
Item 06 Appendix A – 2nd Quarter's Performance Report Bournemouth & Poole Local Performance & Scrutiny Committee

Dorset and Wiltshire Fire and Rescue Service

Bournemouth and Poole

01/07/2016 - 30/09/2016



DORSET & WILTSHIRE
FIRE AND RESCUE

Bournemouth and Poole

Priority : Help you to make safer and healthier choices

KLOE : How are we delivering education programs which support families, children and young adults to achieve their potential and strengthen our communities?

Headline: 550 Key Stage 1 and Key Stage 2 children have received safety education this quarter

Actions


Action Code	Action Name
1.1.1.8	How are we delivering education programmes in Bournemouth and Poole which support families, children and young adults to achieve their potential and strengthen our communities?
<p>Progress comment: A full range of education programmes are in place that are clearly targeted at vulnerable people. Programmes are linked to the outcomes of partners and where appropriate they have been developed in consultation with them. Programmes are evaluated at all levels to drive improvement and where appropriate they have been externally validated. Outcomes are shared with communities, partners and staff.</p> <p>We are delivering a range of safety education programmes directly through our School visits , visits to Bournemouth Safety Centre, and during our Youth Intervention Programme - SPARC.</p> <p>Year 2 (age 6/7) target /Year 6 (age 10/11) are the part of the universal education offer and will be the target age groups for Fire Safety session in the classroom They receive a one hour age appropriate lesson Fire Safety lesson delivered by Education officers in their Classroom. The universal Education will be available to all the primary schools across the Service area.</p> <p>There is also targeted session being provided by Safewise Bournemouth . These sessions being delivered to both Year 2 and year 5 in Safewise Bournemouth and form part of a carousel of activities that provides safety information which includes Fire Safety.</p> <p>September : Key Stage one - Year 2 = 398 Key stage two - Year 5 = 152 Combined total = 550 Adult talks delivered to 27 Adults</p> <p>Two of the education officers will be covering Bournemouth and Poole and the Dorset Area and a new Youth Intervention Coordinator has also been appointed. Work by the education officer's continues to support the Area with arson reduction and firesetting.</p>	

KLOE : How are vulnerable people receiving the level of support advice and information they require to drive down their risk of fire and improve their health and well-being?

Headline: We have undertaken 1188 Safe and Well Visits during this quarter

Actions

Action Code	Action Name
1.1.2.7	How are vulnerable people in Bournemouth and Poole receiving the level of support advice and information they require to drive down their risk of fire and improve their overall health and well-being?
<p>Progress comment:</p> <p>Vulnerable People are being supported through receiving Safe and Well visits delivered by both Safe and Well Advisors and Operational Crews which provides advice and information to drive down their risk of fire and improve their Health and Well-being. The Safe and Well visit that Safe and Well advisors deliver in this area has been expanded to deliver the additional Health and Well-being questions which has been devised and currently being evaluated by Public Health.</p> <p>In addition the SAIL form is widely used to signpost people to the most appropriate source of help they may need in terms of their Health and Well-being.</p> <p>The annual Sloppy Slipper event will be held in the autumn where those eligible can be fitted with a pair of slippers with the aim to reduce slips, trips and falls in their home in return for completing a SAIL form.</p> <p>Working towards the 4 main aims of the CFOA Ageing Safety Strategy. Projects include Dementia, reviewing resources from literature to equipment that can be used to deliver safety messages.</p> <p>17 Slipper Events have been booked for us to attend in 2017, with 4 of these specifically in the Bournemouth & Poole area. Slipper events are aimed at reducing slips, trips and falls with older people. This is a great partnership activity that is ultimately funded by Dorset County Council, with support from ourselves. This allows us to generate referrals for SAIL and in turn Safe and Well Visits.</p> <p>Dementia Project is continuing to progress well, we have been working with Bournemouth University to design prototype materials such as stickers for kettles to show it's still hot, using water proof paper for safety messages in the kitchen, place mats and tea towels with safety messages etc. Training for wholetime stations will be rolled out in the November training tour. Moving forward we have identified an e-learning package that could be rolled out to all staff, this would be a bespoke package aimed at fire related issues.</p> <p>Safe and Well Advisors are continuing to undertake Safe and Well Visits with the Public Health information included. As a result we have had 400 'healthy conversations' since beginning in April. Public Health are really pleased with this. The evaluation forms are not being collected and S&WA have been reminded to collect the data, we are trying to look at other ways of collecting.</p> <p>Safe and Well Advisors have been reminded that we still have plenty of Winter Warm packs to give out, these include hat, scarf, gloves, thermos cup and hot water bottle, as well as bedding. These packs are available for the advisors to give out as and when required.</p> <p>Over the area we have undertaken 1188 Safe and Well Visits during this quarter. We are targeting specific flu clinics rather than a blanket approach as in previous years and trying to obtain targeted individuals at the clinics.</p> <p>S&W Manager has booked meetings with Dorset University Healthcare Trust's Locality Managers during October & November and work will continue to see what partnerships may be developed in this area. This partnership will look at how we can work with District Nurses and Community Hospitals.</p> <p>Safe and Well Coordinator has attended Poole Falls Prevention group in September. The working group are looking to roll out a 'Cambridgeshire Forever Active' style group to provide</p>	

