than 10 times in that period.

The Divisional Missing Person Coordinator continues to liaise with partners including education, young offender units, and social workers to provide support and prevent future absences. Work is underway with education in an attempt to introduce a new protocol within schools to ensure better knowledge of what constitutes a missing person and the associated reporting processes. This has been piloted in Edinburgh with success.

To provide support for young people in residential and foster care the Divisional Missing Person Coordinator is linking in with management in units/foster carers to highlight and action concerns timeously, and ensure protocols are being followed effectively.

What are we doing next?

- A training day on Child Sexual Exploitation took place in October 2017 for Best Bar None applicants. This was hosted jointly by Police and Barnardos. This training will also be offered to our pub watch members.
- An educational package for young people on the "Not Yours To Share" campaign is being developed in Midlothian– this should be available early 2018
- Community Ward Officers have delivered child safety and 'people who help us' talks with nursery children at several Bonnyrigg nurseries during October.
- Progression of missing person protocol within Midlothian's schools.

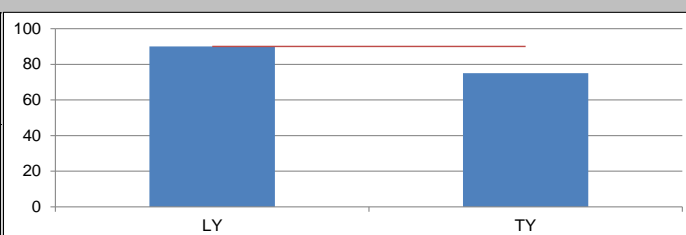
Police Performance Indicators

1. Missing Persons incidents - Children

Police Performance Indicators Midlothian

Missing Persons incidents – Adults

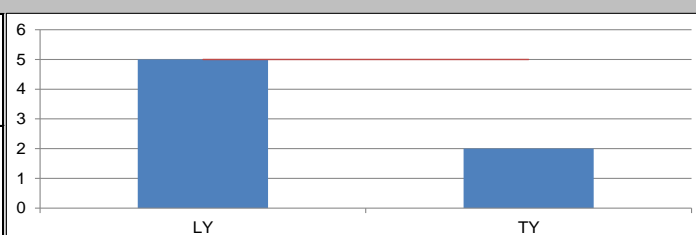
LYTD	YTD	Change
90	75	Down 17%



Source: Missing persons coordinator, J Division

Bogus Workmen Crimes

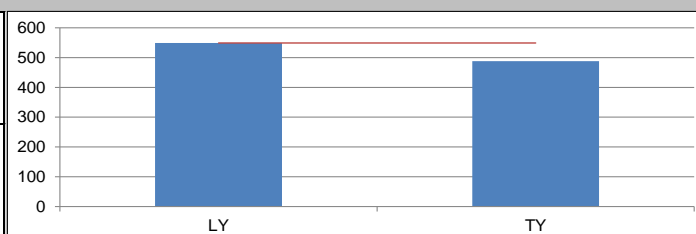
LYTD	YTD	Change
5	2	Down 60%



Source: UNIFI, Group 3 crimes, initial input date, ED, aggravator 'bogus caller' – crimes recorded in error and no crimed removed from results. Please note that this data comes from interrogation of local systems using aggravator tag searches to give an indication of financial harm against the vulnerable only. Data should not be quoted as official statistics.

Number of Domestic Abuse incidents recorded

LYTD	YTD	Change
549	488	Down 11%



Source: Analysis and Performance Unit, LOCAL AUTHORITY SCRUTINY BOARD – Midlothian - September 2017

Number of Hate Incidents

LYTD	YTD	Change
42	52	Up 24%



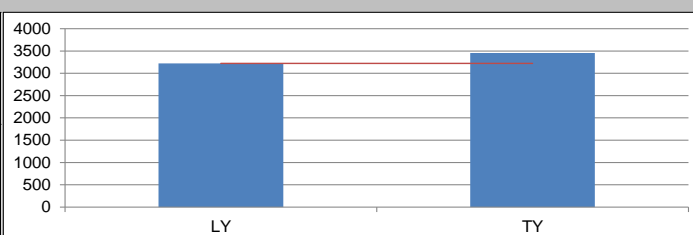
Source: SCOMIS, all incidents

Police Performance Indicators Midlothian

5

Antisocial Behaviour incidents

LYTD	YTD	Change
3221	3456	Up 7%

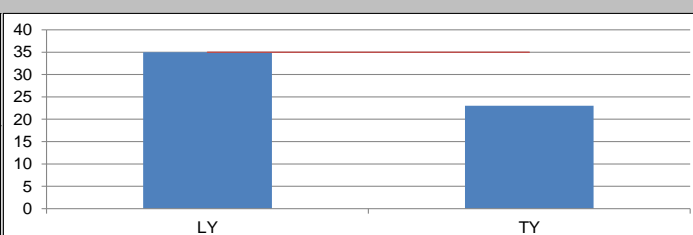


Source: SCOMIS

6

Detection of Drugs Supply, Production and Cultivation

LYTD	YTD	Change
35	23	Down 34%

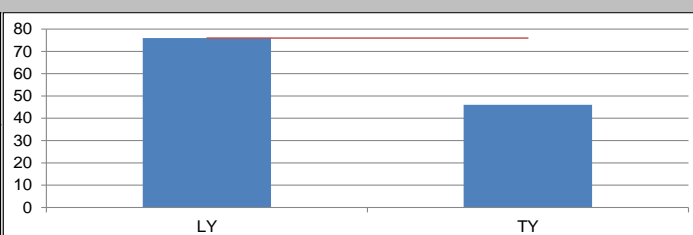


Source: Analysis and Performance Unit, LOCAL AUTHORITY SCRUTINY BOARD – Midlothian - September 2017

7

Domestic Housebreaking

LYTD	YTD	Change
76	46	Down 39%

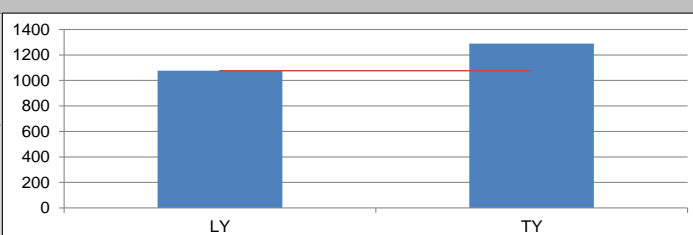


Source: SCOMIS

8

Crimes of Dishonesty (all group 3)

LYTD	YTD	Change
1076	1289	Up 20%



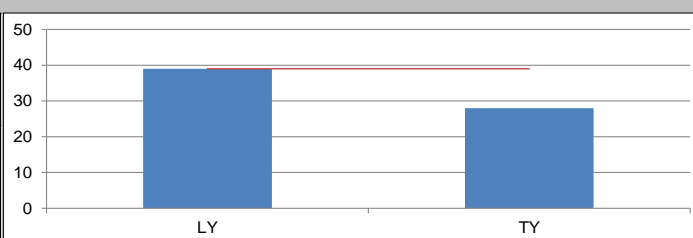
Source: SCOMIS

Police Performance Indicators Midlothian

9

Violent Crime (Murder, Culpable Homicide, Att Murder, Serious Assault, Assault and Robbery)

LYTD	YTD	Change
39	28	Down 28%

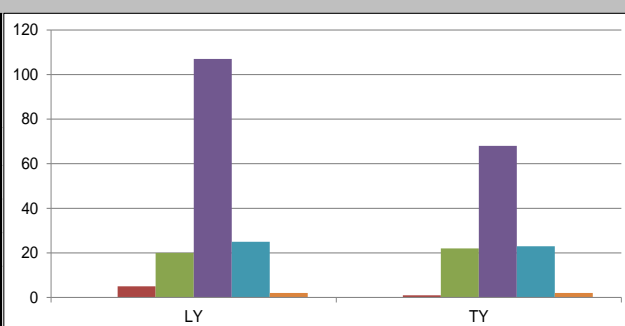


Source: Analysis and Performance Unit, LOCAL AUTHORITY SCRUTINY BOARD – Midlothian - September 2017

10

Road Casualties

	LYTD	YTD	Change
Fatal	5	1	Down 80%
Serious	20	22	Up 10%
Slight	107	68	Down 36%
KSI	25	23	Down 8%
Children KSI	2	2	-

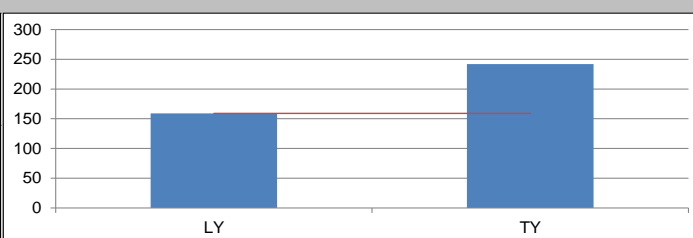


Source: Analysis and Performance Unit, LOCAL AUTHORITY SCRUTINY BOARD – Midlothian - September 2017

11

Missing Persons incidents – Children

LYTD	YTD	Change
159	242	Up 52%



Source: Missing Persons Coordinator, J Division



LOCAL PLAN PERFORMANCE REPORT FOR MIDLOTHIAN



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland

Quarter 2 Report, 1st July – 30th September, 2017

**Working together
for a safer Scotland**

Midlothian



DISCLAIMER

The figures included in this report are provisional and subject to change as a result of quality assurance and review. The statistics quoted are internal management information published in the interests of transparency and openness.

The Scottish government publishes Official Statistics each year which allow for comparisons to be made over longer periods of time.

Please ensure any external partners in receipt of these reports are aware of this.

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Introduction

This performance report provides information on our prevention, protection and operational response activities within the Midlothian for Quarter 2 of 2017-18 (1st July – 30th September 2017) including information on the year to date.

The Scottish Government provides an overarching vision for public services. This vision supported by 16 National Outcomes, which demonstrate commitment to creating a more successful country, with opportunities for all of Scotland to flourish, through increasing sustainable growth. The Scottish Fire and Rescue Service (SFRS) can make a significant contribution to improving these outcomes for Midlothian by contributing to the Community Planning arrangements across the area.

The national priorities for the SFRS are set out in the Fire and Rescue Framework for Scotland. The SFRS Strategic Plan 2016-2019 outlines how the SFRS will deliver against these priorities and the outcomes against which this delivery can be measured.

The priorities contained within the Local Fire and Rescue Plan for Midlothian 2014-2017 contributes towards the priorities within the Single Midlothian Plan.

