

2020/21 Q4 – COMMUNITY SAFETY & DIGITAL TRANSFORMATION

Key Activities Q4

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

Whilst we had prepared for ensuring our resilience against the impact of Covid-19 and supporting other agencies through mutual aid, our first real test came early in Q4. Our business continuity plans were enacted after a number of positive cases were identified amongst our operational crews. With robust investigation and the deep cleaning of workplaces we were able to ensure operational cover at a business as usual level.

Through the Island's Tactical Co-ordinating Group we were requested to support the Isle of Wight Ambulance Service as their frontline staff were directly impacted by Covid-19. Over a number of weeks we committed around a dozen trained personnel to support IWAS with blue light drivers for ambulances to respond to critical incidents under the responsibility of trained paramedics. We also had support from Hampshire Fire to train all full-time Firefighters with an 'Immediate Emergency Care' medical qualification ensuring we could provide enhanced support to casualties at incidents (recognising the pressure IWAS were under).

At the Local Resilience Forums'(LRF) request, a number of Fire volunteers have been trained to support the vaccination centre at Riverside, Newport. Balancing our own resilience and support of IWAS we have supplied personnel to vaccinate through Q4 and beyond.

A 'Testing and Vaccination cell' was also created through Fire to support the use of 'end of life' BioNTech Pfizer vaccine, preventing wastage through the prioritisation of local frontline staff. The cell catered for the whole of the Hants & IW LRF area, on the Island dealing with around 3,500 frontline personnel including Fire, Police, IW Council and Teaching staff.

Throughout Q4 we have continued to support vulnerable residents with Safe and Well visits and commercial premises with the Fire Safety order advice, subject to bespoke Covid risk assessments.

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

With teams aligned and starting to work with new colleagues and line management, Q4 has seen the culmination of the Combined Fire and Rescue Authority (CFA) work to ensure a smooth transition. Whilst the key focus has been around HR (SAP structure, payroll, pension transfer), a full ICT alignment has taken place including devices, broadband & WiFi networks and cleansing/migration of data.

Two new full-time Firefighters started at Ryde Fire Station in January having been successful in a recruitment campaign covering the whole of Hampshire and the Isle of Wight. Promotion boards have been run with opportunities bringing Hants-based staff to the Island and Island-based personnel to new roles in Hampshire.

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. The first meeting of the new Combined Fire Authority will take place on 14/04/2021.

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) presented 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.

The priorities and strategic plan are based on the findings from the strategic assessment, previous working knowledge and input from CSP Partners.

The Community Safety Partnership have agreed the following priorities for 2020 – 2022:

- Violent Crime*
- Reduce Reoffending*
- Anti-social Behaviour and Community Cohesion*
- Domestic Violence & Abuse and Serious Sexual Offences*
- Prevent*
- Road Safety*

The following areas of work have not been identified as a priority, however the CSP will continue to support those partnerships that are leading on them:

- Child exploitation including criminal and sexual*
- Missing persons*
- Modern day slavery*

The partnership is committed to working together to reduce crime and disorder on the Island and to work with wider partners to strengthen this approach.

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. January to March showed good progress in working with the final of the three initial services (Planning) who are now 90 per cent complete. Following feedback from the first three services, an audit and internal project review a decision was taken to delay the coding of the active transactions for the three full services and focus the software development resource on the Content Management System that is central to the development and management of the future website. This work and the communications digital standards are on target for final verification and agreement by the end of May. Work will then resume with a revised project delivery plan.

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>7 (see below commentary)</i>
<i>New business registrations (food)</i>	<i>65</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>488</i>
<i>FOIs dealt with</i>	<i>50</i>
<i>£ saved to consumers by Trading Standards interventions</i>	<i>£169,620 (Q4) £609,149 (total for 20/21)</i>

Covid-19 work

Covid-19 specific complaints/enquiries – total in quarter of 486 – 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 1095 – 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).

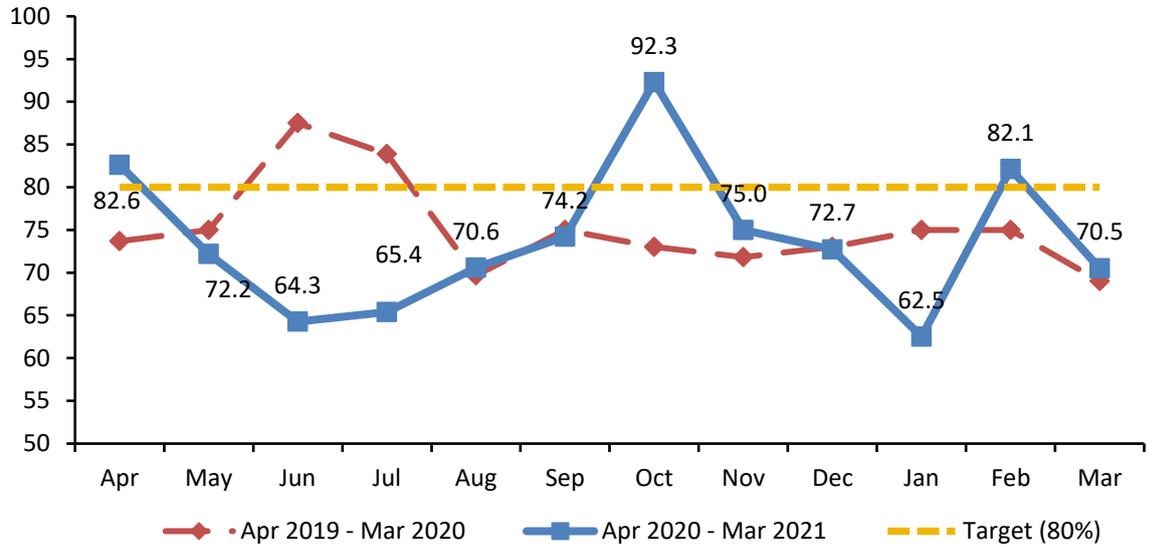
During the coronavirus pandemic the Food Standards Agency sought and obtained approval from ministers to permit specific deviations from the direction given to local authorities in the statutory food law code of practice, which has been extended to the end of July 2021 however remains under review. The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