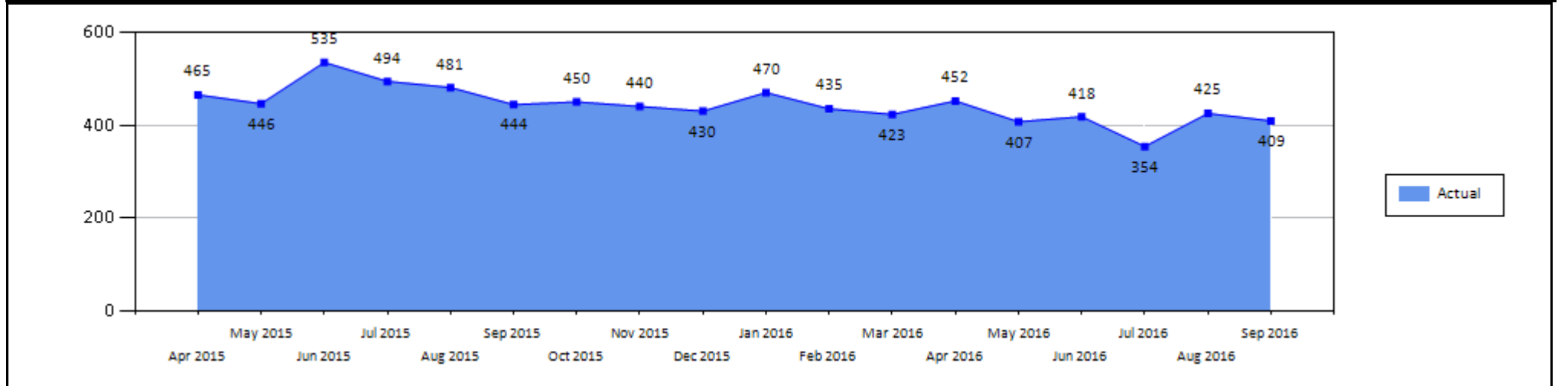


an ongoing and sustainable approach to falls prevention.

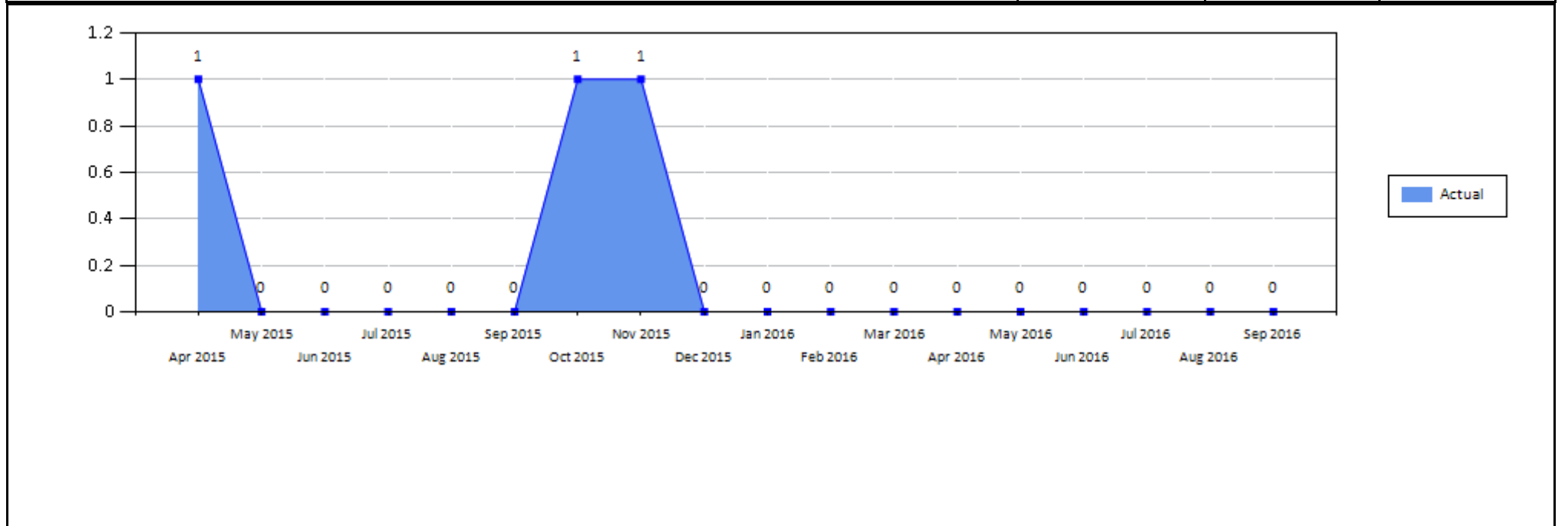
We are working with West Midlands Fire & Rescue Service to look at procurement of smoke alarms. It is likely that this will not come into effect until 2017/8 with regard to purchasing. We are still having to attend a lot of calls due to replacement of smoke detector.

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Bournemouth and Poole Borough Council	Month	Sep 2016	409



KPI Title	Period	Time Frame	Period Actual
PRE01- Number of fire related deaths - Bournemouth and Poole	Month	Sep 2016	0

