

## DUNDEE CITY COUNCIL

**REPORT TO:** POLICY & RESOURCES COMMITTEE - POLICE, FIRE & COMMUNITY SAFETY COMMITTEE – 18 NOVEMBER 2013

**REPORT ON:** HOME SAFETY SCHEME – OPERATING MODEL

**REPORT BY:** KEN LAING, DIRECTOR, ENVIRONMENT DEPARTMENT  
STEWART MURDOCH, DIRECTOR, LEISURE AND COMMUNITIES

**REPORT NO:** 408-2013

### 1.0 PURPOSE OF REPORT

1.1 This report seeks Committee approval for the Home Safety Scheme - Operating Model.

### 2.0 RECOMMENDATIONS

2.1 Committee is asked to approve the Home Safety Scheme Operating Model.

2.2 Approve in principle and support the use of CATS - Co-ordinated Advice Tracking System. A system currently in use within Dundee City Council.

2.3 Agree to the partner roles and responsibilities detailed in Item 7.

2.4 Agree that the Home Safety Projects Officer, Environment Department takes on the role of Co-ordinator for Dundee City Council during the initial project to ascertain the viability of the initiative report the findings and recommendations to the Dundee Partnership Group.

### 3.0 FINANCIAL IMPLICATIONS

3.1 There are no financial implications arising from this report.

### 4.0 BACKGROUND

4.1 Both nationally and locally, there is an on-going challenge to make the public and particularly those in vulnerable groups, aware of the services that are available to assist them in making their homes safer places. The Home Safety Scheme will provide a co-ordinated response to deliver those in vulnerable groups the opportunity to make full use of all available services.

4.2 Last year the Dundee Community Safety Partnership (DCSP) opened up discussions on a Home Safety Scheme and developing better communication channels to ensure service users being assessed by one agency could be made aware of other relevant services available. The DCSP subsequently approved the Home Safety Scheme model on Thursday 26 April 2012 and agreed that the report should be referred to Dundee City Council and the Dundee Partnership for their endorsement.

4.3 It is envisaged that the Home Safety Scheme will play a major role in the delivery of outcome 6 and 6f of Dundee's Single Outcome Agreement:

Outcome 6 - "Our communities will be safe and feel safe

Outcome 6f - "We have improved personal safety in the home and in the community.

4.4 It is proposed that a sub group be formed to facilitate quarterly meetings, for the first year, in order to monitor, evaluate and report outcomes.

4.5 While there are no financial implications, there would be additional training resources required from partner organisations.

4.6 Home Safety Checks are carried out in a person's home pertaining to an organisation's service but with the addition of a "triggers" checklist. A draft checklist is provided in appendix 1 and this will be developed and updated as part of the on-going reviews.

- 4.7 A "trigger" checklist is a checklist compiled of prompts for use by any staff from any of the DCSP partners during their visits to client's homes, which will highlight the need for any referrals to participating organisations. Any identified referrals will be processed through the Co-ordinated Advice Tracking System (CATS). (CATS is a regimented electronic system of making a referral between agencies and partners which has been used by Dundee City Council – Welfare Rights since 2007).
- 4.8 Awareness raising and training will be arranged for Community Planning Partners on the Home Safety Scheme and the way in which it will operate in conjunction with the Single Points of Contact as appropriate.

4.9 This report has been approved by the Dundee Partnership Coordinating Group.

## **5.0 ROLE OF DUNDEE COMMUNITY SAFETY PARTNERSHIP**

5.1 To support the delivery and monitoring of the Home Safety Scheme Operating Model, the Dundee Community Safety Partnership will be expected to:

- Support the consistent and sustainable participation by all partner agencies in the development and delivery of inter-agency responses to reported home / personal safety issues highlighted.
- Encourage partner agencies to nominate a single point of contact or duty officer, to ensure that systems are in place for reporting, analysing and responding to identified issues.