The aims of the local Fire & Rescue Service in Midlothian are to reduce fire deaths and to reduce injuries from fire and other emergencies in the community. We aim to achieve this by working in partnership, being pro-active and targeting our prevention and protection activities to where they are required, based on evidence.

The Local Fire and Rescue Plan for Midlothian 2014-2017 identifies the following five objectives as the main focus for service delivery locally:

- Priority 1. Reduction of Accidental Dwelling Fires,
- Priority 2. Reduction in Fire Casualties and Fatalities,
- Priority 3. Reduction of Deliberate Fire Setting,
- Priority 4. Reduction in Road Traffic Collisions,
- Priority 5. Reduction of Unwanted Fire Alarm Signals.

Area Manager Stephen Gourlay

Local Senior Officer for Midlothian, East Lothian and the Scottish Borders.

stephen.gourlay@firescotland.gov.uk

Performance Summary

We measure how well we are meeting our priorities using 6 key indicators, depicted below

Key performance indicator	Apr to (& incl.) Sep					RAG rating
	2013/14	2014/15	2015/16	2016/17	2017/18	YTD
All accidental dwelling fires	31	33	23	36	32	●
All fire casualties (fatal & non-fatal (incl. p/c's))	9	11	4	10	12	◆
All deliberate fires excl. dwellings	229	144	161	195	262	◆
Special Service - RTCs	21	21	27	23	20	●
Special Service Casualties - All	44	14	34	33	33	●
False Alarm - UFAs	153	129	167	187	155	●

RAG rating - KEY

◆	RED DIAMOND	10% higher than the previous YTD period, or local target not achieved.
▲	YELLOW TRIANGLE	Up to 9% higher than the previous YTD period, or local target not achieved.
●	GREEN CIRCLE	Equal to or improved upon the previous equivalent quarter (or YTD period), or local target achieved.

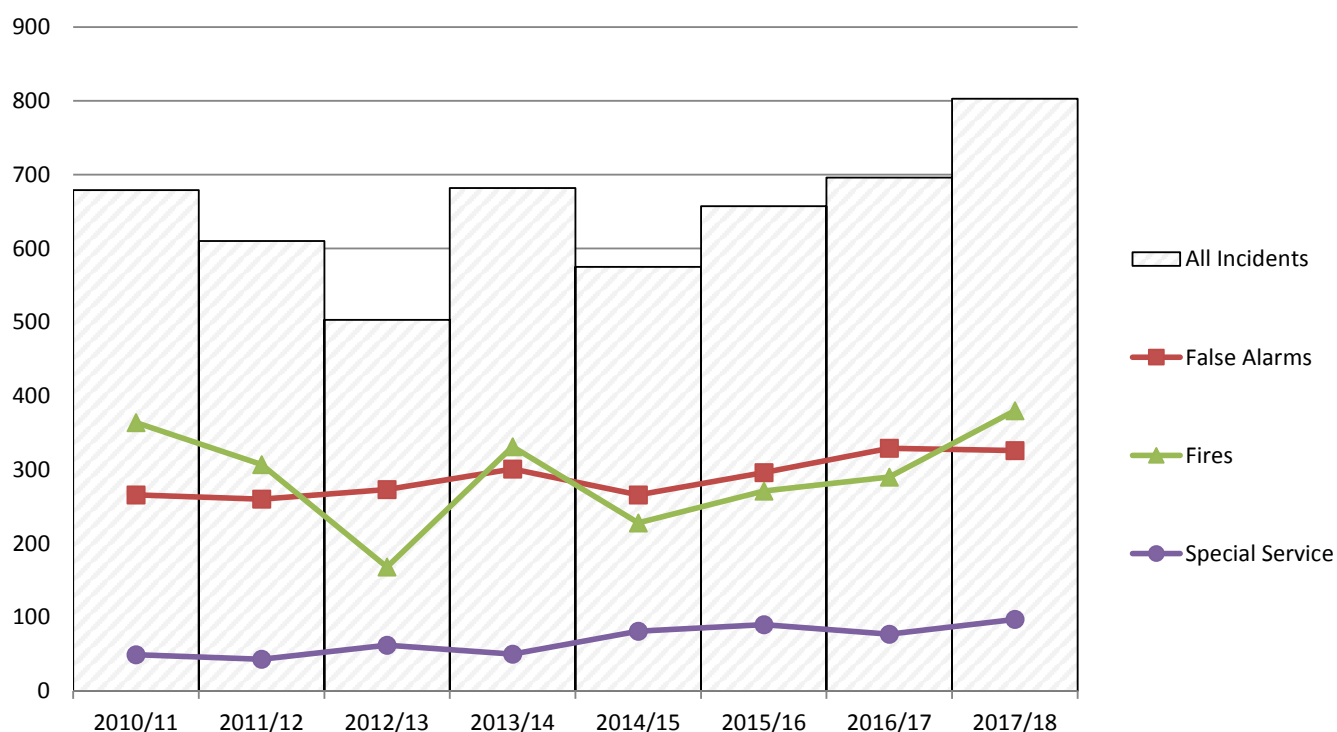
Note

Quarterly comparison RAG Rating = the reporting period compared to the average of the three previous quarterly reporting periods.
Year to Date RAG Rating = the cumulative total of all quarterly performance in current year compared to cumulative total of all quarterly performance in previous year.

Incident Overview

Year to date (1st April 2017 – 30th September 2017), the SFRS, responded to 803 incidents in Midlothian, which is an increase of 107 incidents compared with the last reporting period year (2016/17).

The chart below illustrates incidents YTD attended within Midlothian council over the last 8 fiscal years



Progress on local fire & rescue plan priorities

Local Risk Management and Preparedness

The Service must identify, prioritise and plan to meet the risks in each local community.

We said we would:

- train our staff to deal with our local risks
- gather and analyse risk information
- work with partners to mitigate risks
- deal with major events

Train our staff to deal with our local risks

All of our operational staff undertake routine and risk specific skill acquisition and maintenance training.

Gather and analyse risk information

All of our operational staff gather and analyse local risk information and operational intelligence, used in our preparations to resolve incidents.

We conduct Post Incident Debriefs to identify any lessons that can be learned from our preparedness and response to emergency events.

We use Urgent Operational Intelligence Briefings to inform our operational staff of any safety critical information.

Work with partners to mitigate risks

We continue to be an active member of the East Local Resilience Partnership.

We share information with local authority partners and other key stakeholders (e.g. Police Scotland) to ensure emergency event risks are mitigated.

Deal with major events

There were no major fire events or significant emergency events in this reporting period.

Reduction of 'All accidental dwelling fires'

Accidental dwelling fires can have devastating effects on our community. The SFRS is committed to keeping people safe in their homes. We share information with partners to make sure that the right people get the right information they need, particularly those who are vulnerable due to age, isolation or addiction. Reduction of Accidental Dwelling Fires contributes to The Single Midlothian Plan.

Results

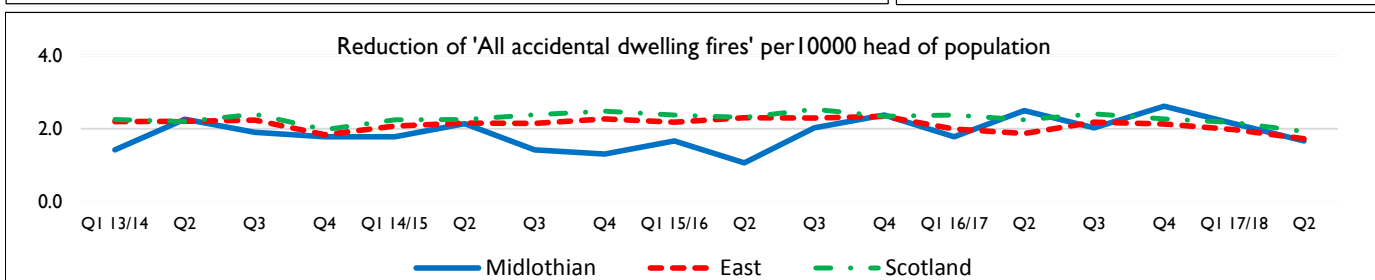
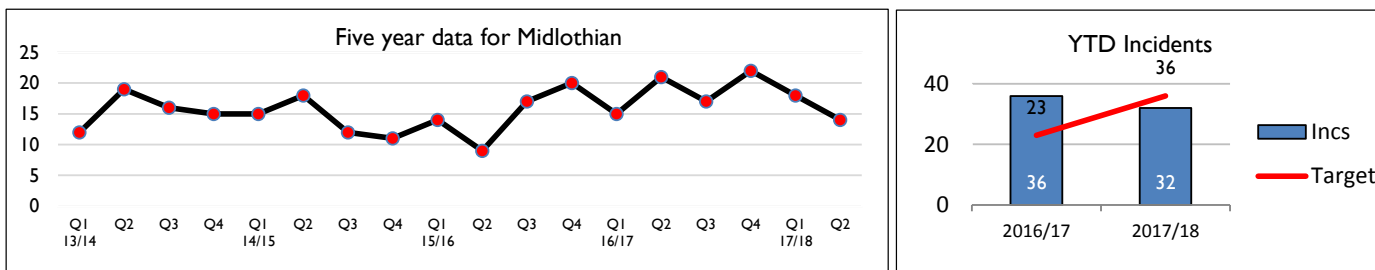
We aim to reduce Accidental Dwelling Fires in Midlothian by contributing towards the SFRS target of 10% reduction per year, over a three-year rolling period. During this quarter, we responded to 14 Accidental Dwelling Fires, which is a decrease of 7 incidents from the same period last year. The long-term trend based upon incidents/10,000 population shows Midlothian slightly below the Scottish and East Service Delivery Area trend line.

Reasons

Of the 14 accidental dwelling fires attended, nearly 86% occurred in single occupancy households, with 42% being in the over 65 category. The main causes were accidental and were mainly attributable to cooking (50%). 12 fires (86%) were confined to the room where the fire started and therefore, minor in nature, only 2 involved the whole property. It is clear from this evidence to continue to target those mostly at risk in single occupancy households and to ensure those properties have working smoke detection. 93% of these properties had smoke detectors fitted.

Actions

During this reporting period, 267 Home Fire Safety Visits were carried out within Midlothian with free smoke alarms fitted in 63 of these households. A number of initiatives and events aimed at reducing accidental dwelling fires were conducted. Front line crews continue to work within the previously introduced 'Post Domestic Incident Response' Policy, which provides a framework to ensure that engagement activity is completed in a structured and appropriate manner following incidents. Appendix I provides further details on our prevention activities in relation to this priority.



