

2020/21 Q3 – COMMUNITY SAFETY & DIGITAL TRANSFORMATION

Key Activities Q3

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 continue to support the broader response to the pandemic. We have maintained provision of a Chair and Deputy Chair for the Island Tactical Co-ordinating Group (ITCG) with the Chief Fire Officer Chairing the Strategic Co-ordinating Group. We have volunteers trained and ready to support IW Ambulance Service with ambulance drivers and movement of the deceased through the Island Excess Deaths Advisory Group (IEDAG). We are exploring the use of our staff to support the mass vaccination of the public. Our 'Protection' personnel continue to advise other agencies on fire safety compliance with the temporary structures, hospital space conversation and homeless accommodation.

We have extensive and robust Covid-19 risk assessments in place to ensure our personnel and the communities they serve are as safe as possible from contracting and spreading Covid-19. These risk assessments have allowed us to continue with high risk vulnerable 'safe and well' visits with the option of part of the checks being undertaken by telephone.

Business continuity plans have been adapted to ensure any outbreak within our teams could be managed with alternative staff stepping in. We are preparing to upskill all operational personnel with 'Immediate Emergency Care' medical training in the new year.

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

Work towards the Combined Fire and Rescue Authority (CFA) continues at a pace. All IW Fire personnel are now aware of and integrating with their future teams (having shared line management until cutover). Joint promotion boards for three different levels of management have been undertaken with IW personnel gaining promotional opportunities both on the Island and in Hampshire. A joint recruitment for operational Firefighters over the last three months will culminate in the New Year with trainee courses.

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 was presented to Cabinet and approved on 12 November 2020 granting the appointment of the leader of the council to the Combined Hampshire and IW Fire Authority with the Cabinet Member for Community Safety and Digital Transformation acting as deputy. The 'Shadow Authority' 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.

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 the Hampshire and the Isle of Wight Fire and Rescue Service 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 HIWCFA in year 2.

Review the work and effectiveness of the Community Safety Partnership

The Chair of the Isle of Wight Community Safety Partnership (CSP) will present the statutory annual strategic assessment for 2019-20 and the strategic plan for 2020-22 to Corporate Scrutiny Committee in January 2021.

Overall crime rates continue to reduce. The assessment reviews data from the 2019-20 financial year and therefore does not cover the impact of the pandemic on crime and anti-social behaviour, however the CSP have worked throughout the period to address emerging issues, and certain areas of crime have been particularly impacted by lockdown restrictions.

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 European Regional Development Fund (ERDF) 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. The resources within the communications team who were involved in the workshops and re-allocated to Covid-19 response were backfilled in December so January to March should show good progress in taking the Demo site to a Beta site with active transactions for three full services. The Demo site is ready for the planned extensive customer consultation in January and February 2021. The Beta site readiness date is now planned as of end of March 2021 due to the Covid-19 delays and will include the registrars, fostering and planning services sections.

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

Activity in the third 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>74</i>
<i>Prosecution for food safety offences</i>	<i>0</i>
<i>Licence applications processed</i>	<i>225</i>
<i>requests for service by the public (eg complaint about a business, nuisance etc)</i>	<i>710</i>
<i>FOIs dealt with</i>	<i>37</i>
<i>£ saved to consumers by Trading Standards interventions</i>	<i>£151,358</i>

Covid-19 work

Covid-19 specific complaints/enquiries – total in quarter of 393 – 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 437 – 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 reopening to tier one requirements and then moving towards the restrictions introduced late November and to ensure compliance with these requirements.

Inspection data

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

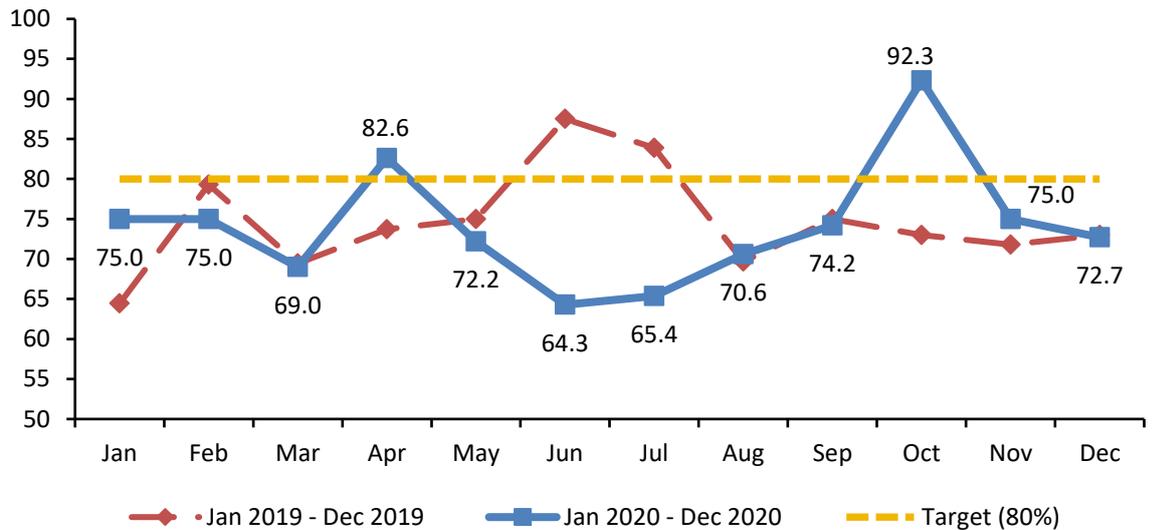
During the coronavirus pandemic the Food Standards Agency sought and obtained approval from ministers to permit specific deviations from the direction given to local authorities in the statutory food law code of practice, which has been extended to the end of July 2021 however remains under review. The 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.