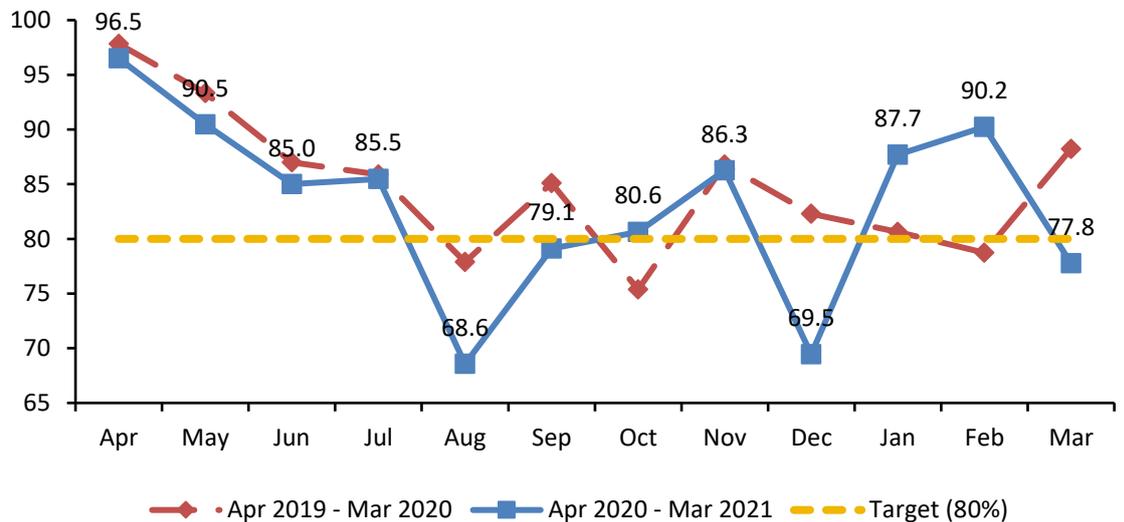
Percentage of critical incident calls (fire only) responded to within 10 minutes



Overall performance for critical incidents has declined slightly in the last quarter with January’s performance (62.5 per cent) being the lowest recorded for the last two years. February’s figure of 82.1 per cent was however above the target of 80 per cent where 23 out of 28 incidents were attended to within ten minutes.

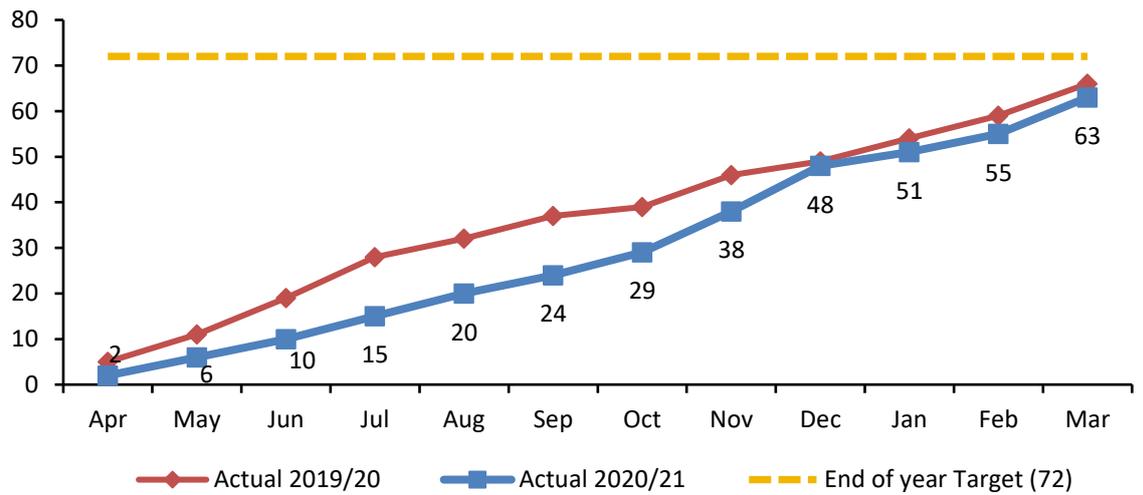
Distance to travel, difficulty in locating the incident and lack of appliance availability due to simultaneous incidents stretching resources remain to be the main factors affecting response time.

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



Performance has generally improved over the last few months with good response times in January and February, with March dropping just below the target of 80 per cent.

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



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

For 2020/21 there were fewer reported casualties (63) than last year (66), below the end of year target of 72.