

National Fire Chiefs Council and British Red Cross

**Fire Services and the Voluntary Sector:
partnership working to enable
personalised discharge and independent
living**

Blackpool 10th March 2020



NFCC
National Fire
Chiefs Council

British Red Cross & NFCC Pilot

- **Community Development Model:** a joint operational support/referral system incorporating the person centred home fire risk checks.
- **Hospital Discharge Model:** referral arrangement between BRC and FRS that addresses the needs of vulnerable adults discharged to their home from hospital.
- **Frequent Callers Model:** to understand and address the needs of frequent callers of FRS services, and link this this to wider demand on blue light services.

British Red Cross & NFCC Pilot

Collaboration for a greater impact for **vulnerable adults**:

- exploiting synergies;
- making every contact count;
- prevention and early intervention;
- supporting more complex cases;
- increasing impact on the lives of those at risk

We helped
90,000 people
through our
support at
home services

We helped
19,000 people
with essential
transport

200,000
people were
supported by
our independent
living & mobility
aids services

We helped
70,000 people
to remain more
independent with
loans of mobility
aids

[Our role in discharge & prevention](#)

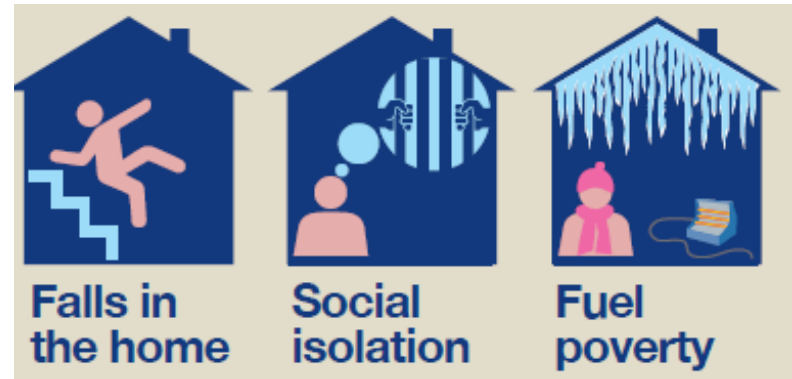
British Red Cross

- simple non-clinical interventions to support people to **live independently**.
 - Hospitals
 - Living independently at home
- **opportunities missed** by services = vulnerable falling between the **gaps**.
- **non-clinical support** with parity to medical interventions.

NFCC: Prevention & FRS

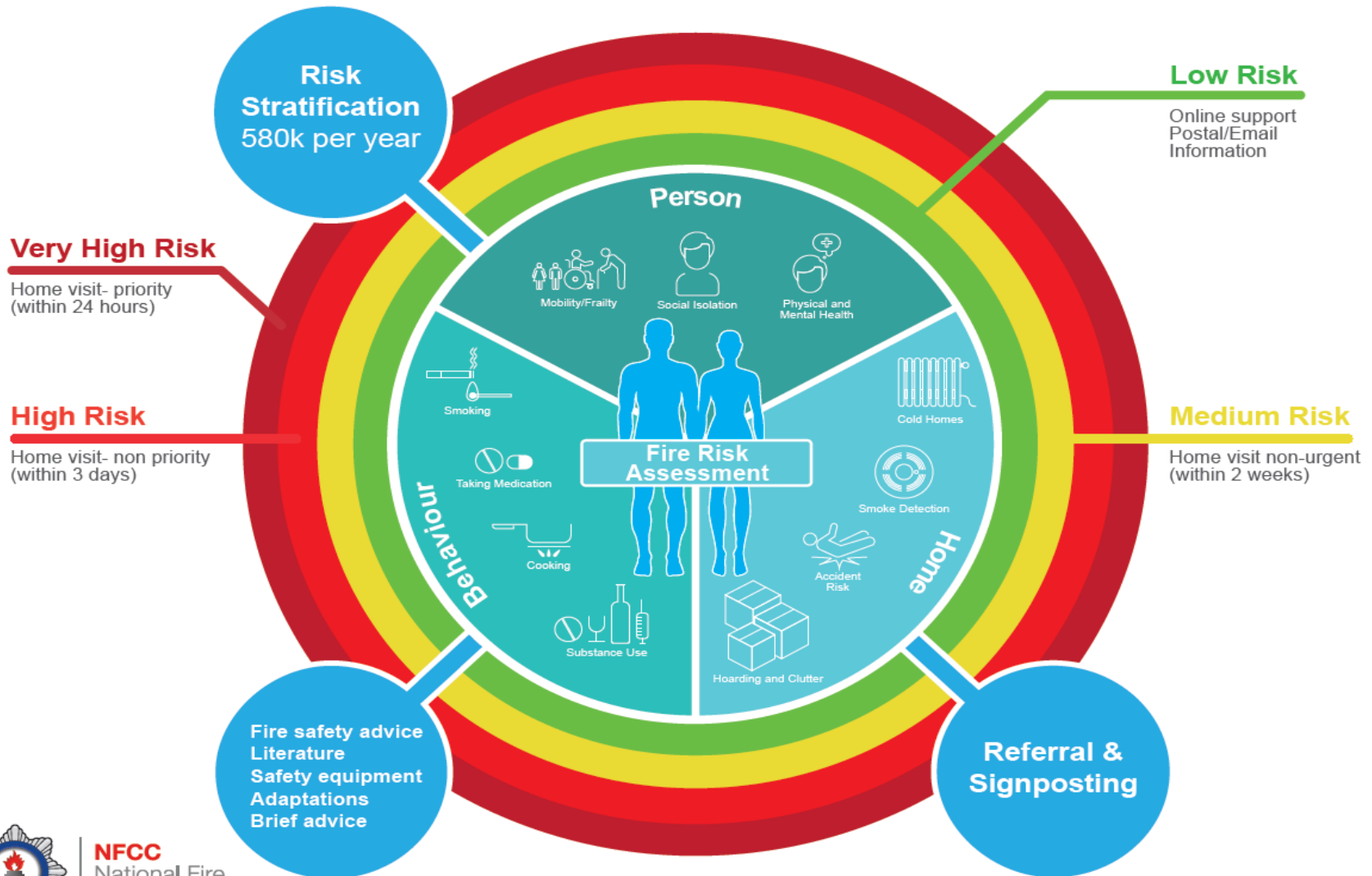
Risk factors (fire and poor health):

- substance misuse & smoking
- living alone
- social services/agency support
- physical disability/lack of mobility
- mental health
- prescribed medication
- cold homes



Prevention & FRS: 580,000 home visits by FRS in England for vulnerable people provide an opportunity to deliver proactive support that delivers improved integrated care.

NFCC: A Person Centred Delivery Model



Pilot Feedback

Dorset and Wiltshire

- Referrals Process
- Training Delivery
- Inter Organisation Management Tools
- Feedback Mechanism for Evaluation

Nottinghamshire

- Frequent Flyers Collaboration
- Community Connectors
- Refugee Support Collaboration Group
- CHARLIE Profile Training Collaboration
- Resilient Responder Collaboration

Challenges – Discussion

Key challenges:

- inter-organisational operating;
- GDPR compliance;
- capacity to release members of staff;
- referral mechanisms.

Discussion

How Fire and Rescue Services can work with the wider voluntary sector going forward?