

Work Undertaken During COVID-19

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The table below shows how we dealt with the complications caused by the COVID-19 pandemic, and how we helped the communities within Leicester, Leicestershire and Rutland during this difficult time.

Department	Activity	Result
Tactical Coordinating Group (TCG)	Requests made from partner agencies to assist with food and prescription deliveries to vulnerable people.	Working with our representative bodies and East Midlands Controlled Drugs Accountable Officers, we have reached agreements to enable this work to be carried out. We have delivered prescription medicines to vulnerable people and controlled drugs to palliative care patients.
	Requests to assist with storage and delivery of Personal Protective Equipment (PPE)	Six stations are currently in use as storage facilities for PPE. Working with Rubicon, who have a person based at Southern Fire Station, is enabling PPE to be dropped off and delivered as necessary.
	Key worker accommodation being sought for police, justice and fire service personnel, should it be required.	197 flats/rooms have been allocated for key worker accommodation should they be needed.
	Concern over increase in bonfires and fly tipping made following rise in complaints to councils	This has resulted in social media work by ourselves in conjunction with councils to try to reduce the danger/call outs to bonfires and also to fly tipping. Reduction in complaints has been seen following this campaign.
	Personal Protective Equipment - service concerns	There is a PPE group which has identified and solved issues with PPE - particularly around breathing apparatus safety wash and facemask filters. It has also been involved with the dissemination of information to crews around appropriate PPE for their work.
	Face mask fitting	Over 100 people from health and care settings have been face fit tested by volunteers from the Service.
Business Assurance and Geographical Support	Request from East Midlands Ambulance Service (EMAS) to provide firefighters as Urgent Care Support staff to assist them on ambulances during the COVID-19 crisis.	Working alongside regional partners, representative bodies and EMAS, we have provided 12 firefighters for this work. They have been trained by EMAS and completed 55 shifts between them during May and June.
Eastern Fire Station	Request made to enable firefighters to assist in the construction of COVID-19 face masks to protect health workers	Several fire and rescue stations and Fire Control were involved in assembling face masks. Over 5,000 have been assembled and distributed across the county, to hospitals, care homes and surgeries.
Hinckley Fire Station and Charity Committee	Financial assistance from the charity committee, and delivery assistance of food parcels to vulnerable children	Hinckley Fire Station Charity Committee have given £1000 to St John's Church to enable them to make and deliver food parcels to children on free school meals. Hinckley firefighters are also helping to deliver these parcels weekly.

Community Safety	Home Safety Checks carried out by telephone	Over 700 telephone conversations have been made by Community Educators during lockdown to vulnerable people to assist with their safety and wellbeing. This has been well received, and at a recent Community Safety Council GOLD meeting positive feedback was given from partner agencies.
	Road safety website	We have re-launched our 'Cause and Effect' road safety website, which is an online education tool aimed at years 10-13 in education. This has been communicated and publicised to local schools.
	Social media messages	Community Educators have been delivering social media messages across all platforms. They have made films on cooking, lanterns, water safety and home safety. These are being widely received. The sky lantern media post has been the most effective reaching 78,882 people with 780 shares.
Fire and Rescue Stations	Social media messages	Most stations promoted the stay at home message successfully and reached a large number of people. As an example, the home workout social media post from Eastern Fire Station reached 11,275 people.
Fire Cadets	Meetings and social media messages	The Fire Cadets have met weekly via Zoom. This has been very successful with meetings regularly having 20 participants. The cadets current work is to promote road safety messages and also COVID-19 information.
Virtual Reality	Trialling remote working using virtual reality	A remote working trial of the fire investigation virtual reality has taken place. This gives learners the opportunity to interact remotely in a virtual fire scene. This is being explored further and is first for fire and rescue services nationally.



Learning and Development - Incident Command	Continuation of incident command assessments	The incident command team have set up virtual re-accreditations, enabling them to assess incident commanders remotely. This has been very successful with good feedback and has allowed individuals to stay up to date with their qualifications. They have also completed development days with staff to maintain skills.
Learning and Development - General	Development of learning materials	<p>Learning and Development are continuing with essential courses such as firefighter breathing apparatus re-accreditations. This has allowed essential qualifications to be maintained.</p> <p>Learning and Development instructors have produced PowerPoint training material on many subject areas, to enhance delivery to stations.</p> <p>14 new firefighter recruits are currently being trained at the Fire Service College supported by instructors from Learning and Development.</p> <p>Learning and Development trauma care specialist has been supporting volunteers involved with the EMAS work.</p>
Fire Protection	Inspection programme continuance	<p>Fire Safety Officers have given advice and guidance to care homes. They have also carried out a full audit of a hotel which may have been used as a convalescence home for COVID-19 patients.</p> <p>Fire Safety Officers have identified ways of working remotely and have contacted business owners by telephone to carry out desk based fire safety audits. They also continue to give advice on building regulations.</p> <p>Fire Safety Officers have maintained their skills via webinars and interaction with other services. They are also reviewing their policies and procedures.</p>
	Regional work	The Fire Safety Manager has been in regular contact with his counterparts within regional partners to ensure that work is in line with others. This has helped verify that all services are continuing in the same way. This group also includes the NFCC building safety person who has been dialling into meetings.
Data and Geographical Support	COVID-19 information	These departments have ensured that the Service is given upto date information with regards sickness, absences and appliance availability on a daily basis.
Health and Safety	Risk assessments	Health and Safety have been involved in regional working groups to ensure that risk assessments are consistent across all services. They have also been developing risk assessments for all the additional urgent COVID-19 work that firefighters are involved in.

Human Resources and Occupational Health	Health and wellbeing	<p>Emails sent to all staff who may be home working. This directs them to information and contact numbers should they wish to use them.</p> <p>Health and Wellbeing Passports are also being produced. Occupational Health are currently undertaking management referrals by telephone.</p>
City Fire and Rescue Stations	Waste removal	<p>Leicester City Council in partnership with ourselves and other agencies, set up a waste referral scheme where waste is identified as being a hazard or potentially harmful to residents/occupiers of properties. This scheme allows residents access to waste recycling centres when they have been referred by ourselves or partners.</p>
Fire Control	COVID-19 working	<p>Fire Control staff have trained station managers in call handling as part of contingency arrangement.</p> <p>Fire Control have been the point of contact for key workers accommodation requests, controlled drug deliveries and collation and reporting of COVID-19 information.</p> <p>Fire Control have been asking additional questions of emergency callers to assess the COVID-19 risk at the time of call and have passed on relevant information.</p>
Corporate Risk and Resilience	COVID-19 working	<p>This department has been thoroughly involved in the Services response to COVID-19 in all areas. They have played an integral part, and have a separate spreadsheet of 75 actions.</p>
Human Resources (HR)	Human Resources work	<p>HR assisted in a workforce sharing agreement between EMAS and ourselves.</p> <p>They have facilitated the reporting of staff affected by COVID-19.</p> <p>HR have urged recruitment of vacant posts to continue and help to put in place contingency arrangements to assist with this.</p>
Corporate Support	Fleet, stores, equipment and insurance	<p>Workshops has continued working throughout COVID-19. New fire appliances and vans have been delivered during this time.</p> <p>Contingency plans to provide 24/7 mechanic cover to the Service has been arranged should COVID-19 affect service mechanics.</p> <p>Many supply lines failed within three days of lockdown. Alternative suppliers and arrangements were sought and put in place. Due to shortages rationing arrangements were put in place.</p> <p>Negotiations took place with insurers to ensure certification of vital equipment continued.</p>