## **6.0 HOME SAFETY SCHEME MULTI-AGENCY PARTNERSHIP - Sub group of DCSP**

6.1 The initial membership of the Home Safety Scheme will include:

- Dundee City Council Environment, Housing and Social Work Departments
- NHS Tayside
- Police Scotland
- Scottish Fire and Rescue
- Dundee Voluntary Gateway/Third Sector

6.2 The Home Safety Scheme Multi-Agency Partnership Remit

- Support the development of good working practices amongst partner agencies.
- Develop appropriate information sharing protocols and link in with existing protocols in place to support information sharing.
- Develop appropriate reporting structures to ensure the effective delivery, co-ordination and accountability of partnership responses to Home Safety Scheme issues highlighted.
- Raise awareness about relevant services available across all partner agencies and to the wider Dundee community.
- Develop and deliver appropriate training on identifying services/information available regarding Home Safety Scheme.
- Promote the Home Safety Scheme.
- Involve the members of the voluntary sector in the Home Safety Scheme.
- Ensure accurate and consistent recording, referring and monitoring of all referrals.

Monitor and review policy and procedures and encourage the development of good practice.

6.3 Identified needs from the "trigger checklist" will be referred to the relevant named point of contact via CATS - Co-ordinated Advice Tracking System. Referrals will be accepted or

rejected by the named point of contact or duty officer. All referrals which are rejected will have an explanation for rejection.

## **7.0 PARTNER AGENCY ROLE AND RESPONSIBILITIES**

7.1 All partner agencies will have the responsibility to establish the appropriate internal arrangements for reporting and responding to the Home Safety Scheme and linking with the Dundee Community Safety Partnerships. Each partner will be expected to:

Participate in and develop inter-agency responses to the Home Safety Scheme.

Bring this policy statement to the attention of all employees who are required to respond on all occasions when members of social groups seek assistance.

Ensure that all staff receive appropriate training on the identification of all services provided in the Home Safety Scheme.

Ensure accurate and consistent recording, reporting and monitoring of all issues identified.

Establish and maintain links and consultation with current partners and promote the Home Safety Scheme to new, relevant services.

Monitor and review policy procedures regularly and encourage and develop relevant programmes of good practice.

7.2 Partners will be expected to appoint a named Single Point of Contact/Duty Officer who will be responsible for ensuring that the proper arrangements are put in place for reporting and responding to Home Safety Scheme Referrals. The named contact will be expected to collate and respond to referrals and will provide appropriate advice on responses to the Home Safety Scheme.

Partner agencies may also nominate Contact Officers where appropriate to act as the lead within each department and liaise with the Single Point of Contact as appropriate.

## **8.0 POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

An Equality Impact Assessment is attached to this report.

## **9.0 CONSULTATIONS**

The Chief Executive Dundee City Council, Director of Corporate Services, Director of Social Work, Director of Housing, Head of Democratic and Legal Services, Director of Leisure and Communities, Chief Superintendent (Police Scotland, Tayside), Leading Senior Officer (North Hub, Scottish Fire & Rescue Service), NHS Tayside Chief Executive and Dundee Community Safety Partnership have been consulted on this report.

## **10.0 BACKGROUND PAPERS**

Appendix 1 – Home Safety Checklist

**STEWART MURDOCH**  
**DIRECTOR, LEISURE AND COMMUNITIES**

**KEN LAING**  
**DIRECTOR, ENVIRONMENT**

## EQUALITY IMPACT ASSESSMENT TOOL

### Part 1: Description/Consultation

<b>Is this a Rapid Equality Impact Assessment (RIAT)?</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Is this a Full Equality Impact Assessment (EQIA)?</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<b>Date of Assessment:</b> 9 September 2013	<b>Committee Report Number:</b> 408-2013
<b>Title of document being assessed:</b>	Home Safety Check Scheme
<b>1. This is a new policy, procedure, strategy or practice being assessed</b> (If yes please check box) <input checked="" type="checkbox"/>	<b>This is an existing policy, procedure, strategy or practice being assessed?</b> (If yes please check box)
<b>2. Please give a brief description of the policy, procedure, strategy or practice being assessed.</b>	The Home Safety Check Scheme will assist the development of a coordinated approach to dealing with safety issues in the home.
<b>3. What is the intended outcome of this policy, procedure, strategy or practice?</b>	Communities which will feel safe and be safe.
<b>4. Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.</b>	n/a
<b>5. Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.</b>	no
<b>6. Please give details of council officer involvement in this assessment.</b>  (e.g. names of officers consulted, dates of meetings etc)	n/a
<b>7. Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy?</b>  (Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)	no