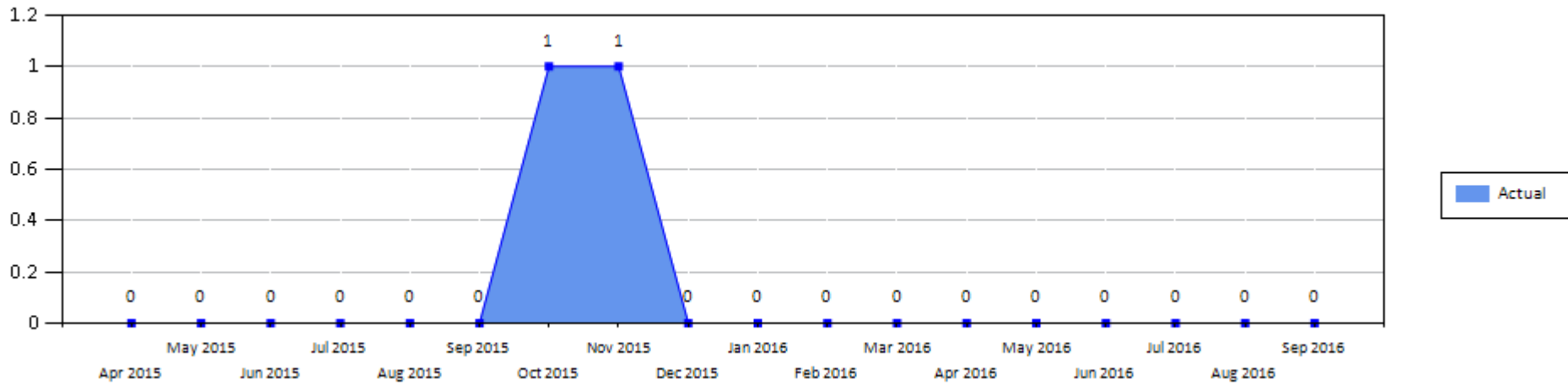


PRE01A-Number of fire related deaths in accidental dwelling fires - Bournemouth and Poole

Month

Sep 2016

0

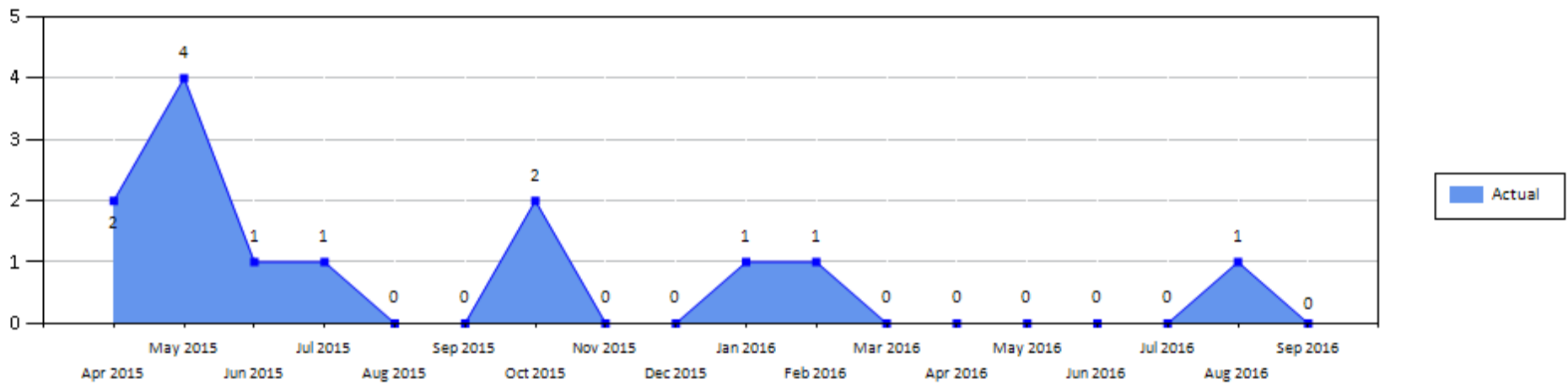


PRE02A-Total number of fire related injuries in accidental dwelling fires - Bournemouth and Poole

