



HEREFORD & WORCESTER  
**HWFR**  
FIRE AND RESCUE SERVICE

# Blue Light Collaboration

Working together is working better

December 2018



# Blue Light Collaboration

## Working together is working better

In 2016, we published a short brochure called 'Collaboration with the Police' to highlight the wide range of ways we work together. It showed how well collaboration is embedded within both Services at all levels, and that we are constantly looking for more ways to work together. This is because we share a belief that by working together we can do more to keep our communities safe and well.

This new brochure updates the 2016 edition. We've called it 'Blue Light Collaboration' to emphasise the work we do with our police and ambulance colleagues, but we also recognise the importance of working with everyone involved in helping to keep people safe and well. For example, we have partnership and signposting agreements in place with local authorities to help safeguard vulnerable people and make sure they can access services they need.

We also work with a number of agencies such as Age UK, Safer Roads Partnership and work with local schools and colleges to carry out initiatives such as Dying to Drive.

Sharing information and expertise, training and practising together, understanding each other's procedures, carrying out joint safety investigations and community safety campaigns, buying goods and services together, sharing the same buildings and office space where we can get to know and appreciate the work of our colleagues in other services – these are just some examples of the benefits of working together. Collaboration not only enables us to work more effectively and more efficiently, keeping us resilient and fit for purpose, but it also helps us to add value to the work of our colleagues.

We recognise that the role of the modern fire and rescue service is changing. This is reflected in our 'Saving More Lives' vision, which aims to build on our wider role in the community to continue to make a difference, improve lives and help secure resilient communities. A major example of how we are putting this into practice is the creation, this year, of a new Strategic Fire Alliance between ourselves and Shropshire Fire and Rescue Service. We believe this will not only help both Services build capacity, resilience and ongoing sustainability, but will also provide many more opportunities to add value to our local communities through working in partnership.

In the previous brochure we said that the government's fire reform agenda was also driving collaboration forward. This is now embodied in law in the Policing and Crime Act 2017, which imposes a duty on emergency services to consider entering into collaborative working in the interests of efficiency and effectiveness for those involved. In the words of the Act, the 'duty to collaborate' states that:

**A relevant emergency service in England ('the relevant service') must keep under consideration whether entering into a collaboration agreement with one or more other relevant emergency services in England could be in the interests of the efficiency or effectiveness of that service and those other services. (Policing and Crime Act 2017, 2:1)**





This is echoed in the earlier Fire and Rescues Services Act 2004, which requires Fire Authorities to enter into mutual assistance schemes with other Fire Authorities. Similarly, the JESIP programme, introduced in 2013, is an established part of blue light operations, which has improved how emergency services work together to help save lives when we experience major and complex incidents.

Our work with West Mercia Police, Shropshire Fire and Rescue Service and other blue light partners isn't just about supporting the wider government agenda, but finding better ways of delivering our services more effectively and efficiently and provide better value for money for our public. By working together across services, we believe we can deliver on our promise of keeping people safe from fire and other risk, and responding efficiently and effectively when we are needed, ultimately helping us to save more lives.

In our Community Risk Management Plan 2014-2020, we envisaged working far more closely with other emergency services and, now that we approach 2020, we have been involved in delivering many collaborative initiatives, some of which are celebrated in this document. We will continue to collaborate with our blue light partners and other support agencies in the future to ensure our joint services keep our communities safe and well.