## Part 2: Protected Characteristics

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

**NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.**

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
<b>Ethnic Minority Communities including Gypsies and Travellers</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Gender</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Gender Reassignment</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Religion or Belief</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>People with a disability</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Age</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Lesbian, Gay and Bisexual</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Socio-economic</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pregnancy &amp; Maternity</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other (please state)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Part 3: Impacts/Monitoring

<p><b>1. Have any positive impacts been identified?</b></p> <p>(We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	<p>The Home Safety Scheme will have a positive impact on all groups with protected characteristics.</p>
<p><b>2. Have any negative impacts been identified?</b></p> <p>(Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	<p>None</p>
<p><b>3. What action is proposed to overcome any negative impacts?</b></p> <p>(e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. See Good Practice on DCC equalities web page)</p>	<p>n/a</p>
<p><b>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</b></p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	<p>n/a</p>
<p><b>5. Has a 'Full' Equality Impact Assessment been recommended?</b></p> <p>(If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required. Seek advice from your departmental Equality lead.)</p>	<p>no</p>
<p><b>6. How will the policy be monitored?</b></p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	<p>Data collection</p>

**Part 4: Contact Information**

<b>Name of Department or Partnership</b>	Chief Executive, Communities & Policy Division
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<b>Type of Document</b>	
Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	<input type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>

<b>Manager Responsible</b>	<b>Author Responsible</b>
<b>Name:</b> KENNY KERR	<b>Name:</b> LAURA MCDERMOTT
<b>Designation:</b> HEAD OF ENVIRONMENTAL PROTECTION	<b>Designation:</b> HOME SAFETY PROJECTS OFFICER
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<b>Signature of author of the policy:</b>	Laura McDermott	<b>Date:</b> 06/11/2013
<b>Signature of Director/Head of Service:</b>	Kenny Kerr	<b>Date:</b> 06/11/2013
<b>Name of Director/Head of Service:</b>	Kenny Kerr, Environment Department	
<b>Date of Next Policy Review:</b>	06.11.2013	

### HOME SAFETY SCHEME “TRIGGERS”

HOME SAFETY ISSUE	TRIGGER	SINGLE POINT OF CONTACT
Falls in the Home	<ol style="list-style-type: none"> <li>1 Client mentions having fallen</li> <li>2 Clear routes (no unmanageable rugs, furniture, wires, thresholds etc to negotiate)</li> <li>3 Good lighting/Clearly lit rooms</li> </ol>	Paul Moran Falls Coordinator Royal Victoria Day Hospital Jedburgh Road, Dundee, DD2 1SP Tay-UHB.dundeefallsreferral@nhs.net
Adult Abuse (Mental, Physical, Financial, Sexual)	<ol style="list-style-type: none"> <li>1 If In Doubt – “Shout!” Trust your instincts re feelings of physical, mental, financial or sexual abuse</li> </ol>	Duty Worker First Contact Team DDC Social Work Department Dundee House, Dundee, DD1 1NZ Tel: 434019 Firstcontact.teamadmin@dundeecity.gsx.gov.uk
Financial Concerns	<ol style="list-style-type: none"> <li>1 Are you needing help with your Benefits or Tax Credits Entitlement? (either to claim or to challenge a decision)</li> <li>2 Are you needing help to cope with debt, rent arrears or mortgage arrears</li> <li>3 Do you need representation at a forthcoming Benefits or Tax Credits Appeal Tribunal?</li> </ol>	Craig Mason Welfare Rights DCC, Jack Martin Way Claverhouse East, Dundee, DD4 9FF Tel: 431193
Household Energy Concerns	<ol style="list-style-type: none"> <li>1 Does the house feel colder inside than it is outside?</li> <li>2 Is the power on?</li> <li>3 Is there discolouration on the walls?</li> </ol>	Ian Treanor Energy Advice DCC Housing Department Dundee House, Dundee, DD1 1BZ Tel: 434840
Criminal Activity	<ol style="list-style-type: none"> <li>1 Signs of weapons at the door, within the house, and any security features which have been added to the door or are evident within</li> <li>2 Signs of drug misuse (smell of cannabis, drug paraphernalia, etc)</li> <li>3 Signs of the occupant(s) being exposed to financial exploitation</li> </ol>	Colin Garden Community Intelligence Unit Community Safety Hub, DCC Dundee West Housing Office, 3 Sinclair Street, Dundee, DD2 3DA Tel: 436424