Month

Sep 2016

0

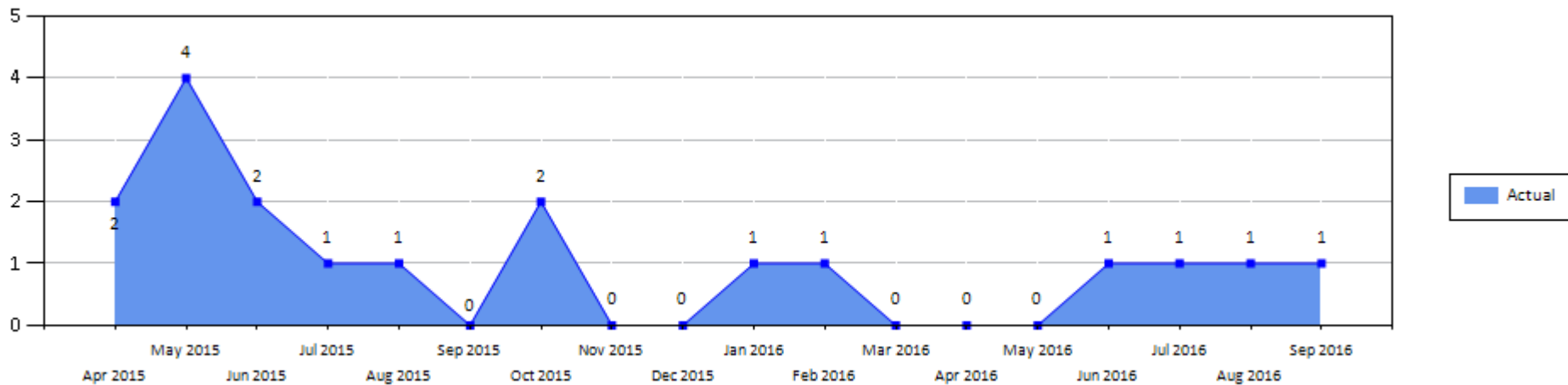


PRE02-Total number of fire related injuries - Bournemouth and Poole

Month

Sep 2016

1

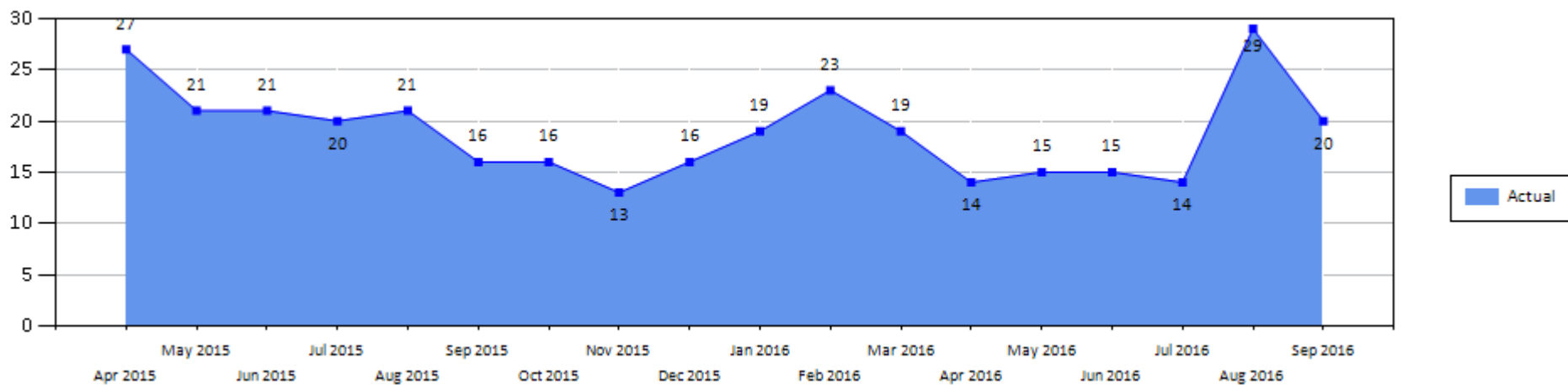


PRE03_Number of accidental dwelling fires - Bournemouth and Poole

Month

Sep 2016

20



KLOE : How are we working with our partners to use a wider range of information and technology to improve the wellbeing and independence of vulnerable people?

Headline: Drones have been used on trial at a number of incidents, to assist with recon/ information gathering at hazmat / heath fire incidents

Actions

Action Code	Action Name
1.1.3.7	How are we working with our partners in Bournemouth and Poole to use a wider range of information and technology to improve the well-being and independence of vulnerable people?
<p>Progress comment:</p> <p>DWFRS are working with partners to gain immediate notification when a misting unit activates in a vulnerable persons home. We are also installing aerials and repeaters on fire stations to assist with the installation of temporary portable water misting systems to vulnerable peoples premises.</p> <p>We continue to develop our partnership interaction, for example we have recently carried out joint work with some Bournemouth University media students to produce a safety video for students and have established a link with the Winton Neighbourhood Watch group to promote safe and well visits.</p> <p>DWFRS also supports the Bournemouth 2026 Trust and we have area representation on pan-Dorset groups such the Strategic Road Safety Board and the Drug and Alcohol Governance Board.</p> <p>DWFRS undertakes quarterly reviews of the incidents we attend. We continue to work with premises where we have been called to numerous times to understand the causes behind the calls, liaise with local partners who may be involved and reduce calls in the future.</p> <p>We have been developing our use of technology through various means; Drones have been used on trial at a number of incidents, to assist with recon/ information gathering at hazmat / heath fire incidents; the Poole Islands group have been using a whatsapp group to share risk information between partners and Our stations have begun a pilot to replace to PDAs for recording information at premises.</p>	

KLOE : How are we delivering effective road safety education to reduce the risk of road traffic deaths and serious injuries

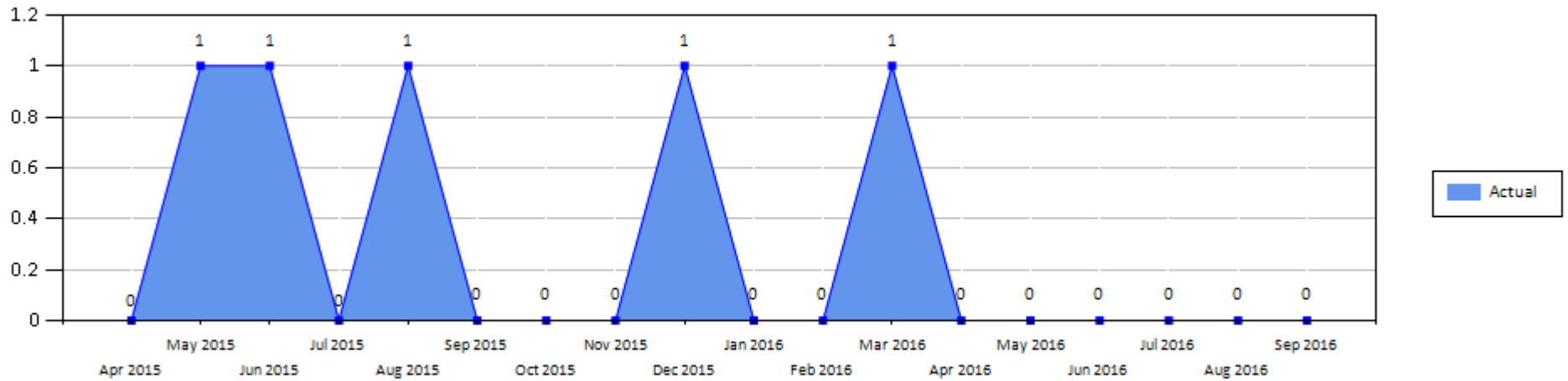
Headline: . We have 43 Safe Drive Stay Alive Roadshows focused on Schools & Colleges booked to start in September 2017. This will see an estimated 10,500 students attend