YTD ward ave. for Midlothian - 5	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Midlothian	31	33	23	36	32	
Penicuik	8	4	3	6	7	
Bonnyrigg	2	5	4	6	6	
Dalkeith	8	11	6	9	5	
Midlothian West	3	2	3	8	4	
Midlothian East	3	6	3	2	6	
Midlothian South	7	5	4	5	4	

Reduction of 'All fire casualties (fatal & non-fatal (incl. p/c's))'

Fire casualty and fatality rates provide an indication of the amount of serious, life-threatening injuries that occur due to fire. This can indicate not only the success of SFRS in reducing the number of life risk fires through community fire safety and similar activities, but also their success in response activity in saving lives.

Results

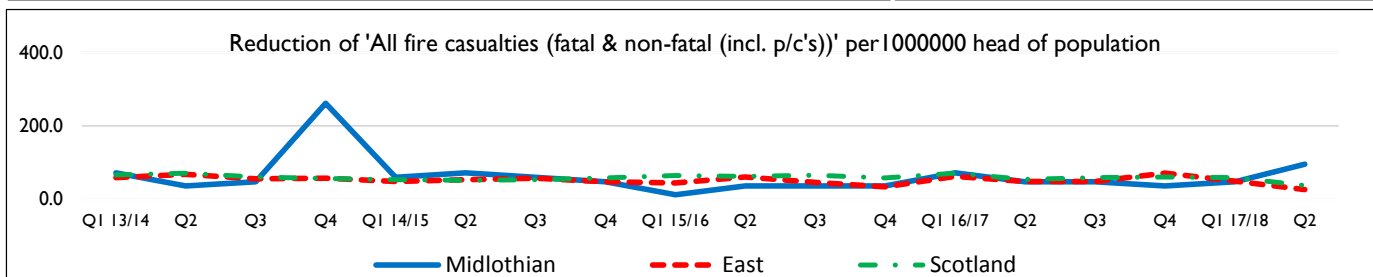
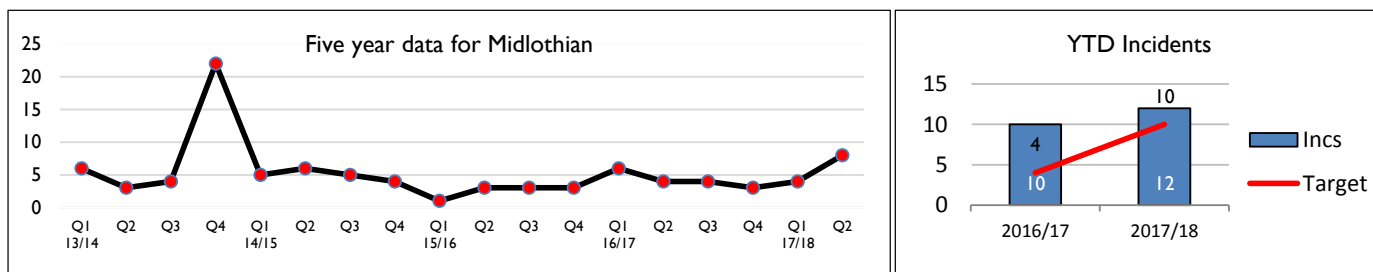
We aim to reduce fire casualties in Midlothian each per year, which contributes towards the SFRS target of reducing Fire Casualties by 5% per year, over a three-year rolling period. In this reporting period, SFRS dealt with 8 casualties (no fatalities) due to fire within a dwelling. This was an increase of 4 from the same reporting period last year. The long-term trend based upon casualties/10,000 population shows that we are above the Scottish and East Service Delivery area average.

Reasons

Historically Midlothian has had low numbers of casualties from fires and it is pleasing to note that this trend, although showing an increase, remains low. The 8 casualties were a result of 2 house fires where one property saw 7 casualties involved. 5 casualties attended hospital with slight injury, 1 casualty with serious injury and 2 had a precautionary check-up at the scene. The main contributory factors were smoking and cooking.

Actions

During this reporting period, 267 Home Fire Safety Visits were carried out and 63 households were fitted with free smoke detectors. In addition, we continue to work with our partners, particularly Midlothian Council, Social work and NHS to target those most vulnerable and at risk from fire.



YTD ward ave. for Midlothian - 2	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Midlothian	9	11	4	10	12	
Penicuik	2	2	0	2	2	
Bonnyrigg	0	1	0	2	0	
Dalkeith	3	2	1	1	2	
Midlothian West	0	0	2	3	0	
Midlothian East	1	4	1	2	1	
Midlothian South	3	2	0	0	7	

Reduction of 'All deliberate fires excl. dwellings'

Historically deliberate fire setting has not been a significant problem for the SFRS in Midlothian, however recent statistics show a distinct increase in this activity and there is a close link between deliberate secondary fires and other forms of anti-social behaviour. In the main, deliberate fires are secondary fires categorised into refuse/bins, grassland or derelict buildings incidents. Reduction of Deliberate Fire Setting contributes to the Single Midlothian Plan.

Results

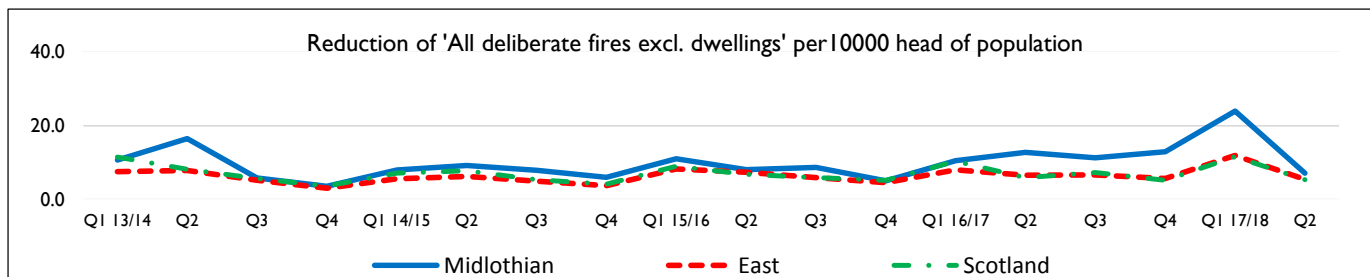
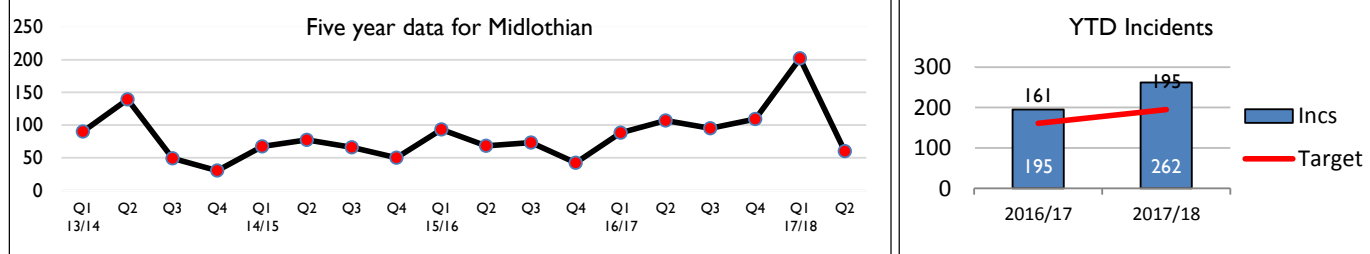
There were 60 deliberate fires within the reporting period, which is a decrease of 47 when compared to the same period last year. Although Midlothian's fire setting has been on the increase there has been a dramatic drop from the 202 fires in Q1 of this year. All wards in Midlothian are suffering this type of fire related activity.

Reasons

Nearly 78% of all deliberate fires attended were 'deliberate secondary fires' with 58% in waste or scrubland, wood or crop, 20% involved refuse/bins including wheelie bins, 9% vehicle fires and 13% deliberate building fires.

Actions

SFRS continues to work with partner agencies attending the weekly TACG meetings and provision of monthly tactical assessments by the Midlothian Partnership Analyst. Emerging patterns continue to be monitored and prevention activities were planned for those locations. Various on-going preventative activities have been undertaken throughout the year targeting the issue of deliberate fire-raising. This includes various youth engagement events (Cooldown Crew and Challenge Projects), Stair Aware activity, visits to schools and other partnership work.



YTD ward ave. for Midlothian - 44	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Midlothian	229	144	161	195	262	
Penicuik	14	11	7	6	41	
Bonnyrigg	23	11	11	16	21	
Dalkeith	49	35	40	31	44	
Midlothian West	23	27	33	50	43	
Midlothian East	83	41	35	46	61	
Midlothian South	37	19	35	46	52	

Reduction of 'Special Service - RTCs'

While much of this risk is out with the control of SFRS, responding to Non-Fire Emergencies such as Road Traffic Collisions is a key part of our intervention activities. The SFRS is committed to working with partners and other stakeholders to drive continuous improvement in this area. Reduction of Casualties from Non-Fire Emergencies contributes to the Single Midlothian Plan, number of people killed or seriously injured in road accidents.

Results

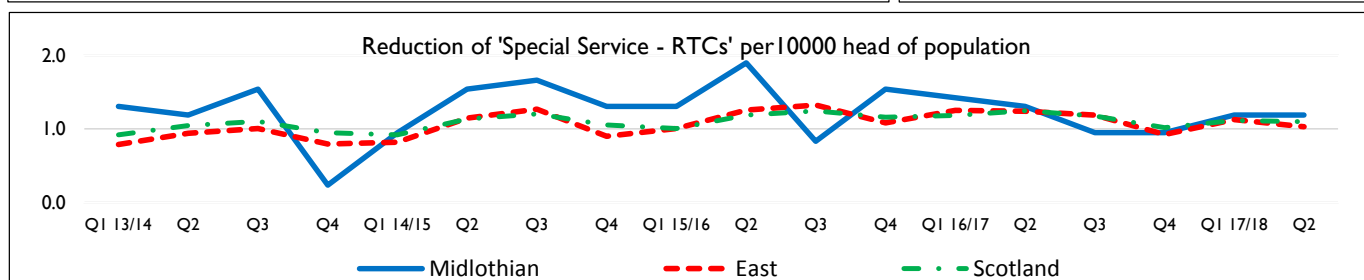
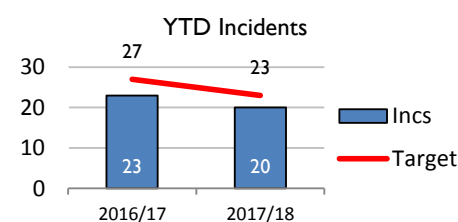
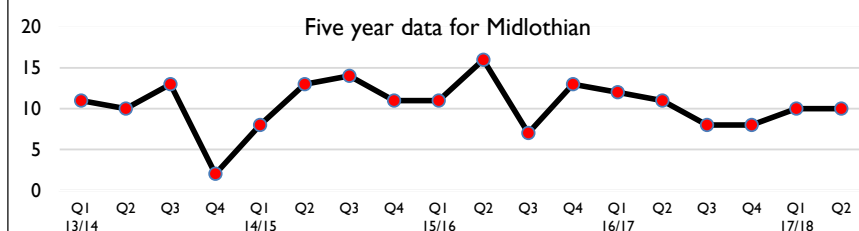
We attended 10 Road Traffic Collisions during this period; this is a decrease of 1 on the same period last year. Per 10,000 head of population, Midlothian is slightly above the Scottish and East Service Delivery area trend.

