

Appendix A9

2020/21 Q2 –

COMMUNITY SAFETY & DIGITAL TRANSFORMATION

Key Activities Q2

Work with strategic partners and key stakeholders to ensure the Island has effective and robust arrangements to ensure the safety of the community at all times

Covid-19 has been prevalent throughout 2020/21 and Fire have supported the broader response to the pandemic. Centrally within the Island Resilience Forum, this has been through providing a Chair and Deputy Chair for the Island Tactical Co-ordinating Group (ITCG). Our 'Protection' personnel advised other agencies on fire safety compliance with the temporary structures, hospital space conversation and homeless accommodation. We helped facilitate our Isle of Wight Ambulance colleagues at Ryde Fire Station with temporary accommodation to promote social distancing between agencies.

Through our business continuity plans we have worked with corporate colleagues to ensure staff that can work from home or alternative sites, are able to do so. We have divided our fire stations into zones promoting social distancing for those who need to attend a workplace to provide essential response activity to the community. Our on-call staff have carried out remote electronic training during the first wave of Covid-19 to ensure resilience for response to emergency incidents when needed.

Though risk assessment physical response for 'safe and well' home visits have been restricted to telephone support and the delivery of smoke alarms in the majority of cases. These will be followed up by full visits once circumstances dictate the risk is lowered for both the vulnerable members of the community we target and our own personnel undertaking the checks.

Despite an increase in staff within our Protection team there has been limited ability to inspect commercial premises due to the Covid-19 restrictions. The highest risk activity for this team (prohibition of use and enforcement to support safety of life) has been maintained, where required.

From a response perspective, lockdown provided us very good resilience with on-call personnel being available at their home address. Business continuity plans were adapted to ensure any outbreak within our teams could be managed with alternative staff stepping in. Shift patterns were temporarily changed at Newport Fire Station to minimise changeovers between crews.

Our risk assessments are being adapted to work towards a recovery phase whilst using intelligence from the ITCG to provide an early warning of second wave on the Island.

Ensure the smooth transition of the fire service to the new Combined Fire Authority (CFA) for Hampshire and the Isle of Wight, subject to the Secretary of State's approval

The work to create a new Combined Fire and Rescue Authority (CFA) for the councils of Hampshire, Isle of Wight, Portsmouth and Southampton has progressed well. An extension agreement was created to support an additional year of the Delivering Differently in Partnership (DDiP) agreement which will take us to the Combined Fire Authority (scheduled for Apr 2021). The 'Shadow Authority' has been formed and has met bi-monthly since Q1 2020 with Cllr Dave Stewart (joining the existing Hampshire Fire and Rescue Authority members), representing the Isle of Wight.

Ensure the Isle of Wight's needs are fully represented by taking a full and active role in the new combined fire authority for Hampshire and the Isle of Wight.

A paper will be presented to Cabinet on 12 November 2020 requesting the approval of the appointment of the IWC Leader to the Combined Hampshire and IW Fire Authority with the Cabinet Member for Community Safety and Digital Transformation acting as deputy. The Leader has been attending bi-monthly meetings since Q1 2020/21

Contribute to the development of a new Integrated Risk Management Plan (IRMP) for the HIWCFA and scrutinise its delivery

The Integrated Risk Management Plan (Safety Plan) for both Hampshire FRS and Isle of Wight FRS was launched in April 2020. This joint plan sets out a 5-year strategic vision and describes how alignment will take place in year 1, along with the creation and commencement of HIWFRA in year 2.

Review the delivery of Regulatory Services and their impact in protecting the Island's community

Activity in the first quarter of the year has resulted in:

<i>Inspections for food safety</i>	<i>0 (see below commentary)</i>
<i>New business registrations (food)</i>	<i>24</i>
<i>Prosecution for food safety offences</i>	<i>0</i>
<i>Licence applications processed</i>	<i>161</i>
<i>requests for service by the public (eg complaint about a business, nuisance etc)</i>	<i>688</i>
<i>FOIs dealt with</i>	<i>15</i>
<i>£ saved to consumers by Trading Standards interventions</i>	<i>£51,062</i>

Covid-19 work

Covid-19 specific complaints/enquiries – total in quarter of 356 – this is a mixture of enquires and complaints from businesses, employees and members of the public.