## Key Drivers

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Government	Emergency services sector	Hereford & Worcester
<ul style="list-style-type: none"> <li>Government Fire Reform Agenda (can this be hyperlinked?)</li> </ul>	<ul style="list-style-type: none"> <li>CFOA/Local Government Report – A Service for the Future. This supports change within FRS's, collaboration and shared services</li> </ul>	<ul style="list-style-type: none"> <li>HWFRS CRMP 2014-2020: 'making changes to the way in which we provide our services, so we are able to balance our resources against risks and other demands'</li> <li>New IRMP for 2021-26 set to establish a standardised methodology and consistent approach with Shropshire FRS as part of the new Strategic Fire Alliance</li> </ul>
<ul style="list-style-type: none"> <li>Fire and Rescue policy move from DCLG to Home Office driving collaboration between emergency services</li> </ul>	<ul style="list-style-type: none"> <li>NFCC Strategy 2017-2020 – Details the strategic commitments to allow FRS's to adopt to meet the needs of their communities</li> </ul>	<ul style="list-style-type: none"> <li>HWFRS 2020 Vision Programme consisting of transformational projects to drive a more sustainable and resilient service for years to come</li> </ul>
<ul style="list-style-type: none"> <li>Potential PCC governance, inspection and audit</li> </ul>	<ul style="list-style-type: none"> <li>Emergency Services Collaboration Working Group –set up to aid emergency services with collaborative working</li> </ul>	<ul style="list-style-type: none"> <li>Financial savings – Following the 2015 spending review, the FRA still required to make savings of £2.4million by 2019/20</li> </ul>
<ul style="list-style-type: none"> <li>Sir Ken Knight - Facing the future review of efficiencies and operations</li> </ul>	<ul style="list-style-type: none"> <li>Joint Emergency Services Interoperability Programme (JESIP). Set up to enable successful and efficient collaborative working between emergency services at major incidents</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Fire Alliance: joint commitment by both HWFRS and SFRS to work together to provide our communities with effective, efficient and economical services that makes them safer.</li> </ul>
<ul style="list-style-type: none"> <li>HMICFRS – Measured against the inspection methodology of efficiency, effectiveness and people</li> </ul>		<ul style="list-style-type: none"> <li>Saving More Lives: building on our successes to continue to make a difference, improve lives and help secure resilient communities</li> </ul>

## What have we done?

# What have we done?

Support Services	<ul style="list-style-type: none"> <li>• HWFRS service headquarters has successfully relocated to Hindlip Park to be co-located with Police teams</li> <li>• Joint investigations at fires and serious incidents. Joint standard setting and enforcement work</li> <li>• Joint training events</li> <li>• Joint press releases</li> <li>• Joint working relationships at support service department level. Departments working with peers at West Mercia Police and Shropshire FRS to develop joint working practices</li> </ul>
Buildings and Infrastructure	<ul style="list-style-type: none"> <li>• Operational</li> <li>• Fire and Police form part of joint property function Place Partnership who manage our property portfolio along with building change projects.</li> <li>• Bromsgrove and Police Station which opened in 2014.</li> <li>• Tenbury, Bromyard and Peterchurch are all being shared between Police and Fire and Rescue services.</li> <li>• Interoperable communications and radio channels as part of Airwave. This will be enhanced further when ESMCP is implemented across emergency services.</li> </ul>
Prevention, Protection and Response	<ul style="list-style-type: none"> <li>• Assistance at Police incidents. Fire and Rescue Service providing assistance in missing person's searches, body recovery and access and egress to buildings.</li> <li>• Joint inspection and enforcement action at business premises and HMO's.</li> <li>• Joint Police/Fire Home Fire Safety Checks.</li> <li>• Joint Partnership initiative working on Dying to Drive, Safer Roads Partnership, Signposting, Safeguarding and Connected families.</li> <li>• HWFRS fire dog is trained by Police and available to support Police and Fire staff at incidents.</li> <li>• Fire Prevention work sharing information between Police and HWFRS to tackle deliberate fires and arson prevention. HWFRS working with Police Safer neighbourhoods teams with Fire Officers providing a 'fire-setter' intervention service for under 16's.</li> <li>• Both services are part of the Ignite, Crucial Crew and Young Citizens Challenge initiatives which raises awareness and targets young people by educating them on water, fire and road safety as well as arson and hoax calls.</li> <li>• PCSO's have been recruited as on call firefighters in Herefordshire. This is being rolled out in Worcestershire also.</li> <li>• MATE</li> </ul>