HOME SAFETY ISSUE	TRIGGER	SINGLE POINT OF CONTACT
Fire Related Issues	<ol style="list-style-type: none"> <li>1 Is there evidence of burn marks on any surface (ie persons clothes, floor, kitchen area)?</li> <li>2 Is there a “working” smoke alarm in the property?</li> <li>3 Ask if the occupier has had a Home Fire Safety Visit from Scottish Fire and Rescue Service?</li> </ol>	Cameron McRae Community Fire Safety Scottish Fire and Rescue Macalpine Fire Station, Macalpine Road, Dundee, DD3 8SA Tel: 322222
Isolation Issues	<ol style="list-style-type: none"> <li>1 How easy do you find it to get out and about?</li> <li>2 What activities do you do?</li> <li>3 Where do you get support if you have a problem?</li> </ol>	Evelyn Cairns Dundee Voluntary Action Dundee Voluntary Action 10 Constitution Road, Dundee, DD1 1LL Tel: 305744
Child Welfare and Safety Issues	<ol style="list-style-type: none"> <li>1 Anything at all that raises concern about the safety and well being of a child or children</li> </ol>	MASH Seymour House Kings Cross Centre Clepington Road Dundee Tel: 307999

## HOME SAFETY SCHEME GUIDANCE NOTES

Both nationally and locally there is an ongoing challenge to make the public aware and particularly those in vulnerable groups, aware of the services that are available to assist them in making themselves and their homes safer. The Home Safety Co-ordinated Scheme will provide a co-ordinated response to deliver those in vulnerable groups the opportunity to make full use of all available services. Home Safety Co-ordinated Scheme is a method of increasing public protection.

Home Safety Co-ordinated Scheme would enable any service/organisation who is a partner, deliver their service in a persons' home with the addition of a "Trigger" checklist (see Appendix 1). A "Trigger" checklist compiled of prompts for anyone visiting a client which will highlight the need for any referrals to participating organisations. Any necessary referrals will be made using the "CATS" system – Co-ordinated Advice Tracking System – which is a regimented electronic system of making a referral between agencies and partners. See attached re "Trigger"

Each participating organisation has a single point of contact who makes and receives referrals.

Example:

Dundee Energy Advice Project are in a clients house and notice that there is evidence of burn marks on surfaces, a persons clothes, floor or kitchen area. With the clients consent they can make a referral to the single point of contact for Scottish Fire and Rescue, Cameron McRae, through the Co-ordinated Advice Tracking System. Referrals should always be made with the clients' consent unless criminal activity or lack of capacity is present, in which case criminal activity and lack of capacity guidelines apply.

In Scots Law, people aged 16 years and over (adults) are presumed to have legal capacity unless it can be shown otherwise. This means that adults are generally entitled to live as they choose and to make decisions as they wish unless their choice amounts to a criminal offence (in which case criminal law will intervene) or there are restrictions imposed through civil law (e.g. interdicts).

The exception to this is where an adult lacks capacity either temporarily or permanently to make decisions to safeguard their own interests or wellbeing because of mental disorder or an inability to communicate their decision. An adult is regarded as having capacity unless it can be shown otherwise. There is no statutory requirement for a formal psychiatric assessment of capacity in relation to adult protection procedures. Assessments of whether a person has capacity can be made by professionals who know the adult, including a person's GP or care/case manager or case holder.

The ability to give informed consent involves:

- understanding in simple language what is involved;
- understanding in simple terms the potential consequences of consenting or not consenting;
- forming a decision about whether to consent;
- being able to communicate their decision; and
- making a decision without coercion, fear or intimidation.

It is good practice to discuss on a multi-professional basis whether an adult has capacity in relation to specific decisions. In the event of disagreement about whether a person has capacity a formal assessment should be sought unless the urgency of the situation requires immediate action.

If the person is considered to be under undue pressure from another person not to consent then legal advice must be sought.

The multi agency screening hub (MASH) has been established by the Dundee Partnership Chief Officers Group as the single point of referral for care and protection concerns about children (unborn – 16 years). The team screen all concerns raised by Dundee City Council raised by Dundee City Council staff, partner agencies or members of the public.

This screening determines whether additional measures of support and protection are required. Such enhanced early identification, assessment and intervention is key to keeping children safe from harm.

If you see behaviour that is of concern if a child or young person tells you something that makes you concerned, you need to take them seriously and act. Do something about it....telephone (01382) 307999.