Covid-19 specific visits/interventions total in quarter of 293 – in addition to responding to the complaint/enquiries the team have been active in proactive surveillance of the Island during the quarter to ensure that premises were adhering to the restrictions that were introduced by the coronavirus legislation, to prevent the spread of the virus, engaging with premises and ensuring compliance. When the Government introduced the recovery plan the team worked to ensure that businesses were aware of what is required to re-open safely, this included updating webpages, webinars to provide information and answer questions, letters sent to certain specific sectors in addition to visits to town centre areas following the retail reopening to observe how this went in addition to address any particular concerns.

Inspection data

The food intervention programme is delivered by the Local Authority through a Framework agreement with the Competent Authority (Food Standards Agency).

During the coronavirus pandemic the Food Standards Agency sought and obtained approval from ministers to permit specific deviations from the direction given to local authorities in the statutory food law code of practice, this is currently in place until the end of September 2020 however remains under review.

The result was the deferral of the planned interventions so that resources can be focused on urgent reactive work. The working direction was in line with Government guidance and work remotely by telephone and paper-based audit of documented, to inform prioritisation if an on-site visit is required and these were reserved for the high risk. A further aim of this plan has been to minimise footfall in those businesses that continue to operate during the emergency period, reducing the risk to public health.

As the Environmental Health Team also have an active involvement with the Covid-19 response at a local level, the team have had to continually risk assess their work programme. This has been in line with the advice and direction from the Food Standards Agency which has included proactive surveillance of local changes or established businesses changes during this time.

The team continues to follow the direction of the Food Standards Agency in addition to the local assessment of risk and need to divert resources and prioritising to the highest risk.

Develop the Digital Island Strategy including the creation of the Island's first Digital Innovation centre by November 2020

The Digital Island Strategy was approved by Cabinet in June 2019. The strategy is to identify the opportunities where digital technology can be used to enable solutions to regional challenges. Essentially, this is:

- *Supporting delivery of existing plans and policies (economic growth, regeneration, carbon, environment, tourism)*
- *Supporting digital transformation of Council services*
- *Enabling economic growth through digital technology, identifying priority economic areas for growth*
- *Identifying key skills required for individuals and businesses to engage with the digital agenda and benefit from the opportunities to grow*
- *Building the Island's Sense of Place and overcoming the feeling of 'dislocation'*