Actions

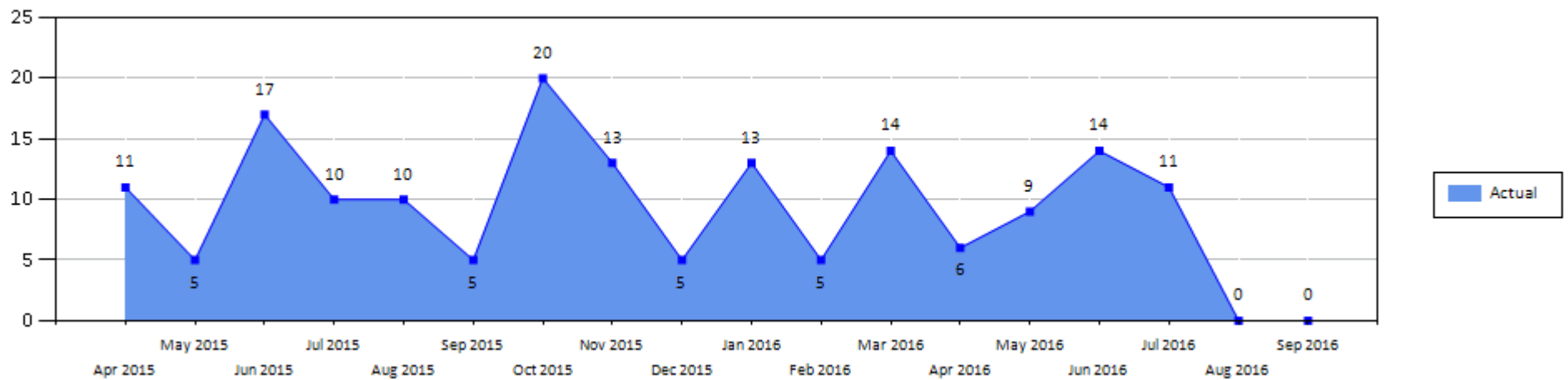
Action Code	Action Name
1.1.4.7	How are we delivering effective road safety education in Bournemouth and Poole to reduce the risk of traffic deaths and injuries?
<p>Progress comment:</p> <p>There is now representation by DWFRS on Road Safety Partnership meetings in both Dorset & Wiltshire. Road Traffic Casualties in Dorset & Wiltshire cost the national economy a combined total £288million during 2014. (DFT Stats) Road Safety will focus it's efforts on targeting high risk road users identified through statistical analysis of casualties. This partnership work is leading to DWFRS active participation in Road Safety education events organised through the partnership.</p> <p>DWFRS is focusing on young drivers aged 16-24. In Dorset and Wiltshire, this age group make up 27% of all casualties during 2014. We have 43 Safe Drive Stay Alive Roadshows focused on Schools & Colleges booked to start in September 2017. This will see an estimated 10,500 students attend. This is expected to grow beyond these numbers as the programme is developed.</p> <p>Safe Drive Stay Alive Roadshows have been completed at Bournemouth School and Poole High School, both events have been a part of a multi-agency approach involving presentations from various road safety partners. Road Safety Officers from Poole & Bournemouth Council attended a recent SDSA in Salisbury and are keen to assist with delivery to more schools in their own authority areas</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions-Bournemouth and Poole	Month	Sep 2016	0



KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions-Bournemouth and Poole	Month	Sep 2016	0



Priority : Protect you and the environment from harm

KLOE : How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

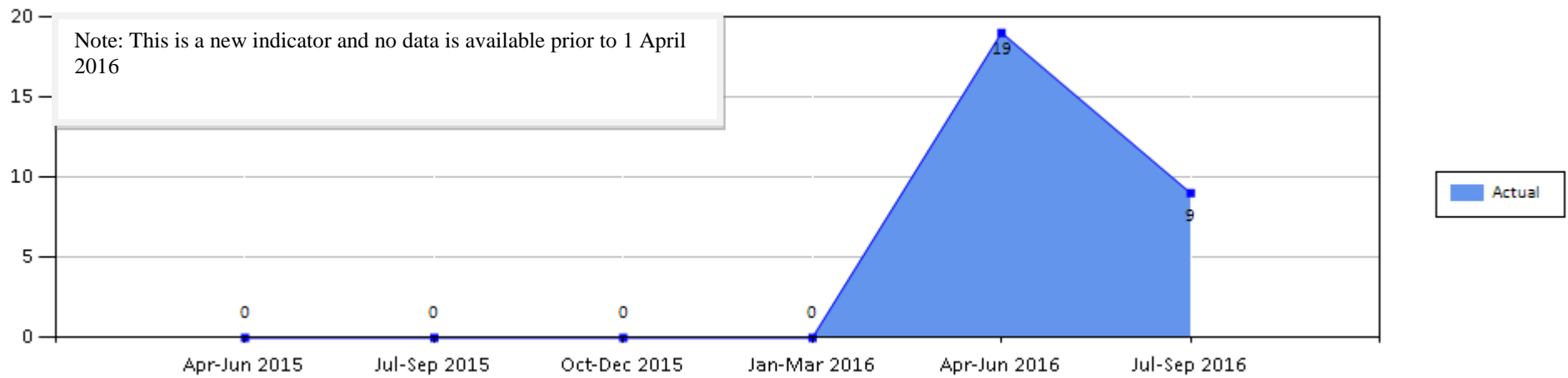
Headline: There is an emphasis on Hate Crime and more work is being undertaken in Poole and Bournemouth to identify how this can be addressed