Short term measures

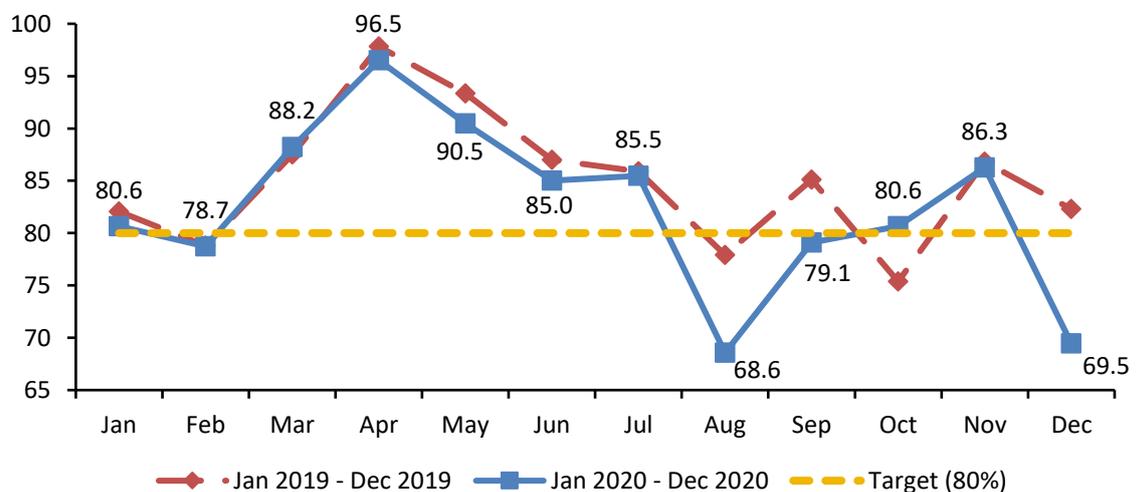
Percentage of critical incident calls (fire only) responded to within 10 minutes



Overall performance for critical incidents has improved in the third quarter with October's performance (92.3 per cent) being the best recorded for this measure. December's figure of 72.7 per cent is below the target of 80 per cent where seven incidents failed to meet the standard.

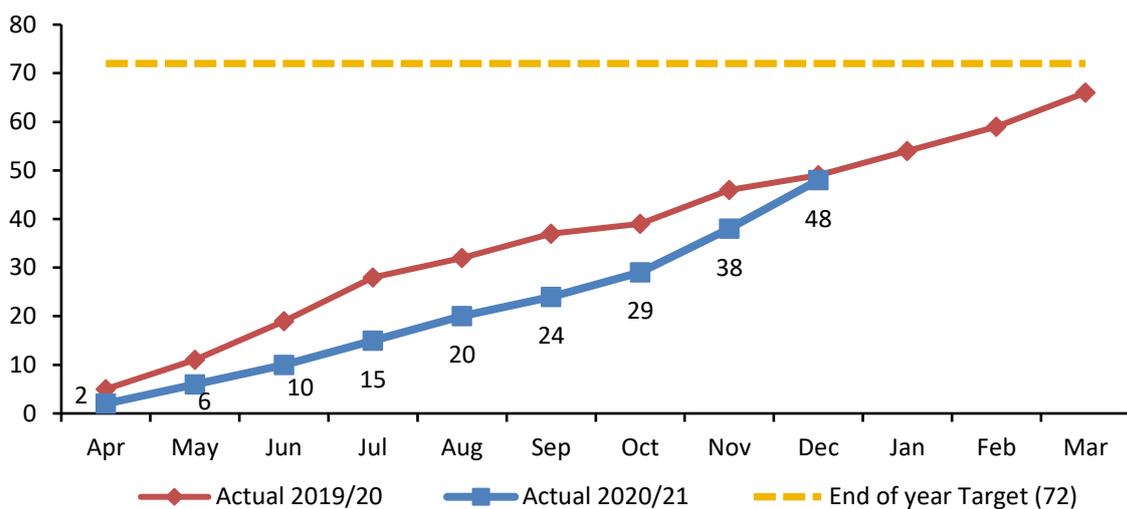
Distance to travel, difficulty in locating the incident and lack of appliance availability due to simultaneous incidents stretching resources remain to be the main factors affecting response time.

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



Performance has fluctuated over the last few months with good response times in October and November, but December saw a drop in percentage of calls within the eight minute target, now down to 69.5 per cent. This follows a similar trend to that seen last year but it is still forecast that the end of year target of 80 per cent will be met.

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



Reported with a lag in data (September data reported in December).

Currently for the year to date there have been fewer reported casualties (48) than at the same point last year (49) however there has been a noticeable increase in recent months with 19 KSI incidents from August – September alone.