Reasons

The SFRS only attend those RTC's they are requested to attend this number does not reflect the total number within Midlothian.

Actions

The SFRS is a member of a multi-agency approach to reducing Road Traffic Collision's and the associated casualties and fatalities. The continued delivery of Tomorrow's Driver programme targeting young people is an excellent partnership approach to reducing road traffic collisions.



YTD ward ave. for Midlothian - 3	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Midlothian	21	21	27	23	20	
Penicuik	5	4	7	4	2	
Bonnyrigg	2	0	0	3	1	
Dalkeith	1	2	4	4	4	
Midlothian West	7	5	7	4	6	
Midlothian East	3	5	5	5	3	
Midlothian South	3	5	4	3	4	

Reduction of 'Special Service Casualties - All'

While much of this risk is out with the control of SFRS, responding to Non-Fire Emergencies is a key part of our intervention activities. The SFRS is committed to working with partners and other stakeholders to drive continuous improvement in this area. Reduction of Casualties from Non-Fire Emergencies contributes to the Single Midlothian Plan.

Results

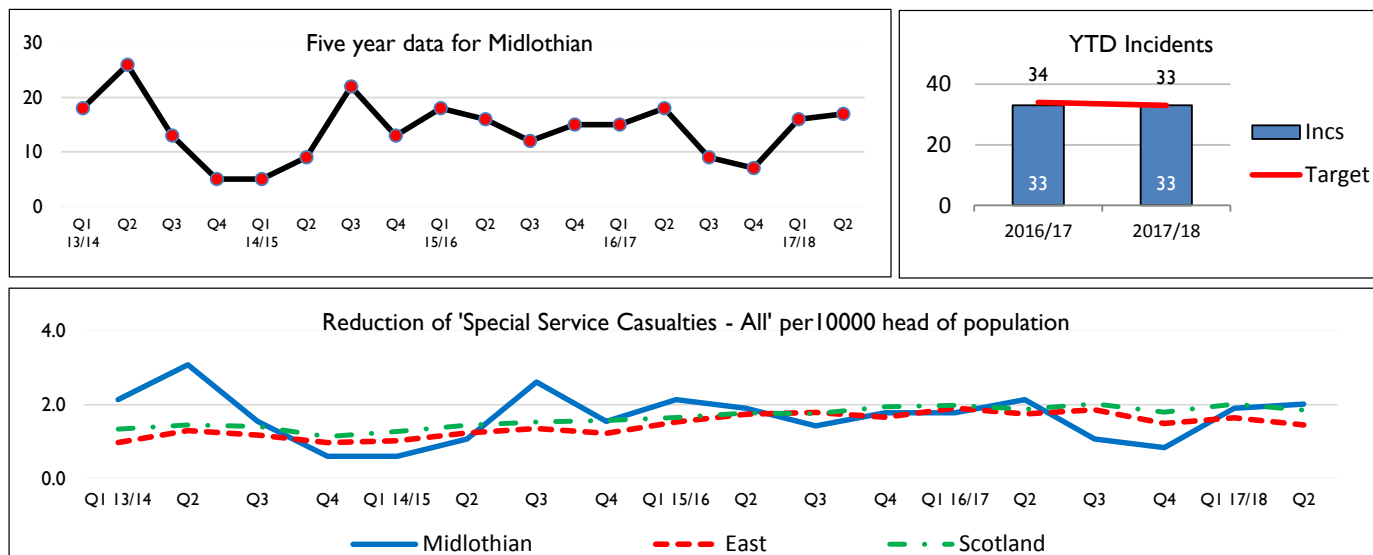
We attended a total of 17 fatal and non-fatal casualties. This is a decrease of 1 casualty in comparison to the same period last year. Per 10,000 head of population, Midlothian is slightly above the Scottish and East Service Delivery area trend.

Reasons

Road Traffic Collisions accounted for 1 fatal and 9 non-fatal casualties. There was 1 fatal casualty in response to a medical emergency and 6 other non-fatal casualties most of which were in response to medical emergency or assisting other emergency services.

Actions

The SFRS in Midlothian work in partnership with the Midlothian Rapid Response Team to care for people who fall in the home. We will also continue to respond to the communities needs in terms of other non-fire emergencies with the overall objective of reducing casualty and fatality rates within Midlothian.



YTD ward ave. for Midlothian - 6	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Midlothian	44	14	34	33	33	
Penicuik	6	2	11	5	4	
Bonnyrigg	1	1	3	2	2	
Dalkeith	3	0	2	10	4	
Midlothian West	14	4	8	4	8	
Midlothian East	5	5	4	7	12	
Midlothian South	15	2	6	5	3	

Reduction of 'False Alarm - UFAs'

Unwanted Fire Alarm Signals (UFAS) are defined as incidents where an automated fire alarm system activates and results in the mobilisation of SFRS resources, when the reason for that alarm turns out to be connected with faulty or defective alarm equipment. The SFRS is committed to working with partners and other stakeholders to reduce Unwanted Fire Alarm Signals.

Results

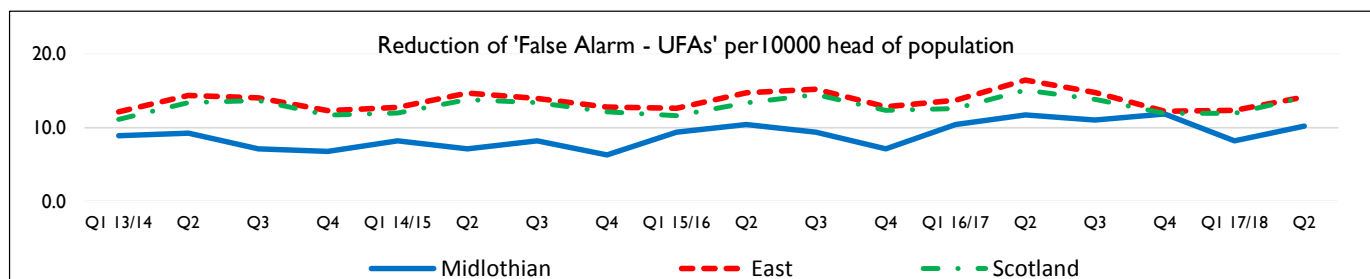
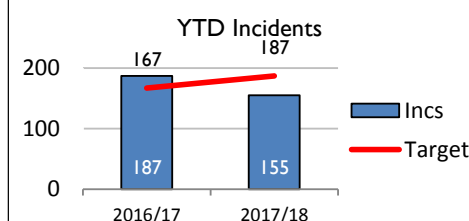
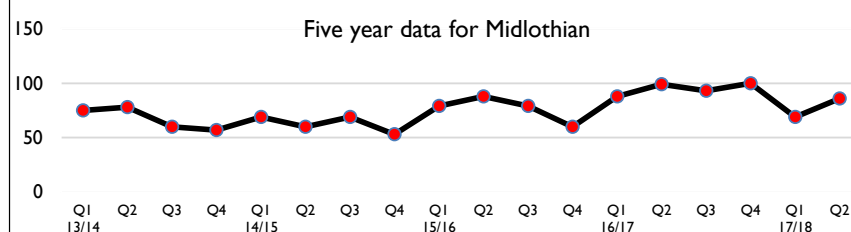
SFRS attended 86 Unwanted Fire Alarm Signals incidents during this reporting period, which is a decrease of 13 from the same period last year. Midlothian trend line is below that of Scotland and the East delivery area.

Reasons

78% of UFAS attendances were caused by equipment failure within the fire alarm system, 8% were malicious calls, 14% caused by people, cooking, testing, smoking, aerosols etc.

Actions

We continue to monitor Unwanted Fire Alarm Signals calls and our Fire Safety Enforcement Officers work closely with premises to reduce further incidents. This includes discussing technological, procedural and management solutions in order to prevent future Unwanted Fire Alarm Signals incidents. In Midlothian, we are currently engaging with various premises giving advice to prevent further occurrences.