Actions

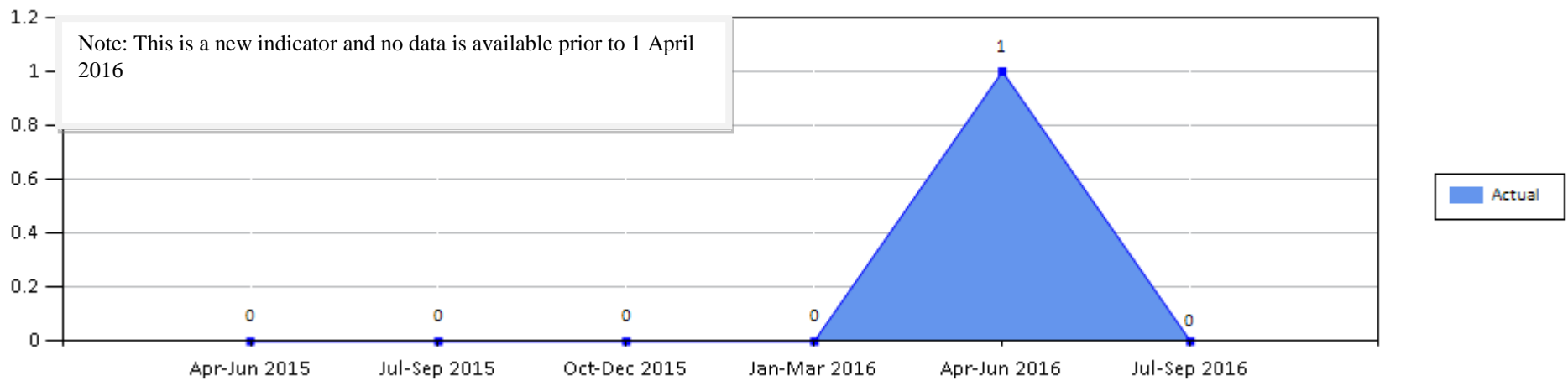
Action Code	Action Name
1.2.1.7	How are we effectively working with our partners in Bournemouth and Poole to safeguard the vulnerable people we come into contact with?
<p>Progress comment: Safeguarding has become part of the normal working day for prevention, protection and response staff as they undertake their regular duties and are proficient at being able to identify those who are more vulnerable and importantly seek further advice or support for those people that they have concerns about. This is achieved through a multi-agency approach. The Safe-guarding Coordinator now sits on a hoarding panel that is being trialed in Poole.</p> <p>There is an emphasis on Hate Crime and more work is being undertaken in Poole and Bournemouth to identify how this can be addressed. Hamworthy Fire Station is a third party referral station.</p> <p>Further work has been undertaken regarding information sharing particularly with regard to secure email to enable DWFRS to continue the work taking place with Dorset Police to receive referrals around fire safety. We have been involved in a multi-agency Risk Management Meeting and multi-agency continues into the next quarter with DWFRS involved in a self-neglect conference and a serious case review.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals - Bournemouth and Poole Borough Area	Quarter	Jul-Sep 2016	9



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals - Bournemouth and Poole Borough Area	Quarter	Jul-Sep 2016	0




KLOE : How are we providing better support for local business so they can meet their legal fire safety obligations and add to the economic growth of our communities?

Headline: At the Bournemouth Landlord Conference in early October the team attended to educate landlords in their legislative responsibilities. Officers were able to answer technical questions and provide solutions to reduce risk across a wide range of housing stock across Bournemouth, Poole and the surrounding area

Actions

Action Code	Action Name
1.2.2.12	How are we providing better support for local business in Bournemouth and Poole so that they can meet their legal safety obligations and add to the economic growth of our community?
<p>Progress comment:</p> <p>The Technical Fire Safety (TFS) inspection programme is based on actively targeting those buildings and people at greatest risk. Liaison and consultation with business and the third sector meets all statutory requirements. Within the Bournemouth and Poole area fire safety have been improving systems and analysing data of buildings and people to best support active targeting of risk. Work over the past quarter has included:</p> <p>Effective working relationships developed with the Care Quality Commission and Clinical Commissioning Group for jointly regulated premise. This allowed us to share knowledge on risk, educate partner agencies in our work and train partners in how they can assist us in recognising and reducing risk from fire.</p> <p>During CFA Business Safety Week fire safety teams have been actively engaging with local and small high street businesses to raise awareness of their fire safety responsibilities. Activity was centred on Aviation Park West at Bournemouth Airport, Holten Heath Trading Park, Poole and Brixey Business Park in Poole. Teams were able to engage with building managers in a supportive manner to educate, advise and where required put measures in place to improve fire safety measures.</p> <p>At the Bournemouth Landlord Conference in early October the team attended to educate landlords in their legislative responsibilities. Officers were able to answer technical questions and provide solutions to reduce risk across a wide range of housing stock across Bournemouth, Poole and the surrounding area.</p> <p>To support business within the Bournemouth and Poole area planned activities are:</p> <p>Reviewing of our website and links to make it as easy as possible for businesses to visit the DW site and learn from us about improving fire safety standards. We are intending to create a 'Virtual Audit' short film which will offer easy to understand advice regarding fire precautions in a range of buildings.</p> <p>We are working with Bournemouth Borough Council, Environmental Health and the Police to address compliance issues in HMO's to protect vulnerable people. Where appropriate we will liaise with prevention teams to 'get behind the door' of vulnerable persons to help them further in living healthy and being safe from fire.</p> <p>After a recent increase in enforcement action involving fast food takeaways (primarily the fire risk to linked accommodation above). We are investigating the best approach to develop an area wide 'dip test' to confirm the significance of this recent emerging risk. Where potential exists to use partner agencies, such as the Food Standards Agency, agreements will be reached to maximise our reach and impact.</p> <p>We will continue our programme to audit every residential care home to ensure fire precautions and management systems are satisfactory for this most vulnerable group.</p>	



To support business through the Better Regulations Delivery Office we have planned meetings with businesses to bring them into the Primary Authority Scheme. This scheme allows our service to take the lead on advising a national business in fire safety measures. If another fire authority then wishes to take action against the business they must come through DW first. This supports growth and ensures consistency of service.