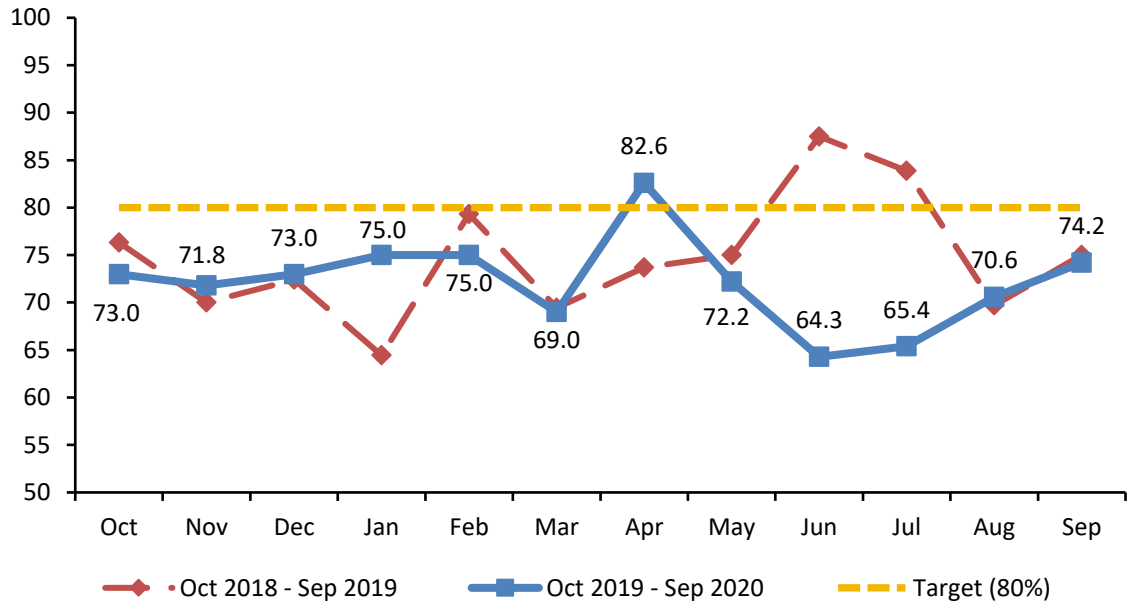
The creation of co-working space in the front half of Rangefinder House and office/ workshop space in Building 41 along with the resources to support the incubation activities within the buildings is the subject of a bid for ERDF (European Regional Development Fund) funding. The total project cost is £3.18 million with ERDF supplying £1.59 million. Isle of Wight Council is the lead partner with the other partner being New Forest District Council. Following a successful expression of interest submitted last year, a full application was submitted in February, with a response expected by May/June and a tentative start on 1 July. Unfortunately, this timetable was impacted by Covid-19. We have been pursuing the ERDF managing authority and they issued on 4 September clarification questions on our full application

Refresh and implement our councils digital transformation strategy to take into account aspirations for One Public Service, to transform the way the council does, built from the resident/user perspective, as a central pillar in transforming the way the council does business and improving decision making

Focus continues to be the delivery of the updated council website although this has been impacted on by Covid-19. Some resources within the communications team who were involved in the workshops were unavailable from March and are still not available full time due to the pandemic situation. The extensive consultation undertaken is being used for website development to continue as is the final site design which was approved by the council's corporate management team in early September. This design is now being developed into a beta site by the software team. The beta site readiness date is now planned as of November 2020 due to the Covid-19 delays and will include the registrars and fostering service information pages, with planning services being added over the next few months.

Short term measures

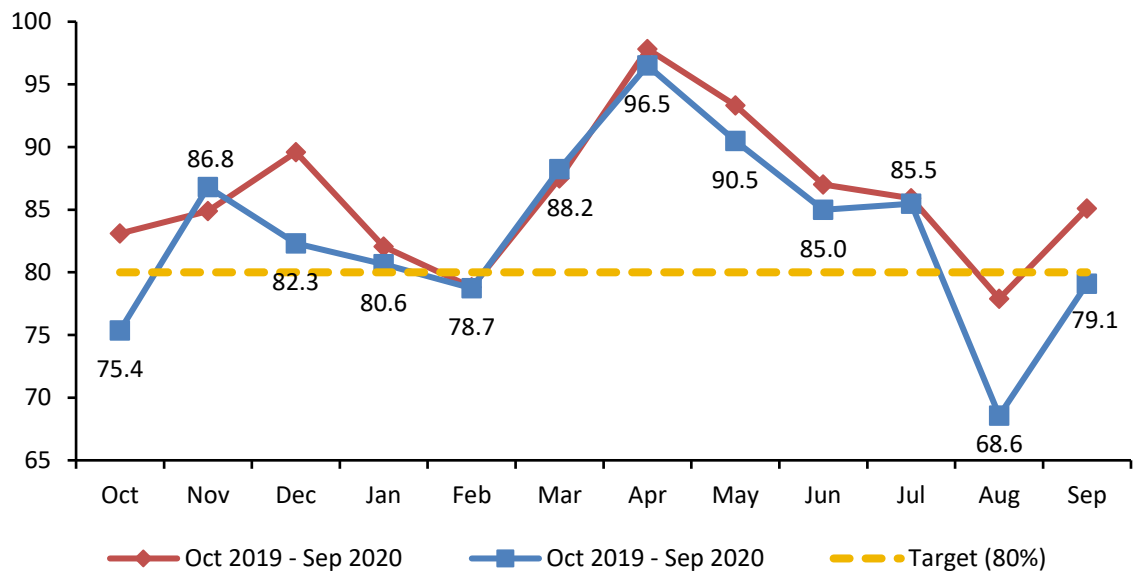
Percentage of critical incident calls (fire only) responded to within 10 minutes