YTD ward ave. for Midlothian - 26	2013/14	2014/15	2015/16	2016/17	2017/18	Sparklines
Midlothian	153	129	167	187	155	
Penicuik	10	15	18	27	9	
Bonnyrigg	17	22	23	23	22	
Dalkeith	25	23	33	41	28	
Midlothian West	62	30	50	52	45	
Midlothian East	23	28	31	26	27	
Midlothian South	16	11	12	18	24	

Appendix 1

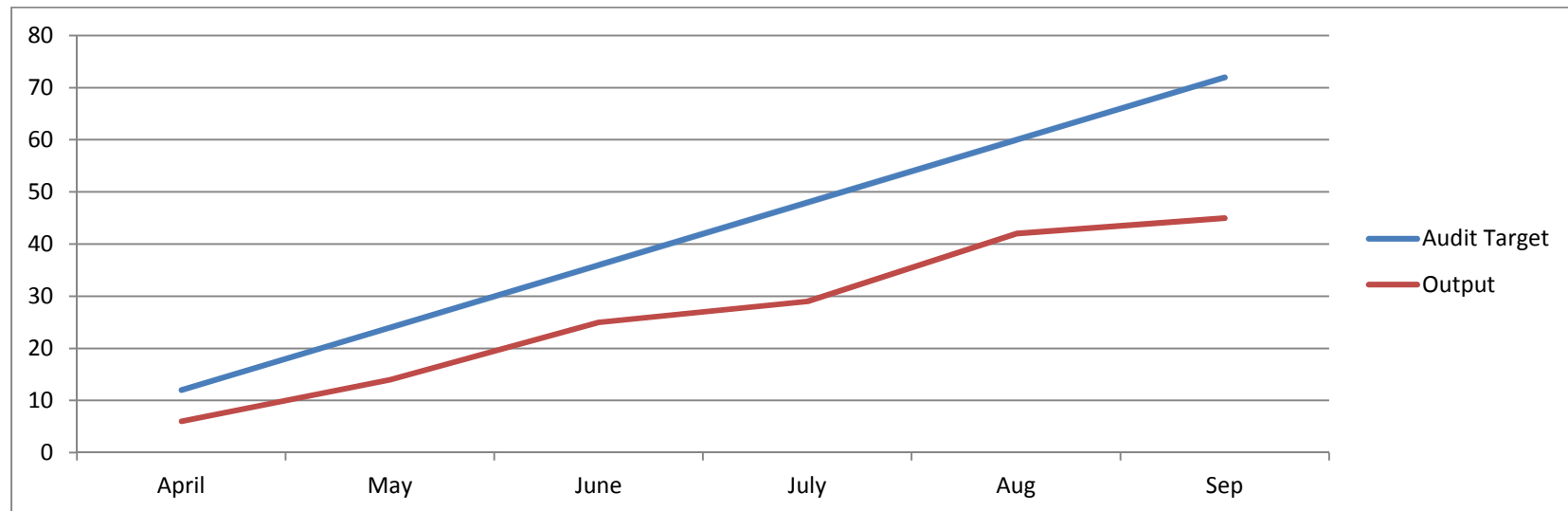
Midlothian Prevention & Protection Activities

Quarter 2: July 1st 2017--September 30th 2017

Fire Safety Enforcement Audits

The figures represent the audit workloads delivered by the Midlothian Fire Safety Enforcement Officer (FSEO). Following the Scottish Fire and Rescue Service (SFRS) Enforcement Framework, local deployment ensures compliance for relevant premises in terms of the Fire Scotland Act (2005) and associated Fire Safety Regulations. In line with the SFRS enforcement framework all of the area high risk sleeping premises receive an annual audit and this includes hospitals, care homes, houses of multiple occupation, hostels and hotels. The audits carried out in quarter two have all been either broadly compliant or had minor deficiencies.

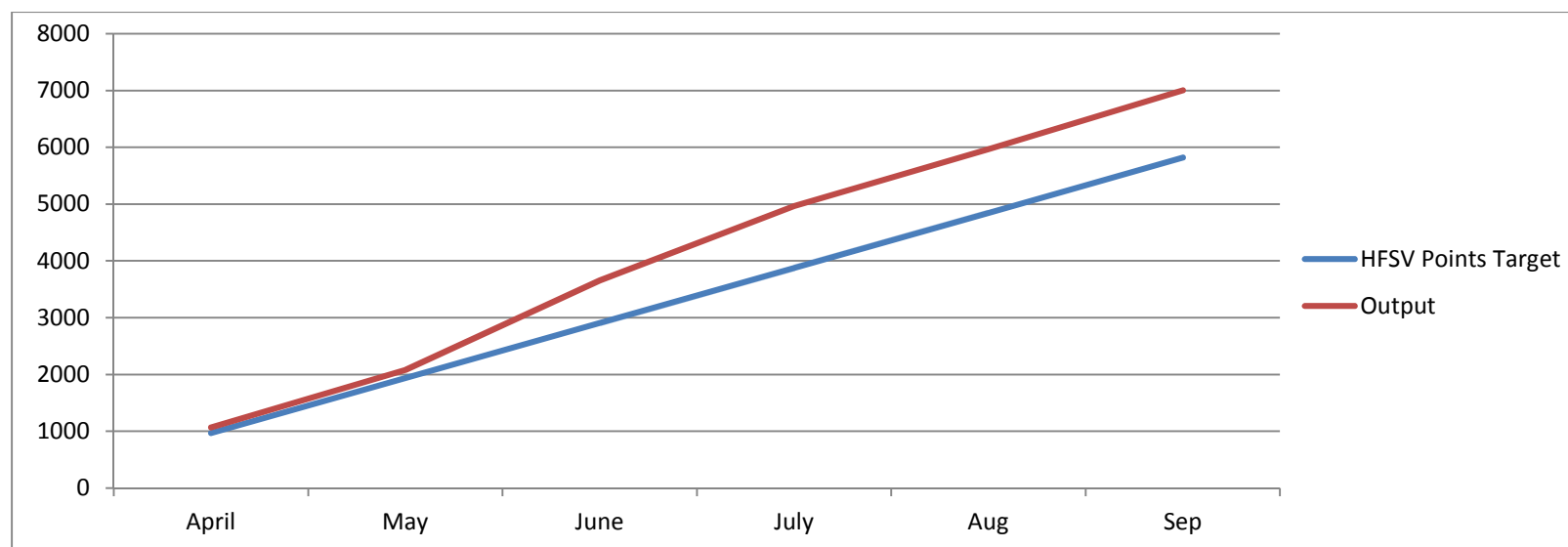
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Target:	12	24	36	48	60	72	84	96	108	120	132	144	144
Completed:	6	14	25	29	42	45							



Home Fire Safety Visits

The delivery of Home Fire Safety Visits (HFSVs) is the corner stone of the SFRS Community Safety Engagement framework. By visiting households and providing fire safety advice and smoke alarms the numbers of dwelling fires and casualties will be reduced. To target the highest risk households across Midlothian a points allocation based on risk and associated target has been set (24 points per high, 8 per medium, 4 per low risk visit). The output is above target which is very positive but will continue to be monitored through our internal performance framework and work will centre on referral routes for higher risk visits. **A total of 267 (272 Q1 17/18)** HFSVs were delivered in Midlothian in Q2 with free **smoke alarms being fitted in 63 (73 Q1)** of these.

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Target	970	1940	2910	3880	4850	5820	6790	7760	8730	9700	10670	11640	11640
Completed	1068	2084	3660	4968	5968	7008							



Total visits delivered by ward area 2017/18:

The following table gives a good indication of the coverage across Midlothian where the SFRS delivers Home Fire Safety Visits.

Ward Area	Visits delivered in Q1 2017/18	Visits delivered in Q2 2017/18
Bonnyrigg	46	46
Dalkeith	60	45
Midlothian East	48	54
Midlothian South	35	19
Midlothian West	35	30
Penicuik	48	43
TOTAL	272	267

Partnership Activities

Youth Engagement

During this Quarter, the Community Action Team (CAT) have supported and engaged with the following youth engagement programmes,

2 X Polmont courses at the Young Offenders Institute

Supported Midlothian Primary 7 children at the Risk Factory in Edinburgh,

Y2K Youth group from Mayfield on a 5 day course based pilot delivery model over a number of weeks in the Summer holidays, (18th, 20th, 25th, 27th July & 1st August.) This course was also supported by the on duty firefighters at Dalkeith

The Midlothian Community Firefighter has facilitated **5** Fire setter Interventions during this Quarter

Safeguarding

In the course of work in the community the SFRS has made 4 adult protection referrals and to child referrals.

The Local Area Liaison Officer (LALO) continues to attend or provide information relevant to Fire for the monthly Multi Agency Risk Conference (MARAC).

Referrals

Referrals from partner agencies total;

Midlothian Contact Team = 6

Midlothian Housing = 5

British Red Cross = 5

Social Services = 2

Living Safely in the Home (LSITH) pilot project has generated **14 referrals** to the Midlothian Falls team.

The LALO has developed a link with Melville Housing who are based in Dalkeith. The housing association raised concerns regarding tenants storing materials in common stairs, after discussions, a Stair Aware Initiative has been set up with crews from Dalkeith targeting flats in Midlothian. Early discussions with Melville Housing took place before the Grenfell Tower incident in London

Other Work Completed or In Progress

The following detailed below is further work the Community Action Team (CAT) have completed or is in progress for this Quarter.

- The CAT continues to support both Whole time and RDS Stations within the MELSB area with the Seasonal Thematic Action Plans.

- LALO participating in Problem Solving Partnership for Bonnyrigg.
- LALO facilitated LSITH refresher training for all watches at Dalkeith, training delivered by Katrina McIntosh Occupational Therapist Falls Practitioner
- LALO Supported Phoenix programme as it was brought to a successful conclusion.
- LALO and Midlothian CFF held meetings with business managers at Straiton Retail Park to provide advice on helping to reducing deliberate fires in the area
- LALO delivered input as part of the Adult Support & Protection Level 2 training day at Brunton Hall for staff from East and Midlothian.
- LALO is engaging with Reducing Reoffending Group meeting
- LALO has been involved in early discussions with Midlothian housing regarding formulating a policy and procedure on dealing with combustible materials being stored within common stairs across their housing stock.
- Midlothian CFF attended Mayfield and Easthouses Maximising Income event
- CAT members supported on duty watch at Family Fun Day at the Community Safety Village which was part of MIDFEST at Dalkeith Country Park.
- On the 9th September, Dalkeith Fire Station participated in Midlothian Doors Open day and invited members of the public to visit the Community Fire Station. Along with other partners, a number of activities were available at the event.



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FIRE AND RESCUE SERVICE

Working together for a safer Scotland

Report to: MIDLOTHIAN POLICE AND FIRE RESCUE BOARD

Date: 13th NOVEMBER 2017

Report By: AREA MANAGER STEVE GOURLAY

Subject: LIVING SAFELY IN THE HOME PILOT (MIDLOTHIAN)

1 PURPOSE

- 1.1 To provide the Board with the evaluation report completed for the Living Safely in the Home pilot initiative which has been discussed at previous board meetings.

2 RECOMMENDATIONS

- 2.1 That Midlothian Police and Fire Rescue board notes the contents of this report.

3 BACKGROUND

- 3.1 Living Safely in the Home (LSITH) is an initiative led by the Scottish Fire and Rescue Service in partnership with the Midlothian Enhanced Rapid Response and Intervention Team (MERRIT) and Midlothian Council. The focus of the initiative is on providing a more holistic approach to the assessment of risk within the home across the Midlothian area. The project aims to reduce unintentional harm in the home by targeting the most high-risk groups, namely the elderly over 65's and the under 5's.
- 3.2 Midlothian was selected for the pilot due to the proportionately high number of occurrences of unintentional harm resulting in an emergency admission to Accident and Emergency services. (Rationale detailed in appendix 3)

4 CONCLUSIONS FROM EVALUATION (page 13 of evaluation report)

- 4.1 There is clear evidence that the development of a more holistic approach to home safety can enhance the quality of health and social care provision and contribute towards positive outcomes both nationally and locally. Through analysis of the

feedback from partners, SFRS staff, service users and statistical data, a number of conclusions and recommendations have been detailed in the evaluation report.

