

**Surrey Fire and Rescue Service
Community Safety Department**

Surrey Fire & Rescue Service Safe and Well Visits

Bryn Strudwick



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Community Safety-National Picture

The Fire Service via prevention have reduced fires by 50% in 10 years.

- Public Health England**
- NHS England**
- Age UK**
- Chief Fire Officers Association (CFOA)**

Use of NHS Exeter and other DATA

New - Safe and Well Visits: 2 areas:

- 1. Prevention by signposting**
- 2. Prevention by removing risk at point of contact**



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Safe and Well Visit National Examples

- **Falls assessment**
- **Falls education**
- **Fitting equipment**
- **Fitness classes at fire stations**
- **Multi agency assessment visits**
- **Telecare response**
- **Telecare equipment installation**
- **Deliver Flu jabs**

- **A light touch health visit**



Fire in the Community



Local Government Association

Beyond fighting fires

The role of the fire and rescue service in improving the public's health



Case studies

- *Fire as a Health Asset
- *Make every contact count
- *Safe and Well Visits



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Fire as a Health Asset

Safe and Well Visits Health & Wellbeing Board

What does that look like in
Surrey?

What do you want SFRS to
do for you?

Commissioning?

Training?



Safe and Well Visit

Why in Surrey?

- **The national picture – dealing with PH, NHS**
- **Increasing older population**
- **Increasing people with Dementia**
- **Complex health and wellbeing needs**
- **Number of HFSVs – need to increase**
- **May increasing funding into service**



Where are we now?

HFSV become Safe & Well Visits

- Fire Safety, road, outside & environment safety

Plus One Stop Surrey:

- Crime & anti social behaviour
- Trading standards
- Telecare response
- Pensions, income, debt
- Home help, garden help
- Isolation, social exclusion
- Exploitation awareness
- Meals on wheels
- Dementia, missing persons
- Carer support
- A cold home, fuel poverty
- Smoking, provision of safety material
- Falls
- Hearing & visual impairment



Safe and Well Visit

Use of new data base

- **560599 domestic premises risk assessed**
- **NHS GP data – age – 65 to 74, 75 to 84 & 85+**
- **Travel time from station**
- **Oxygen user**
- **Mosaic data**
- **Completed HFSVs since Jan 2013**
- **Scored 0 to 12**



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N58

Aided Elderly

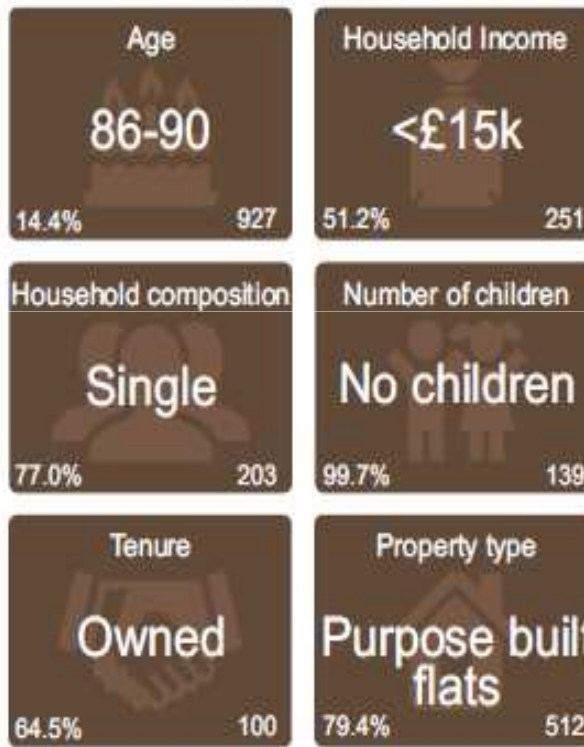
Supported elders in specialised accommodation including retirement homes and complexes of small homes

Eastbourne

🏠 0.94% | 0.61% 👤



Who We Are



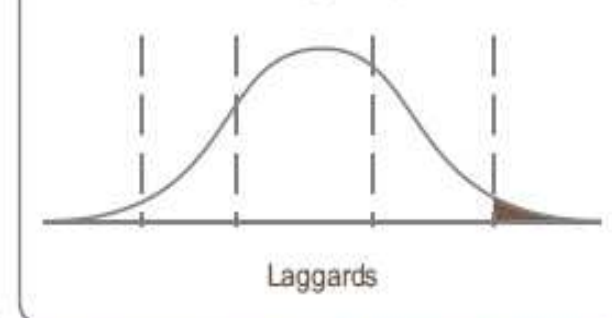
Channel Preference



Key Features

- Developments for the elderly
- Mostly purpose built flats
- Most own, others rent
- Majority are living alone
- Have income additional to state pension
- Least likely to own a mobile phone