Overall performance for critical incidents has improved in the second quarter, from 64.3 per cent in June to 74.2 per cent in September where there were 31 critical incidents of which 26 were attended by a pump within ten minutes. Eleven of these incidents were also attended by a second appliance which arrived on seven occasions within fifteen minutes. One incident saw both first and second appliance arrive outside target times.

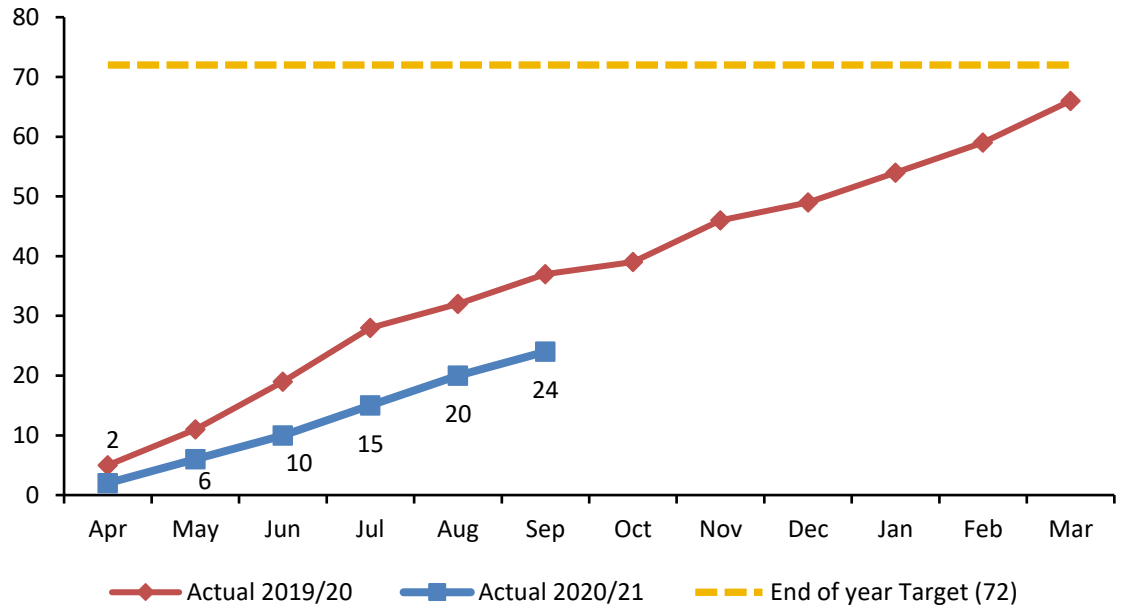
The predominant reason for underperformance was the unavailability of pumps at Yarmouth, Shanklin and East Cowes on two occasions. Distance to travel, difficulty in locating the incident and simultaneous incidents stretching resources remain to be other factors affecting response time.

Percentage of co-responder calls (medical) responded to within 8 minutes (Rolling 12 months)



There were 67 co-responder incidents in September. All but fourteen were attended in less than eight minutes.

Number of people (including children) killed or seriously injured (KSI) in road traffic collisions (RTCs) (cumulative)



Reported with a lag in data. Currently for the year to date there have been fewer reported casualties (24) than at the same point last year (37).