- 4.2 The conclusions demonstrate strong reasons to continue this very positive partnership work in Midlothian.
- 4.3 The recommendations will be closely considered alongside the Scottish Fire and Rescue Service's development of a Safe and Well policy which will form an important element of our Service Transformation.
- 4.4 This work has been highlighted in the SFRS as an area of best practice.

LIVING SAFELY IN THE HOME FALLS AND FRAILTY

MIDLOTHIAN EVALUATION REPORT



LSITH Evaluation Report

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Living Safely In the Home Falls and Frailty Evaluation

Introduction

Scottish Government places a duty on public services to work together to contribute to its purpose and the delivery of national outcomes. Since its inception, the Scottish Fire and Rescue Service (SFRS) has strived to meet the expectations of the Scottish Government and aspired to make a greater contribution to community safety. Whilst SFRS will, directly or indirectly, contribute to the national outcomes by working through economic, health, social and environmental issues together with partners, its core contribution relates to making communities safer and stronger.

The Scottish Governments Fire and Rescue Framework for Scotland 2016¹ clearly sets out its expectations of SFRS. It provides SFRS with a number of strategic priorities and objectives together with guidance on how SFRS should contribute to the Scottish Governments purpose. Service transformation features as one of the strategic priorities and contained within this priority is a commitment to “explore new and innovative ways to improve the safety and well-being of local communities by building on the traditional roles carried out by the fire service”. Furthermore, the Framework states, “the reform agenda recognises the importance of working across boundaries to ensure there are no barriers between bodies that prevent more effective delivery of services to communities, and the SFRS needs to work with partners in a constructive manner to achieve this”.

Historically the fire and rescue service, throughout Scotland, has demonstrated the benefits of investing in a preventative approach and this is illustrated best by a considerable reduction in accidental dwelling fires over the last 10 to 15 years. Although risk profiles and incident types may have changed somewhat during this period, resulting in the fire service attending more flooding, rescue and medical type incidents for example, an opportunity has arisen for SFRS to utilise this experience and broaden its role in promoting community safety.

By developing a holistic approach to community safety and broadening the role of SFRS, this provides the opportunity for all four pillars of the Christie² commission report, namely; People, Partnership, Performance and Prevention to be integrated throughout. This also supports SFRS in fulfilling its statutory obligations within the Community Planning Partnership and gives the opportunity for SFRS to add value in the promotion of community safety.

Background

Living Safely in the Home (LSITH) is an Initiative led by the Scottish Fire and Rescue Service in partnership with the Midlothian Enhanced Rapid Response and Intervention Team (MERRIT) and Midlothian Council. The focus of the initiative is on providing a more holistic approach to the assessment of risk within the home across the Midlothian area.

The project aims to reduce unintentional harm in the home by targeting the most high-risk groups, namely the elderly over 65's and the under 5's.

¹ Fire and Rescue Framework for Scotland 2016

² Commission on the Future Delivery of Public Services

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Targeting of at risk groups was facilitated using the Home Fire Safety Visit (HFSV) process and, in relation to elderly persons, the SFRS Risk Rating form (Appendix 1) was used to identify potential candidates for screening.

If during a HFSV an occupant of the property was identified as being in the over 65 age category and or answered yes to question 14 of the Risk Rating form, does anyone in the household have any long-term health or mobility issues, then a level 1 conversation is offered.

The level 1 conversation consists of 6 simple questions (see Appendix 2) which were developed in consultation with MERRIT and are based on national guidelines produced by Scottish Government³.

Participation in the conversation is purely consensual and where a positive response is given to any question, then a referral is forwarded to MERRIT.

Since the launch of the pilot in late August 2016, a high number of Level 1 conversations have been completed and forwarded to MERRIT for progression.

Midlothian was selected for the pilot due to the proportionately high number of occurrences of unintentional harm resulting in an emergency admission to Accident and Emergency services, see Appendix 3. These occurrences mainly involved the under 5's and the over 65's.

Aims

The aim of this evaluation was to gather feedback from all respective stakeholders and to inform the Living Safely in the Home (LSITH) working group moving forward. The outcomes from this evaluation process will enable the pilot initiative within Midlothian to be developed and embedded into the home fire safety visit process.

Evaluation Data

Since its launch on 25th August 2016 through to 28th February 2017, the following data has been collated.

- The total number of Home Fire Safety Visits facilitated within Midlothian
- The total number of Level 1 conversations
- Total number of consented referrals to MERRIT
- The total number of adaptations provided.

³ The Prevention and Management of Falls in the Community: A FRAMEWORK FOR ACTION FOR SCOTLAND 2014/16

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Subject	Total	%
Home Fire Safety Visits (HFSV)	478	
Level1 conversations	71	15% of total HFSV's
Consented referrals	56	79% of Level 1 conversations
No Consent	9	13% of Level 1 conversations
Criteria not met	6	8% of Level 1 conversations
Adaptations provided	7	10% of Level 1 conversations

Evaluation Returns

The aim of the evaluation was to gather feedback from the various stakeholders that included partners, SFRS staff and service users. Although at this stage the evaluation is of a qualitative nature, it does provide valuable information, which will enable the initiative to develop and improve.

Evaluation objectives;

- To reflect on initial engagement with SFRS and partnership development
- To reflect on facilitation of falls assessments and reporting process
- To share experiences and identify lessons learned
- To promote continuous improvement

The scoring methodology applied to the evaluation is detailed below;

- 1- Unsatisfactory
- 2- Less than Satisfactory
- 3- Satisfactory
- 4- Good
- 5- Very Good

Participants were encouraged to provide clarifying comment for a score of 2 or less.

Partner Evaluation

The partner evaluation detailed below provides feedback from the Midlothian Enhanced Rapid Response and Intervention Team (MERRIT), who were asked to score and provide feedback on the following four questions;

LSITH Evaluation Report

Question 1

Please provide feedback on the initial engagement with SFRS and the partnership development in respect of the following areas,

- Communication
- Objective setting
- Tasking

The above question areas resulted in a score very good and good with the following comments provided in support of this score.

Feedback
<p>“Very good organisation to work with especially Mike who has been very approachable and easily contactable”.</p> <p>“Has been difficult for MERRIT on occasion to respond quickly to project requirements (i.e. providing information, case studies, etc) due to conflicting priorities and service needs”.</p>

Question 2

Please provide feedback on the falls assessment process form and the subsequent reporting of this,

- Accuracy of Information
- Quality of Information
- Referral process

The above question areas recorded a score of satisfactory and the following comments were provided in support of this score.

Feedback
<p>“Had duplicate referrals. Sometimes information not accurate; client details inaccurate or consent not given. However on the majority of referrals are completed correctly”.</p> <p>“Egress email system could be better as have to request access from each referrer. This delays process”.</p>

Question 3

Please provide feedback on your experiences and lessons learned so far, with particular reference to the following areas:

- Service user response
- Staff response

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The above question area recorded a score of good and the following comments were provided in support of this score.

Feedback

“Mixed response from service users. Usually find input very useful, however, on occasion people are questioning why they have been referred”.

“Positive outcome has been that we have had input with people not previously known to any services. This has given the opportunity to do preventative work. Improved link with partnership”.

Question 4

Please provide any suggestions or additional comments that may improve or enhance the process moving forward.

Feedback

“Sort out Egress”.

“Continue to provide refresher training”.

“Continue to review and discuss quality of referral (good referrals and not so good)”.

“Provide feedback to SFRS staff on outcomes after Falls assessment by Falls Practitioner”.

SFRS Feedback

The second evaluation detailed below, provides feedback from SFRS service delivery staff who were asked to score and provide feedback on the following five questions.

Question 1

Please provide feedback on the delivery of training you received and the support provided thereafter

- Training content
- Delivery method
- Training support

The above question area recorded a score of 53% satisfactory and 47% less than satisfactory. The following comments were provided in support of these scores.

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Feedback

“Short initial session a long time ago, no input or follow up since”.
“Although the initial training was informative, we have discovered a lot of skill erosion. This in part is due to fire fighters not having the opportunity to use the form as often as others do”.

Question 2

Please provide feedback on the falls assessment form and the subsequent reporting process

- Content of form
- Ease of use
- Referral method

The above question area recorded a score of 53% good and 40% satisfactory. The following comments were provided in support of these scores.

Feedback

“Repetition of work, filling out form physically and electronically. Template nowhere on intranet, so staff need to have a copy on their desktop”.
“Form is straightforward and easy to use with tick boxes and a comments section. Some fire fighters have asked why the form cannot be sent directly to source and must go via the CAT team”.
“Some irrelevant questions, which are also leading i.e. All old people are afraid of falling”.

Question 3

Please provide feedback on your experiences and lessons learned so far, with particular reference to the following areas,

- Public Response
- Staff Confidence

The above question area recorded a score of 67% good/very good and 33% satisfactory. The following comments were provided in support of these scores.

Feedback

“The public response has been very favourable from good to very good. Staff confidence is a difficult question to answer. There are no concerns delivering the idea. The challenge arises when someone asks what outcomes have other people had from these enquiries. We get no feedback from the enquiries we make and therefore have no reference point to further enhance this service”.

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Question 4

Please provide feedback on the provision of aids and adaptations, with particular reference to the following areas,

- Staff confidence in promoting items
- Public perception
- Suitability of aids and adaptations

The above question area recorded a score of 21% good/very good, 43% satisfactory and 29% less than satisfactory. The following comments were provided in support of these scores.

Feedback
<p>“Rarely use any aids. If a person has fallen they generally have their own stuff. If they haven’t fallen then they don’t feel they need them”.</p> <p>“No input on contents of bag, child safety equipment with no explanations etc”.</p> <p>“We have no concerns promoting the aids and adaptors. The public view this as very helpful and forward thinking. No one has required these however. This is because they either need a more in-depth aid or have already been given what we can supply”.</p>

Question 5

Please provide any further comments or suggestions that may assist the evaluation process,

Feedback
<p>“Shorter more concise questions that are not leading, find out what aids are being requested and ditch the rest of the stuff. Have a paragraph to say what/why we are doing it in the first place”.</p> <p>“Good service to be able to get help to people who may not be aware that they qualify or that extra help is available. Advice seems to be well received because it’s coming from us and not social work etc. After fires people are also more likely to accept help that they may have refused in the past”.</p>

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Service Users

The final evaluation detailed below provides feedback from the service user, who were asked to score and provide feedback on the following four questions.

