

# Invitation to Quote

## Public Safety Service pilot evaluation

### Summary

Based on the Tri-Service Safety Officer in Cornwall, two Public Safety Officers have been introduced by North Yorkshire’s Police Fire and Crime Commissioner in two locations in the Craven district as a 12 month pilot.

The role of the Public Safety Officer is community based with a focus on prevention and early intervention work and interaction with the wider community including schools and other local groups aiming to help improve safety for local residents. In addition to this, the Public Safety Officers will provide an emergency response for the Fire and Ambulance service. The role is not intended as a cost saving programme, rather to provide additional resource and capacity for the emergency services, and the local authority Anti-Social Behaviour (ASB) team. The role is a standalone role in its own right and should not be regarded as a combination of PCSO, on-call firefighter, co-responder and ASB caseworker.

A full benefits review and independent evaluation of the Public Safety Officer role in Craven is required with a view to producing two evaluations; a 4 month summary report in August and a 10 month final written report in February in order to help inform discussions around future extension of the role post pilot.

The tender submission deadline is Thursday 30<sup>th</sup> April 2020.

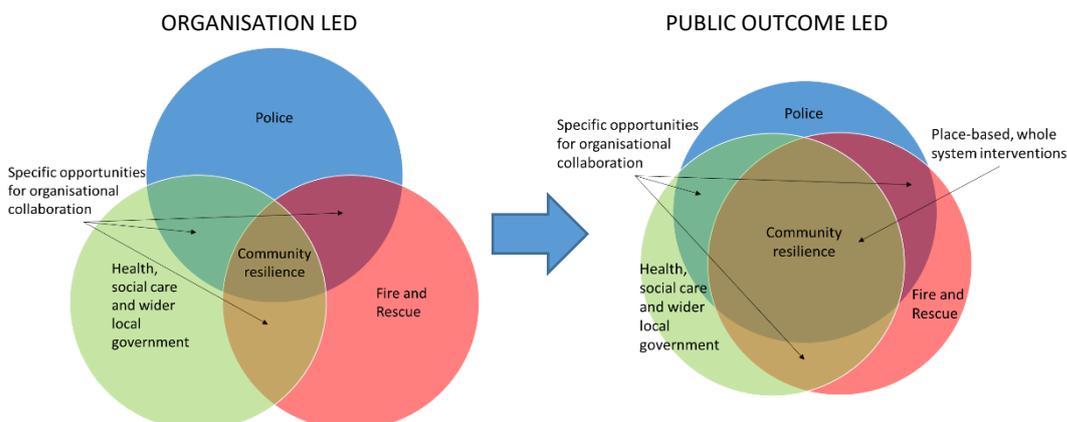
The overall budget is up to £10,000 excluding VAT.

### Background

#### A Public Safety Service

Governance of the North Yorkshire Fire and Rescue Service (NYFRS) transferred from the North Yorkshire Fire Authority to the North Yorkshire Police, Fire and Crime Commissioner (PFCC) on 15<sup>th</sup> November 2018. The Commissioner set out a clear vision for the strategic transformation of police and fire collaboration to deliver joined-up preventative services for North Yorkshire and to ensure that the frontline is protected by improving the efficient and effective use of emergency services assets, estates and support services.

Public service collaboration needs to focus on outcomes for the public which would see increasingly greater overlap of service delivery through greater collaboration to improve community resilience and public safety.



The public sector faces challenges in meeting the needs of vulnerable individuals in the current financial climate. Communities, especially rural communities, have seen services retract. For the Fire Service, there is also a particular crisis in the recruitment and retention of on-call firefighters, especially in rural communities. No one service or agency can afford to solve this problem on their own, but collectively a solution is possible.

A pilot is being developed for a Public Safety Service which will run in Craven. This will build on the already valuable partnership working through community safety hubs to build community resilience, prevent vulnerability and thereby reduce harm. It aims to bring together a wide range of partners to create a single approach tailored to the needs of local communities. This would work to improve the resilience of communities to prevent vulnerability and reduce harm, and to reduce demand in the longer term.