## Current Collaboration

# What have we done?

<p>People</p>	<ul style="list-style-type: none"> <li>• Joint quarterly incident command training for both Police and FRS.</li> <li>• Joint major fire service training exercises such as Exercise Phoenix (2018).</li> <li>• Joint training in methods of entry, health and safety, family liaison and trauma.</li> <li>• Joint training at RTC incidents and incidents involving Hazardous materials.</li> <li>• Training support for Police with HWFRS providing training for Police search advisors, Police Negotiators and Police Commanders. Police also have the use of the Fire Service's Strategic Training Facilities.</li> <li>• Both Fire and Rescue Service and Police have a number of National Inter-agency Liaison Officers (NILO) to enhance communications and response to major incidents.</li> <li>• Support Staff are co-located with Police teams at Hindlip Park and have the ability to share data, intelligence and best practice.</li> </ul>
<p>Fleet and Equipment</p>	<ul style="list-style-type: none"> <li>• HWFRS takes joint responsibility with the Police to audit regional non-government organisation assets such as volunteer responder organisations.</li> <li>• Use of black box style technology on Fire Engines.</li> <li>• Bunkered Fuel Stock Resilience provision.</li> <li>• Support for Police vehicles out of hours by FRS on call engineers.</li> <li>• Joint Servicing of non-operational vehicles.</li> </ul>
<p>Procurement</p>	<ul style="list-style-type: none"> <li>• Joint Procurement of the replacement of Command Support Units.</li> <li>• Joint procurement of rescue tools with Derbyshire, East Sussex, Kent and Staffordshire FRS.</li> <li>• Joint procurement of Defibrillators with NHS and West Mercia Police.</li> <li>• Fuel card procurement with Devon and Somerset FRS.</li> </ul>
<p>Resourcing for the Future</p>	<ul style="list-style-type: none"> <li>• Senior Fire Officers form part of the Police Business Services Programme Board and a number of collaborative projects are underway including the setup of a Fire Alliance board to oversee collaborative transformational change.</li> </ul>

## The future

# The future

Governance/ Audit	<ul style="list-style-type: none"> <li>• Potential FRS takeover by PCC. Further future collaborative working with the Police and the alliance with Shropshire FRS.</li> <li>• Strategic alignment with Shropshire FRS.</li> <li>• HMICFRS inspection – plan for staff to work through to improve areas of efficiency, effectiveness and people. Collaborative work will feature heavily to deliver upon these areas.</li> </ul>
Support Services	<ul style="list-style-type: none"> <li>• Fire and Police staff are developing a shared Occupational Health service to support both organisations.</li> <li>• Support Staff from Fire and Police are becoming increasingly engaged in joint work such as Programme and Project Management, Operational Policies and HR teams. At Senior management level, teams are engaged in collaborative working.</li> </ul>
Prevention Protection and Response	<ul style="list-style-type: none"> <li>• Safe and Well Checks and Home from Hospital are just two initiatives which community risk are working on with partner organisations to help the elderly and vulnerable in the community.</li> <li>• Both Fire and Police continuing to work together with prevention and protection work as well as co-responding to incidents.</li> </ul>
Buildings and Infrastructure	<ul style="list-style-type: none"> <li>• The Wyre Forest Harm Hub is currently being built. This multi-agency hub will include Fire and Police, amongst other partnership working.</li> <li>• Hereford Fire Station – This site will be shared between Fire and Police.</li> <li>• ESMCP Programme.</li> <li>• Potential for Police and Fire staff to share a joint station in Redditch and Kington in Herefordshire.</li> </ul>
Fleet and Equipment	<ul style="list-style-type: none"> <li>• Fire and Police and exploring potential options for joint servicing of non-operational vehicles.</li> <li>• Operational working between Police and Fire at incidents with newly purchased drones. This may open other opportunities for further collaborative working.</li> </ul>
Procurement	<ul style="list-style-type: none"> <li>• Further joint procurement with Police and Shropshire FRS. This may include equipment, software/and or vehicles.</li> </ul>

# Improving efficiency, effectiveness and people

The recent HMICFRS report judge's fire and rescue service as 'good' at keeping communities safe.

The report of the first inspection by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) for Hereford & Worcester Fire and Rescue Service has been published and measures the areas of efficiency, effectiveness and people. These areas all have key links to the collaborative work we do with other blue light partners and organisations.

## Effectiveness

The report noted that we are good at delivering the core services that residents of the two counties expect of us. In addition, the multi-agency enforcement work that the Service does with the Police, Trading Standards, HMRC, Environmental Health, Housing, Immigration Service, and the Gangmasters' Licensing Authority, was seen as notable practice.

## Efficiency

The inspectors recognised that the programme of collaboration with the Police has contributed to making the FRS affordable now and in the future, but that efficiency could be improved further by making better use of resources and roles, which is already being progressed.

## People

The report cites that we are good at getting the right people with the right skills in place. These skills are further enhanced by our people working collaboratively to share information and best practice.

We can build upon the successes we have already achieved through Blue Light Collaboration and look towards a future of change and commitment to our people, along with the communities we serve. Our collaborative agenda is ever growing and we will always support collaborative initiatives if they are going to improve the already high quality services we provide. Our commitment to supporting Fire Reform and the changes this brings about can only be enhanced further through our work with our blue light peers.

We are committed to making better use of resources and roles we have already and we are committed to keeping our communities safe along with our Blue light Partners now and in the future.



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