Question1

Please provide feedback on the effectiveness of the Scottish Fire and Rescue Service (SFRS) staff in relation to:

- Communication - was it clear and the process explained appropriately?
- Staff Conduct – were staff polite and respectful?

The above question areas recorded a score of 93% very good and 7% good. The following comments were provided in support of this score.

Feedback

"Very professional".
"Treated with respect".
"My nurse phoned for help and the response was 2 minutes".
"91 year old lady here. Staff very kind and friendly".
"Very helpful".

Question 2

Please provide feedback on the initial conversation facilitated by SFRS staff paying particular attention to the following areas:

- Questions clear and understood
- Was the conversation awkward or intrusive?

The above question areas recorded a score of 78% very good, 13% good, 4.5% Satisfactory and 4.5% unsatisfactory. The following comments were provided in support of this score.

Feedback

"Very pleasant and caring".
"Wonderful support and good advice".
"Very easy to understand".
"Taken time to go through things".

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Question 3

Please provide feedback on falls screening process, focusing on the following areas:

- Were you comfortable providing information to SFRS?
- Were the aids or adaptations useful (if applicable)?
- Is SFRS carrying out this process helpful?

The above question areas recorded a score of 87% very good, 9% good and 4% satisfactory. The following comments were provided in support of this score.

Feedback
"Aids very useful". "Calm and Firemen who appreciate old age problems".

Question 4

Please provide any additional comments focusing on the following areas:

- Should the initiative continue?
- Would you recommend the service to others?
- Did you receive a follow up visit or further assistance from another service?
- Was the follow up visit/call helpful?

The above question areas recorded a score of 87% very good, 8% good and 5% unsatisfactory. The following comments were provided in support of this score.

Feedback
"I would highly recommend the service". "I am 95 and have a nurse employed. I live alone and try not to use gas or electricity if I feel the need to sleep". "Can't remember if Social Work visits came before or after. Physio services have been received" "Occupational Therapist visited".

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Adaptations

A stock of small aids and adaptations (see appendix 4) were purchased using funding provided by SFRS. The initial approach was to provide these items on a needs basis with operational crews leaving the items with the householder. Evidence from the pilot suggests the uptake of these items has been low and crews have reported that most individuals have these items or are comfortable waiting on a further assessment. It is unclear if crews are promoting the issuing of these items in the most appropriate way and whether or not a different approach is required. Some further discussion is required on the best method of promoting these items and whether some form of “goodie bag” should be provided rather than on a needs basis and is there an opportunity for these items to be distributed at promotion events and or similar events such as antenatal classes, Dementia groups, elderly forums, etc. In addition, the long-term sustainability of the provision of these types of items should be considered, together with any potential to mainstream funding into existing expenditure bearing in mind public sector budgets are continually decreasing.

Funding

The project received initial funding from SFRS amounting to £5,000 to be split across Midlothian, East Lothian and Scottish Borders. Approximately £1,600 was allocated to the Midlothian project and this was used to purchase the small aids and adaptations.

In addition to the aforementioned funding from SFRS, there has been a considerable investment in time and resources to develop the LSITH project within Midlothian. The table below gives a breakdown of SFRS “match funding” and it should be noted that these figures are notional based on recognised timescales and staff costs.

SFRS Resources	Time allocated	Financial cost
Initial Training of Operational and Community Action Team staff within Midlothian	10hrs	£967.24
Facilitation of Falls Assessments as part of the Home Fire Safety Visit process	35.5 hours	£960.63
Administration costs	35.5 hours	£480.31
Total	81 hours	£2408.18

No other funding has been provided for the initiative and any increased workload for MERRIT has been managed using current resources and within existing budgets.

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Alignment of Project to Under 5's

The initial aim of the project was to reduce unintentional harm in the home by targeting the most high-risk groups, namely, the elderly and the under 5's. This report has been heavily influenced on positive outcomes in relation to engagement with the elderly, however, in respect of the under 5 group, the project so far has had minimal impact. This is acknowledged and can be partly attributed to current home fire safety visit targeting i.e. persons most at risk from fire tend to be the elderly and or infirm, therefore they fall within the same risk group.

A more inclusive approach is required that will align to one of Scottish Governments key priorities in the Building Safer Communities programme i.e. engagement with the under 5 age group. Details of this approach moving forward are contained within the conclusions and recommendations.

Conclusions

There is clear evidence that the development of a more holistic approach to home safety can enhance the quality of health and social care provision and contribute towards positive outcomes both nationally and locally. Through analysis of the feedback from partners, SFRS staff, service users and statistical data, the following conclusions have been reached;

- The establishment of effective collaborative working and referral pathway between SFRS and MERRIT has resulted in positive outcomes for persons residing in Midlothian. This is evidenced through the attached case studies within Appendix 5 of this report and the statistical data in Appendix 3
- MERRIT are currently managing additional referrals generated as a result of the initiative utilising existing resources
- Although no direct correlation can be made between level 1 conversations carried out and any subsequent reduction in emergency admissions to A&E due to a fall in the home involving the elderly, it should be noted that a fall in figures has been experienced across the Midlothian area (see Appendix 3)
- The Midlothian pilot aligns with Scottish Government Health Improvement Scotland priorities in relation to the Falls and Frailty Pathway
- Persons at risk of falls in the home fall within the same risk group in relation to fire in the home. Consequently, a more bespoke approach is required to target the under 5's risk group
- The value of providing small aids and adaptations is uncertain and requires more discussion in relation to promotion, training requirements, needs assessment and long term funding
- Current referral pathway presented initial problems e.g. compatibility of IT systems, secure email, duplication of recording information electronically and hard copy
- Initial training provided by MERRIT, supported by SFRS, was appropriate and relevant to the needs of the project, however, further follow up and refresher training would have been beneficial
- Public response has been very positive and supportive of the initiative

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Recommendations

The following recommendations are provided for consideration by the LSITH working group and have been derived from the feedback contained within this report. The evaluation at this stage has been of a qualitative nature due to the relatively short duration of the project thus far, however, further scrutiny of relevant statistical data will be carried out in the very near future.

Recommendations

- Continuation of the project across Midlothian taking cognisance of the feedback provided and amendment of the referral process where required and or necessary
- Closely monitor any increased workloads and referrals received by MERRIT
- Provide refresher training to Service Delivery staff focusing on the objectives of the partnership and the desired outcomes
- Amendment of the process to ensure the referral pathway is clear and all relevant details are recorded in the most effective and efficient way possible
- Coordinate and align Midlothian LSITH project with National Falls and Frailty Pathway taking cognisance of any developments that arise from this forum
- LSITH working group to consider long-term sustainability of providing small aids and adaptations bearing in mind financial pressures on existing budgets
- Align to National Key priorities in relation to Building Safer Communities Phase 2, ensuring that key priorities for the elderly and under 5's are met
- Develop and identify partnership opportunities with Health Visitors, Health Care teams and community groups who engage with the under 5 risk group
- Strengthen existing partnerships within LSITH project and develop relationships with other relevant agencies such as SAS, Joint Health Improvement Teams and Council services
- More support and involvement from Third Sector organisations to promote, signpost and refer to project
- Develop appropriate joint training opportunities between SFRS and partners that will support and enhance delivery of the project
- Develop a communication strategy taking into consideration the outcomes of the evaluation and maximising the use of Social Media, technological opportunities and innovative approaches

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Appendix 1

HOME FIRE SAFETY VISIT RISK RATING FORM



The information provided in this form will be confidential to the Scottish Fire and Rescue Service and will be used for risk rating purposes only. All information contained will be held securely in accordance with current Data Protection legislation.

Name:	<input type="text"/>	Date of Birth:	<input type="text"/>
Address:	<input type="text"/>	Postcode:	<input type="text"/>
		Contact Number:	<input type="text"/>
Property Ownership:	Owner Occupied <input type="checkbox"/>	Local Authority <input type="checkbox"/>	Details <input type="text"/>
	Private Let <input type="checkbox"/>	Housing Association <input type="checkbox"/>	Details <input type="text"/>
How did you hear about HFSV?	<input type="text"/>		

ALL QUESTIONS MUST BE COMPLETED - Please tick the appropriate box

- | | | | |
|---|----------------------------------|--|--|
| 1 Do you have a 'WORKING' smoke alarm? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 2 What age category are the members of your household?* | <input type="checkbox"/> Over 65 | <input type="checkbox"/> 51-64 | <input type="checkbox"/> Under 50 |
| 3 Is anyone regularly at home during the day? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Sometimes |
| 4 How many adults are in the home? | <input type="checkbox"/> 1 | <input type="checkbox"/> More than 1 | |
| 5 Are there any children under 16 in the house? | <input type="checkbox"/> 1 to 2 | <input type="checkbox"/> More than 2 | <input type="checkbox"/> None |
| 6 Does anyone smoke inside the house? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 7 How often in a week do people within the household consume alcohol? | <input type="checkbox"/> 0 | <input type="checkbox"/> 1-2 times | <input type="checkbox"/> More than twice |
| 8 Does anyone in the house have a fascination with fire? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 9 Have you ever had a fire in the home? | <input type="checkbox"/> Yes 1 | <input type="checkbox"/> Yes more than 1 | <input type="checkbox"/> None |
| 10 Do you use a traditional chip pan or other deep fat cooking method e.g. Wok, Karahi etc? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 11 Does anyone in the household cook late at night? (after 9pm) | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 12 Do you use candles, tea light candles or scented oil burners? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 13 Do you use adapters/ extension cables on electrical sockets? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 14 Does anyone in the household have any long-term health or mobility issues?* | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 15 Is there medical oxygen used or stored in the home? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 16 Does your household have a plan of what to do in the event of a fire? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 17 Is everyone in the household aware of this plan? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

* If Over 65 to Q2 or Yes to Q14 please complete Falls Screen Form overleaf

Referrers Details - MUST BE COMPLETED PRE-VISIT

Partner Referral <input type="checkbox"/>	Self Referral <input type="checkbox"/>	PDIR <input type="checkbox"/>	Incident Number (If PDIR): <input type="text"/>
Organisation Name: <input type="text"/>	Contact Name: <input type="text"/>	Tel. No: <input type="text"/>	
Any other relevant Risk information:	<input type="text"/>		

This form should be returned to your local Community Fire Station. Or, for further information, call 0800 0731 999.