### ***Public Safety Officer (PSO): purpose***

An essential part of the Public Safety Service is the ability to improve capacity at a local level across multiple services by providing generalist support to more targeted interventions by specific services, thereby building local support for the community and enabling a whole-system approach to the prevention of vulnerability. The concept of a place-based, multi-agency role that could do this is at the heart of the Public Safety Service.

The development and introduction of place-based Public Safety Officers, linked closely into their local community, their local services (police, fire, health and council), and to multi-agency ways of working such as community safety hubs, has therefore been identified as the basis of a Public Safety Service.

Using tools primarily from within policing, fire and rescue and health services, PSOs will deliver a stand-alone prevention and early intervention service, managing a partnership focussed caseload working as part of a multi-disciplinary Community Safety Hub.

The PSOs will also provide resilience to blue-light services response, undertaking operational elements of the on-call firefighter's role, with Community Safety Accreditation Scheme (CSAS) powers from the Chief Constable, to contribute to maintaining and improving community safety, and will be trained as Ambulance Emergency First Responders.

Similar roles have been introduced in other areas of the country. In Cornwall, a Tri-Service Safety Officer (TSSO) works on behalf of police, fire and ambulance, creating resilience in response to fire and medical emergencies and in low level community safety policing work, as well as significant prevention and early intervention work. TSSOs are place-based and have developed very strong links with community and local services. An evaluation of the TSSO role in Cornwall has been undertaken and a soft copy of this is available on request.

### ***The Pilot***

Two Public Safety Officers have been recruited; one from a Police Service/PCSO background, one from a Fire Service/On-call firefighter and Fire Community Safety Officer background. They have both been trained across the three emergency services and commenced in post on 1 April 2020 for the 12 month pilot. They will be based in two separate geographical areas selected to maximise benefit to the public.

The full role profile is appended. The primary role objectives are to:

- improve public safety, preventing vulnerability and reducing harm
- enhance local partnership working
- improve community confidence, satisfaction and trust in public services

The pilot (including salaries of the two PSOs) will be funded via the Commissioner’s precept fund with training provided by the respective services. Any further roll-out of the role would ideally attract financial contribution from the four main partners – police, fire, health and local authority.

## The Evaluation

### **Objectives and Methodology**

- to assess the recruitment process, training programme, role profile (including contractual arrangements), line management, resources/equipment (e.g. uniform, mobile communications and kit)
- to evaluate the cost and level of activity and effectiveness/impact of the Public Safety Officer role itself, from PSO, partner and community perspective, to include an analysis of the data collected to date regarding the work carried out by each officer including regular case studies
- to make recommendations on changes required (at the 4 month point) and for further expansion of the role (at the 10 month point)

### **Evaluation topics** – not an exhaustive list

Most feedback will need to be sought through a series of electronic surveys given that face to face interviews in person will not be possible, certainly in the first few months, due to COVID-19. Surveys will give flexibility in terms of PSO availability. The use of video conferencing facilities should also be considered for individual and group interviews.

Topic	Detail	Data source
<b>Location selection</b>	Views on selection criteria of the two locations  How appropriate are the two locations on reflection in terms of maximising effectiveness of the PSO role	Desk research  Interviews with project leads in Office of the Police Fire and Crime Commissioner, Fire, Police and Ambulance  PSO interviews
<b>Recruitment process</b>	Summary of the recruitment process  Feedback from both PSOs with common themes to be identified and by service of origin to illustrate journey and skills brought to the role  Suitable recommendations to be made	Interviews with recruitment leads in Fire and Police  Survey with PSOs and follow up call to explore responses
<b>Role profile, contractual arrangements and line management</b>	Evaluate the role profile to assess accuracy of job description vs ability to deliver and identify any gaps  Adaptation of role during COVID-19  Look at contractual arrangements including working hours and Grey/green book service and conditions  Suitable recommendations to be made	Desk based research  Interviews with representative bodies (Police, Fire)  Interview with HR Manager (Fire)  Interviews with Project leads (Office of the Police Fire and Crime Commissioner, Fire and Rescue Service, Police, Ambulance)  Interviews with PSOs