Technology Adoption



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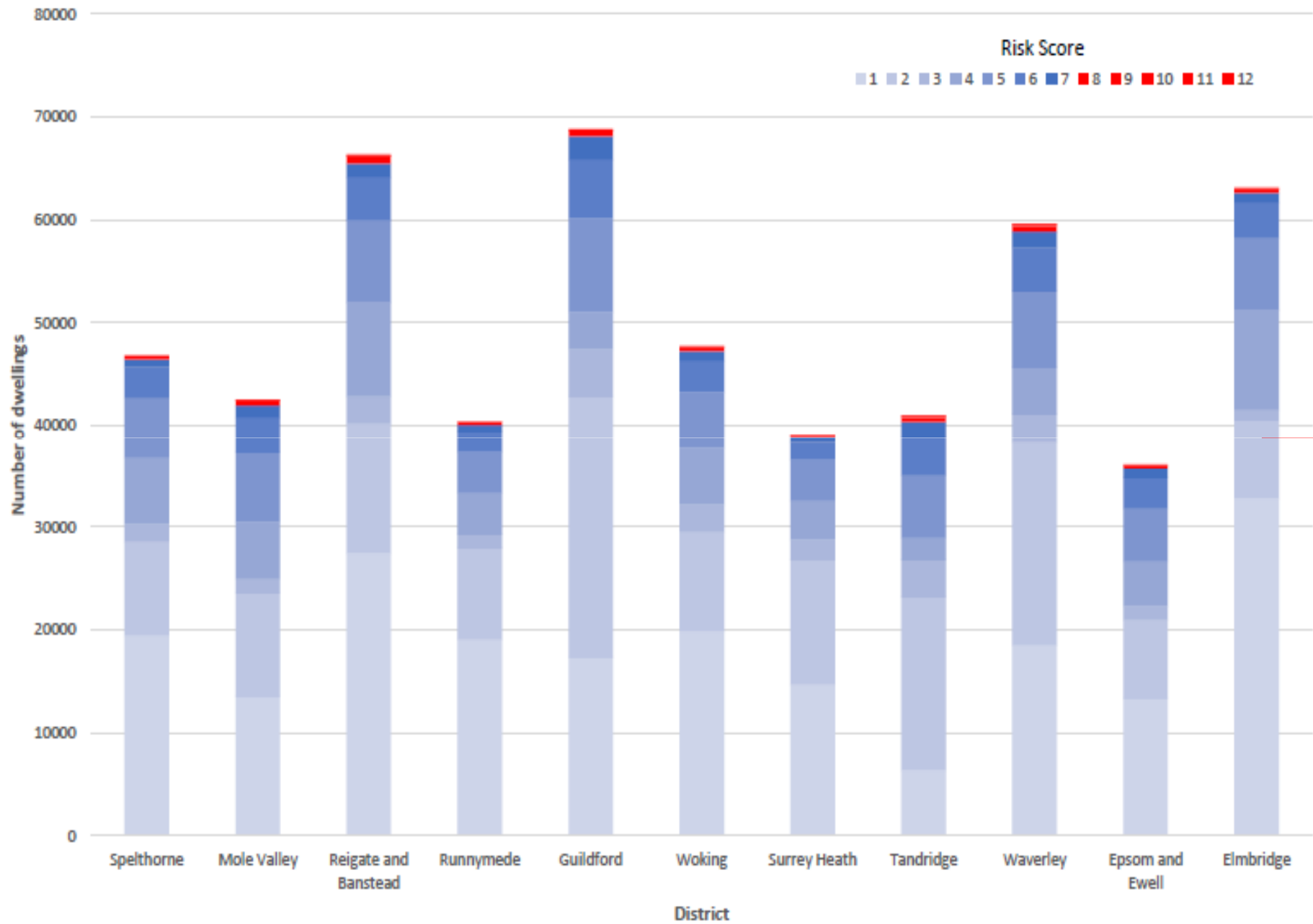
Safe and Well Visit

New data base score total

- **12 – 7**
 - **11 – 14**
 - **10 – 137**
 - **9 – 1022**
 - **8 – 4266**
 - **7 – 12655**
 - **6 – 37522**
 - **5 – 68990**
 - **4 – 58926**
 - **3 – 25392**
 - **2 – 144429**
 - **1 – 205516**
 - **0 – 1722**
- } **5446**



Residential breakdown by District and relative risk



Safe and Well Visit

Targeting and Expected Outcome

- All Identified high risk property visited
- Estimated to be 7500 visits per year
- Target 300 visits per 1 pump station
- Target 500 visits per 2 pump station
- Target 900 visits in On-call areas – SFVS

- Data Protection

- Note: Targets set on resources available for delivery 2015.



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Community & Business Safety

Audit of stations

- **Community & Business safety performance**
- **AC Iain Houseman responsible**
- **Part of appraisals**
- **Using CRM – will need funded development**



Safe and Well Visit Recording

- **Completed visits recorded as usual**
- **Properties visit that decline, status recorded as 'Declined'**
- **Properties visited where there is no response , status recorded as 'No Response and details of visit date and time recorded in notes section.**



Safe and Well Visit

The Future

Targeting and visit the identified risk

Audit of program – future development

Add other data sets – B&D etc

Working via HWBB with NHS, PH, ASC plus to develop Safe and Well Visit content and include Making Every Contact Count

Rolling yearly targeting of high risk residence



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SURREY POLICE
With you, making Surrey safer



SurreyTelecare
Your Local Council Partnership



Surrey Against Domestic Abuse



Surrey Information Point
Local information and support for you and your family



Surrey Care Association
Supporting Social Care in Surrey





**Questions
please**



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Referrals please



To make a referral to the Fire Service

Email:

surreyfire.safeguarding@surreycc.gov.uk