Priorities for TFS in the Bournemouth and Poole area are:

Post combination our key priority is to ensure we obtain harmonisation of IT systems to ensure it offers us the best platform to move forward as one service. The focus of our work is the migration to one CFRMIS system which allows us to manage fire inspection data for all buildings which the FSO applies.

We have commenced proactive work with operational crews to reduce Unwanted Fire Signals. This will require close monitoring of operational calls supplemented by local liaison and education through District Commanders and businesses to take action to reduce false alarms.

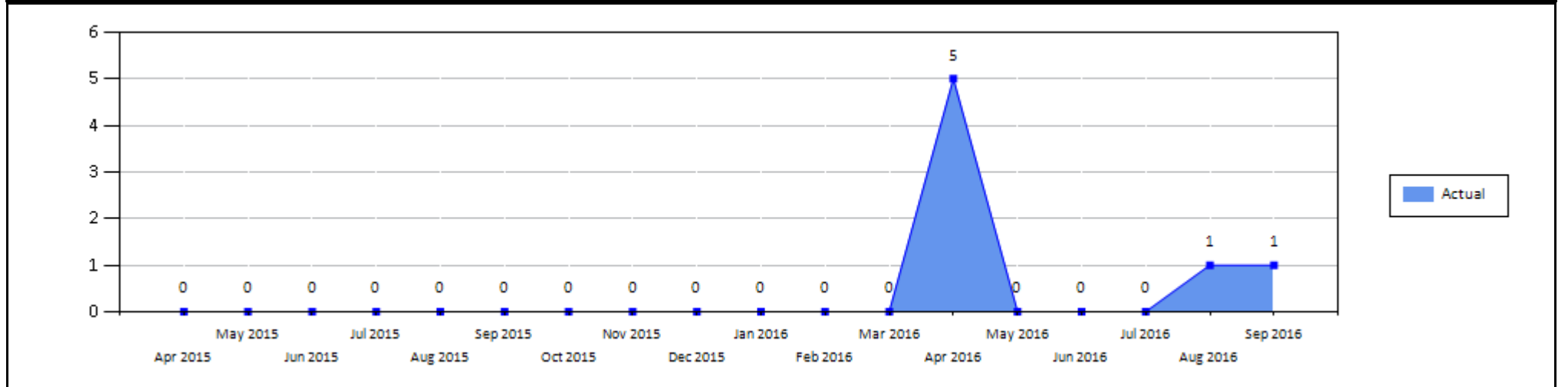
We will continue to deliver a targeted programme of audits on care homes and developing team members to support other area management teams benefiting from our experience in this area.

TFS teams champion assisted technologies and have been successful in extending the 'Orion Network' across Bournemouth and Poole which provides immediate notification when a misting unit activates in a vulnerable persons home. Using our knowledge of modern technologies blended with our experience in fire safety, we are able to help protect those at greatest risk in our community.

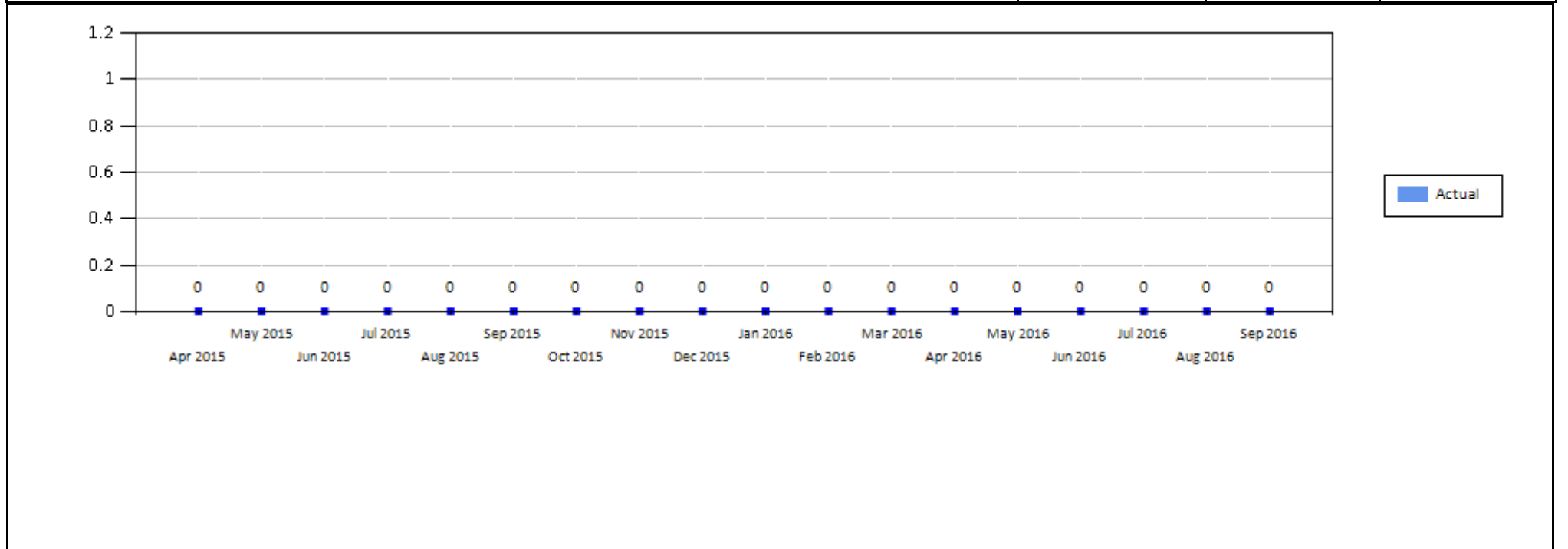
This action supports the area IRMP plan by maximising the availability of fire appliances for real emergencies. UWFS will be reduced leaving appliances and crews available for real emergencies (be there when you need us). Taking proactive steps to reduce UWFS will also reduce the financial footprint of our services (making every penny count). Our assisted technologies work will compliment a risk based approach on fire cover. Improvements to data systems will allow us to better target those at greatest risk and allow us to educate on a range of signposting options to partner agencies (making healthy choices). All of these reduce the risk exposure to the service, keeping our communities safer from fire (protecting the environment).