<b>Core training and development programme</b>	<p>Summary of the training process</p> <p>Common themes to be identified and recommendations to be made where appropriate</p> <p>Review recruitment, training, development and management</p>	<p>Survey/interviews with Training Managers (3 x service tutors responsible)</p> <p>Interview with Line Manager</p> <p>PSOs interview/survey</p> <p>Interviews with project leads in Fire, Police and Ambulance</p>
<b>Equipment/resources/systems/data sharing</b>	<p>Assessment of uniform, kit, comms, software, car, access to data and systems</p> <p>Review of data recording and sharing</p> <p>Suitable recommendations to be made</p>	<p>Interviews with PSOs</p> <p>Interviews with Control room managers (Fire, Police and Ambulance)</p>
<b>Activity, performance and value</b>	<p>Total activity levels over the course of the evaluation to be reported. Assumption that this could include</p> <ul style="list-style-type: none"> <li>• Improved on-call availability</li> <li>• Improved response times</li> <li>• Improved resuscitation outcomes</li> <li>• Improved availability</li> <li>• Improved community engagement and intelligence including referrals</li> <li>• A better understanding of local vulnerability and unmet need</li> <li>• Community risk reduction</li> <li>• Improved capacity of partners</li> </ul> <p>Adaptation of activities during COVID-19</p> <p>Comparison of prevention work at stations with PSOs to those without a PSO</p> <p>Suitable recommendations to be made</p>	<p>Data from YAS, North Yorkshire Fire and Rescue Service and North Yorkshire Police</p> <p>Weekly activity logs and case studies from PSOs (one per PSO each week)</p> <p>Interviews with each of the relevant project partners at delivery level (interviews as a group to allow for the sharing of ideas and communication between partners)</p> <p>Interviews with partners in the Community Safety Hub, Service employees based in Craven (Fire, Police, Ambulance) and Craven council representative</p> <p>Interviews with members of the public who have received a PSO intervention</p>
<b>Costs</b>	<p>Total costs including salary, workspace, kit, training, fuel, car</p>	<p>Desk research</p>
<b>What has worked well and what are the challenges?</b>	<p>What do PSOs feel has worked well/hasn't worked so well. Common themes to be identified, especially in context of their service of origin, and recommendations to be made where appropriate</p> <p>Suitable recommendations to be made</p>	<p>Interviews with PSOs</p>

## Timeline

The timeline for tender submission and approximate delivery dates is:

Activity	Date
Tender circulation date	14 April 2020
Contact period	14 – 29 April
Tender closing date	30 April
Preferred supplier identified	1 May
Briefing meeting (via Microsoft Teams), including project plan review	w.c. 4 May
Finalise evaluation approach	w.c. 11 May
Fieldwork	From w.c. 18 May
4 month interim report	1 August
Final 10 month report	1 February 2021

## Instruction for Proposals

Proposals should include the following information:

- your understanding and experience of evaluation;
- three case studies of similar work for public sector clients;
- your proposed process, stages of work, a project schedule working to the deadlines set out in this document;
- any potential barriers and issues you anticipate and how they might be overcome;
- a breakdown of your financial quote – how you will allocate the fees and any expenses within the total you are quoting;
- your standard day rates for the people who will deliver this project and the number of days each person will spend on the job;
- your proposed project team and their biographies demonstrating why they have the skills and experience to fulfil the brief.

## Budget

We are looking for proposals of up to £10,000 + VAT. The budget must cover all fees and expenses. Please note that whilst an upper limit has been set, value for money is a key criteria in the assessment of quotes and potential suppliers will need to clearly demonstrate this in their responses.

In your quote, please split out the costs for each input area, namely; project design, fieldwork and analysis/report writing.

## Scoring Criteria

Criteria	Points (maximum 50)
Demonstration of value for money	25
Evidence of ability to deliver against the brief – case studies, staff skills and experience, schedule of work, quality assurance	25
<b>TOTAL</b>	<b>50</b>

### **Important Background Reading**

- Public Safety Officer Role Profile - attached
- Evaluation of the Cornwall Tri-Service Safety Officer Pilot – report available on request (this will provide an excellent template for an evaluation report).