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Appendix 2

Name:	DOB:
-------	------

Address:	Contact Number:
----------	-----------------

Post Code:

Consent (Verbal) to share Information Yes/No	If No , please state reason:
--	-------------------------------------

		Yes	No
1	Do you have any unsteadiness on your feet or difficulties with your walking or balance? Or has the observer noted any unsteadiness or difficulties?		
2	Have you fallen in the last 6 months? If yes how many times?		
3	Did you break a bone?		
4	Are you or your carer/family anxious about falls?		
5	Did you experience a blackout*/dizziness when you fell or did you find yourself on the ground and didn't know why?		
6	*Blackouts – in the event of a blackout ask if their GP is aware of blackouts, if not ask service user to inform their GP as soon as possible.		

Has a Social Work referral been submitted? Yes / No
--

Note for Users

If yes to any of the questions above then please forward completed forms to the Midlothian Team via E.Melbcat@firescotland.gov.uk

Assessment outcome: e.g. Have any aids and adaptations been issued? Has the person been assisted by SFRS after a Fall? etc.

Form Completed by:		Date:	
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Appendix 3

Falls in the Home among the Older Population and Children

Date: 12/07/2017

Requested by: Michael Jaffray, P&P Station Manager, SFRS

Produced by: Laura Yuill, Midlothian Partnership Analyst

Caveat: Please note that this information is generated from raw data collected from the NHS Intelligence Unit that has not been ratified. Data should be used for management purposes only and should under no circumstances be referred to as official statistics. Ratified data would need to be requested from the NHS Intelligence Unit at analyticalServices@nhslothian.scot.nhs.uk

Request

SFRS are currently running a pilot project across the Midlothian area in relation to the prevention of falls in the home together with Midlothian Council and the MERRIT team. An evaluation is currently being carried out and SFRS request NHS stats to provide a baseline for comparison during the pilot period.

The statistics required are emergency admissions to A&E due to a fall in the home for the 65 to 75 age group and the over 75's. SFRS are also looking for emergency admissions to A&E as a result of accidents in the home for the under 5's.

The date range for the pilot is 1st September 2016 to 28th February 2017 with the baseline being the equivalent period from the previous year.

Methodology

Data was extracted from NHS Intelligence Unit records for falls that occurred in the home where the person attended A&E and where the patient's postcode relates to the Midlothian local authority area. Note that many 'incident dates' were blank and therefore falls data was collated using NHS arrival weeks 36 - arrival week 9, which most closely matches the date period requested of 1 September - 28 February. The original request asked for patients aged 65-90+ years and under 5 years however due to the age categories used by NHS it was not possible to differentiate between and report on those 60-64 and 65-69 years, only 60-69 years could be reported on. The same was true for those aged under 5 years with the only category available being 0-9 years.

Results

Older Adults

Between September 2016 and February 2017 190 individuals aged 60+ years attended at A&E as a result of a fall in the home. During the same time period the previous year there were 232 patients – an overall decrease during 2016/17 of 18.1% (n=42).

Age Range	01/09/2016 28/02/2017	–	01/09/2015 28/02/2016	–	% Difference
60-69 years	37		60		-38.3%
70-79 years	57		62		-8.1%
80-89 years	68		87		-27.9%
90plus years	26		23		+13.0%
Total	190		232		-18.1%

The table below provides a breakdown of patient's postcodes for the date period the pilot ran and the 2015-16 comparative period.

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***Number of Level 1 conversations carried out in postcode area during the pilot period.**

Postcode Sector	01/09/2016 – 28/02/2017	01/09/2015 – 28/02/2016	Difference (number)	*No. of Level 1 conversations
EH181	10	13	-3	1
EH192	18	27	-9	2
EH193	15	15	0	4
EH209	16	20	-4	1
EH221	27	25	+2	7
EH222	13	17	-4	5
EH223	9	11	-2	6
EH224	14	12	+2	4
EH225	10	14	-4	10
EH234	12	22	-10	13
EH249	2	6	-4	1
EH259	5	15	-10	0
EH260	14	8	+6	0
EH268	11	12	-1	1
EH269	7	14	-7	3
EH375	5	1	+4	0
(blank)	2	0		
Total	190	232		59

Children

Between September 2016 and February 2017 48 children aged under 0-9 years attended at A&E as a result of a fall in the home. During the same time period the previous year there were 47 patients – an overall increase during 2016/17 of 2.1% (n=1).

	01/09/2016 – 28/02/2017	–	01/09/2015 – 28/02/2016	–	% Difference
0-9 yrs	48		47		+2.1%

The table below provides a breakdown of patient's postcodes for the date period the pilot ran and the 2015-16 comparative period.

Postcode Sector	01/09/2016 – 28/02/2017	01/09/2015 – 28/02/2016	Difference (no)
EH181	0	1	-1
EH192	3	3	-0
EH193	7	4	+3
EH209	3	4	-1
EH221	4	2	-2
EH222	6	8	-2
EH223	0	0	0
EH224	4	1	+3
EH225	9	3	+6
EH234	6	7	-1

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EH249	0	2	-2
EH259	1	4	-3
EH260	2	4	-2
EH268	1	1	0
EH269	1	2	-1
EH375	2	1	+1
(blank)	0	0	0
Total	48	47	

Appendix 4

List of Aids and Adaptations provided are detailed below,

- Cable clips
- Key cords
- No cold caller stickers
- Hair straightener bag
- Magnifies (ID Card type)
- Walking stick ferrule (23mm)
- Walking stick ferrule (37mm)
- Walking stick holder
- Shoe horn
- Plug mate
- Bath mat
- Electrical socket covers
- Clip safe71 cupboard lock
- Clip safe72 Cupboard Lock
- Corner cushions
- Blind Cleats
- TV Strap
- Bath temperature Indicators
- Door Jammers

Appendix 5

Falls Service Case Study 1

Client M referred to falls team on 18/10/16. The referral included some information regarding previous social work input including that she was awaiting a grab-rail installation.

M is a 72 year old female who lives at home with her husband in an upper villa. She has arthritis in her knees, asthma, chronic obstructive pulmonary disease, acute kidney injury, and carpal tunnel syndrome.

Multifactorial assessment was carried out on 25/10/16 with both client and husband present. M lives at home with her husband in a private upper villa.

There are 3 external steps into property with no handrails. M has difficulty mobilising on these steps on her own and requires assistance from her husband to use steps safely. M had previous assessment in 2013 regarding external handrail however nothing had come of this – it is unclear why this was not actioned at the time. I assessed and recommend external handrail on left side ascending over 3 external steps from about 1 metre on wall from ground down length of steps.

Due to arthritis in her knees she experiences difficulty with bending and mobilising, often experiencing weakness in knees, and knees prone to giving way. I gave her some exercises to aid strengthening in knees and improve confidence when mobilising also.

At the visit concerns were raised with medication compliance. M presented several boxes of medications to me; 3 large plastic boxes filled with various medications. M was unable to tell me exactly which medications she was prescribed at that time nor show me an accurate up-to-date prescription letter. I referred her to MERRIT pharmacist for medication review. Pharmacist visited and removed all unnecessary medications – several plastic bags full – and only current prescription medications were left in house. A dosette box was issued from pharmacist also to aid M in taking the right medications at the correct times.

Review call carried out on 24/11/16 to M. She reported that positive improvements after installation of handrail as she has been able to get outside independently and able to get out to the shops on her own. She is enjoying the independence and happy that she does not need to wait until her husband is with her in order to go outside. M reported feeling better in herself since medications reviewed and checked, no longer feeling dizzy or nauseous, and generally safer knowing she is only taking the prescribed medications at the correct times. M was appreciative for the input.

Falls Service Case Study 2

Client N was referred on the 18/10/16. The referral had the criteria questions ticked only with no further information given. Initial contact was made on the 19/10/16 with N, she did not feel an assessment was such but she did reported difficulty with outdoor mobility and is reluctant to go outside out of fear of falling. I advised her this is something that I can support with and she was agreeable to a visit.

N is female 87 years old. She lives on her own and has support from friends in the local area. Her family reside in England. Her medical history includes aortic stenosis and history of falling.

LSITH Evaluation Report

Multifactorial assessment carried out on 25/10/16 and it was identified from the assessment that a walking stick would be of benefit when walking outdoors. N remained very independent within the house without any aids and remained independent with daily tasks such as preparing meals and getting herself washed and dressed. I provided a walking stick at the visit and outdoor practice carried out. I support N to mobilise outdoors several hundred metres; she mobilised independently with the walking stick however confidence remained low due to fear of falling.

Two further visits were carried out to practice outdoor mobility only. This involved supporting N to mobilise along local street and to the local shops, both times with her walking stick. This input helped to develop Ns physical ability and strength to mobilise safely as well as her confidence to attempt this task on her own. After the third visit she felt she was able to attempt walking to shops on her own or with her friends at least and reported to me that the practice sessions had helped to reduce the fear of falling and helped her to regain her independence.

Fire Service Case Study 3 - J

Client J was referred on 19/12/16. He is male 79 years old and resides in sheltered accommodation. He had a heart attack 7 years ago, angina and arthritis. The referral reported that he had experience over 20 falls in last 6 months.

Multifactorial assessment completed on 20/12/16. J has rheumatoid arthritis in knees as well as everted feet which he has specialist insoles fitted in his shoes from podiatry. Due to arthritis in knees and inversion in feet I referred to physiotherapy colleague for full assessment and strengthening programme for his lower limbs.

Physiotherapist provided a specialist exercise programme for J and walking stick to support indoor mobility. He has a 3-wheeled walker to aid outdoor mobility. J walks to housing dining room several times a day as well as walking to local corner shop thus it is important for him to continue to mobilise outdoors safely.

A toilet frame was provided to ensure safe transfers at toilet. J struggled to stand from the toilet however with bi-lateral rails installed he was able to achieve this safely.

J demonstrated independent step transfer in and out of his bath using a grabrail however he requested an assessment for a wetroom. This has been carried out by community care OT previously and a wetroom could not be installed due to architectural reasons however J was provided with bathing aids. J refuses to use the bathing aids as he feels he does not require them to which I advised he would not receive a second assessment for a wetroom. Unfortunately in this instance if someone declines aids that are suggested then there are limited options that we can try. It may be that they have to take action privately in order to put in the desired aids or adaptations in place.

J was discharged from physiotherapy input when he was mobilising independently between his flat and the dining room within the complex, along the outdoor corridor.



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