For a copy of the Cornwall Evaluation Report and for any other queries, please contact [fiona.kinnear@northyorkshire-pfcc.gov.uk](mailto:fiona.kinnear@northyorkshire-pfcc.gov.uk)

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# Role Profile

<b>Role title</b>	Public Safety Officer
<b>Service</b>	North Yorkshire Fire and Rescue Service
<b>Salary</b>	<p>Development rate: £29,124.58</p> <p>Competent rate: £29,771.08</p> <p>This salary consists of Green book Grade 7 contract and Grey book 75% retainer contract. In addition, payment will be given for On-call work activity (ie turn out and drill night fees).</p>
<b>Hours per week</b>	37 hours per week Green book With minimum 42 hour On-Call Firefighter availability
<b>Location</b>	Craven district
<b>Reports to</b>	Station Manager

## Role purpose

As a Public Safety Officer you will work with a specific community to prevent vulnerability and reduce harm on behalf of multiple public services. Using tools primarily from within policing, fire and rescue and health services you will deliver a stand-alone prevention and early intervention service, managing a partnership focussed caseload working as part of a multi-disciplinary Community Safety Hub. You will also undertake response work found within the "On Call" Firefighters role and the NHS Emergency First Responders role.

This is a temporary position for a period of twelve months, as part of a North Yorkshire initiative to develop community resilience across multiple public services. You will maintain critical skills in all remits and proactively deliver a range of community safety messages across your community. You will also have a crucial role in engaging with members of the community, town and parish councils to ensure a two-way approach to gathering and sharing local information and ensuring action is taken to address these issues. As such you will have an important role to play in supporting community resilience and ensuring local accountability. Co-location will be key to the successful implementation of this role, enabling you to be integrated across all teams to deliver intelligence and evidence led solutions to local issues

You will deliver crime prevention, fire safety and health and wellbeing improvement information to residents, in schools and the community, to prevent vulnerability and reduce harm. You will develop local networks to help your community build their resilience and improve their safety and ensure your ability to effectively prevent vulnerability developing or causing harm. You will work with your community to improve their safety and how safe residents feel in their community, helping to identify, refer and solve local priorities, and building trust and confidence in the services you represent.

You will undertake vulnerability assessments across all the agencies you represent, helping to identify possible vulnerabilities early, and working with relevant partners and services to help intervene, safeguard or support to prevent harm occurring. This will include conducting domestic or business risk reduction visits, using and gathering information to help best target services at the most vulnerable and hard to reach in your community.

As part of the local policing team you will help to solve anti-social behavioural problems and other community issues, taking a multi-agency approach, encouraging the involvement of local partners, and by using the Community Safety Accreditation Scheme powers given to you by the Chief Constable. You will provide enforcement and support for perpetrators and victims of anti-social behaviour, dealing with ASB cases in line with existing partnership policies and procedures and using a victim-centred approach following the 'pathways' model of best practice. You will be responsible for early intervention; prevention and monitoring of anti-social behaviour and the construction of acceptable behaviour contracts (ABC's), facilitating partnership working.

As part of the local on-call firefighter crew, you will respond to operational incidents and keep fire risk information up to date.

As an emergency first responder with the Yorkshire Ambulance Service, you will respond to emergency calls and provide basic life support until the arrival of an emergency ambulance.

You will contribute to delivery of local and national targets, with cross cutting impact into areas such as youth offending, misuse of drugs and alcohol and fear of crime, whilst ensuring statutory obligations to tackle crime, disorder and anti-social behaviour are met under the Crime and Disorder Act 1998 and the Anti-Social Behaviour, crime and policing act 2014. The role will work in partnership with other services and agencies to improve the outcomes for families and communities that meet the Together for Families criteria, aiming to reduce the gap in attainment, employment and well-being as well as reducing overall ASB activity.

## **Key objectives**

- Improve public safety, preventing vulnerability and reducing harm.
- Enhance local partnership working
- Improve community confidence, satisfaction and trust in public services.
- Develop the Public Safety Officer role and record weekly activities and outcomes to inform the evaluation and review process. Success of the role will be measured by individual service feedback and performance criteria, community and member observations, evaluation through internal peer assessment.

## **Corporate accountabilities**

### **Information security and governance**

Manage information in line with the services policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

### **Safeguarding**

Maintain awareness of service policies and practices regarding the safeguarding of children, young people and or adults who may be at risk. Report concerns / allegations in accordance with corporate guidance and procedures

## Equality & Diversity

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

## Customer Experience

Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience

## Health, Safety and Wellbeing

Proactively manage health and safety risks and lead on the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and lead on compliance with service policy and procedures.

## Competencies and other requirements

<b>Behaviours</b>
<p><b>Working together</b></p> <p>You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <ul style="list-style-type: none"><li>• You deliver exceptional customer service – you understand and are attentive to the needs of your customers</li><li>• You listen to the views of others and seek them out</li><li>• You support and show consideration for others</li><li>• You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others</li><li>• You are committed to the protection and safeguarding of children, young people and vulnerable adults</li><li>• You share information and expertise with others</li><li>• You are honest, you respect and you build relationships of trust</li><li>• You share your achievements and acknowledge the achievements of others</li></ul>
<p><b>Resourceful</b></p> <p>You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p> <ul style="list-style-type: none"><li>• You plan and organise your work and manage your time effectively</li><li>• You gather relevant information, analyse it and make timely informed decisions in the course of your work</li><li>• You are flexible and adaptable</li><li>• You respond constructively to change</li><li>• You demonstrate financial awareness relevant to the job you do</li><li>• You use your initiative and are creative in problem solving</li><li>• You deliver results and demonstrate commitment to serving customers</li></ul>

### **Personal responsibility**

You take responsibility for your work, your environment and your development.

- You are trustworthy and reliable
- You pay attention to your own health, safety and wellbeing and that of others
- You acknowledge errors, report them as appropriate and play your part in addressing them
- You appropriately challenge unhelpful behavior
- You seek feedback and review your own contribution
- You are open to change and improvement
- You take responsibility for your development
- You are enthusiastic about and take pride in your work
- You act as an ambassador for the service to our customers

### **Engaging leadership**

You create a healthy and engaging working environment by building trusting and supportive relationships, encouraging development, recognising achievement and tackling underperformance.

- You give clear direction, you delegate appropriately and you provide a supportive environment in which team members can learn, grow and take responsibility
- You take opportunities to influence and contribute to strategic planning and development
- You help your team to understand how their work contributes to delivering the Customer Service Promise and what the service is trying to achieve
- You create opportunities to interact personally with all members of your team, you actively encourage team members to share their views and concerns and you give feedback on the outcome
- You take time to understand the strengths of your team and you encourage and support their development
- You identify and effectively address your responsibilities for customers, people, finance, performance and change management

### **Knowledge, skills & experience**

Experience of working in a community safety role (or associated service) and undertaking pro-active community engagement

Knowledge and ability to undertake dynamic risk assessments when attending incidents

Proven experience of conflict management through use of communication and situational management

Maintains a confident and resilient attitude in highly challenging situations

Demonstrable ability to influence and gain public confidence and trust in demanding situations

Awareness of work-related cultural differences, including the ability to integrate effectively into different teams

Ability to communicate effectively, verbally and in writing
Ability to record outcomes of incidents and community engagement, to provide evidence for positive community outcomes
Able to maintain confidentiality of information.
Ability to work unsupervised and prioritise own workload through self-organisation
Experience of working as part of a team
Motivation, commitment and ability to develop self
Knowledge of public services and partnership working in North Yorkshire

<b>Other requirements</b>
Ability and level of fitness to pass the National Firefighter Selection (NFS) tests, and North Yorkshires recruitment in-take 'Safe to Ride' Course; or further relevant training
Ability to undertake the relevant operational Police training, to obtain (CSAS) powers
Ability to undertake the Ambulance Service First Responder training
Ability to undertake Level 3 Community Safety Advisor national standard qualification
To act as a 'champion' for the Public Safety Officer Trial and Partnership Working
Knowledge of Local Authority blue-light services in North Yorkshire
Must have a driving licence as a vehicle will be provided
This position is subject to a criminal records disclosure check