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Bournemouth and Poole Borough	Month	Sep 2016	1



KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Bournemouth and Poole	Month	Sep 2016	0

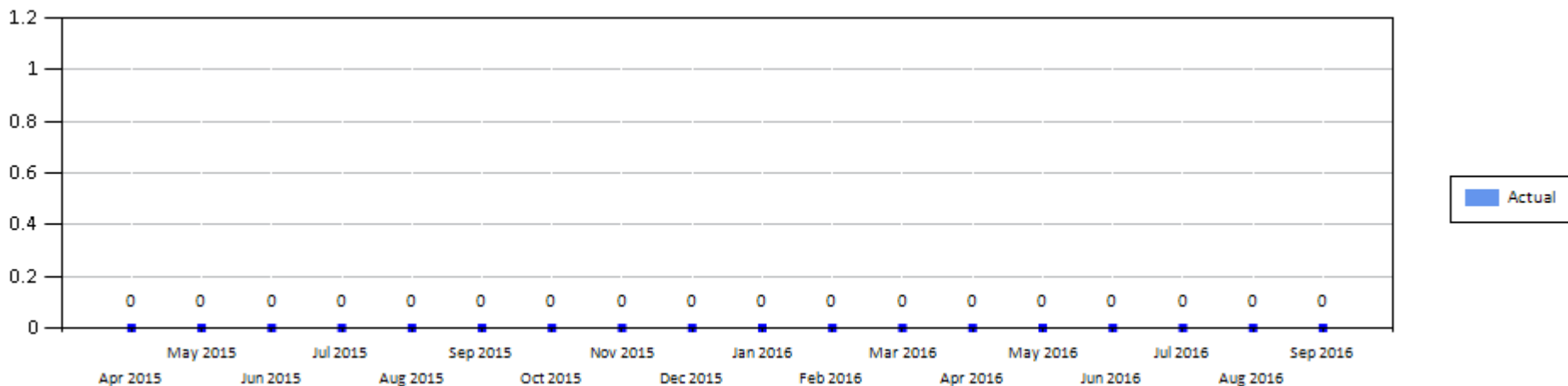


Number of prosecutions in Bournemouth and Poole Borough

Month

Sep 2016

0

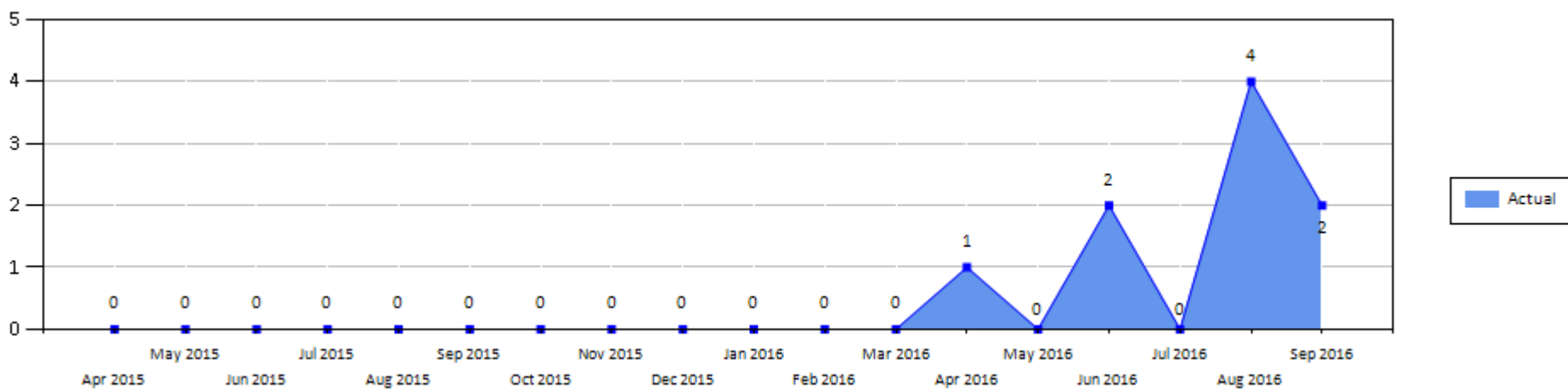


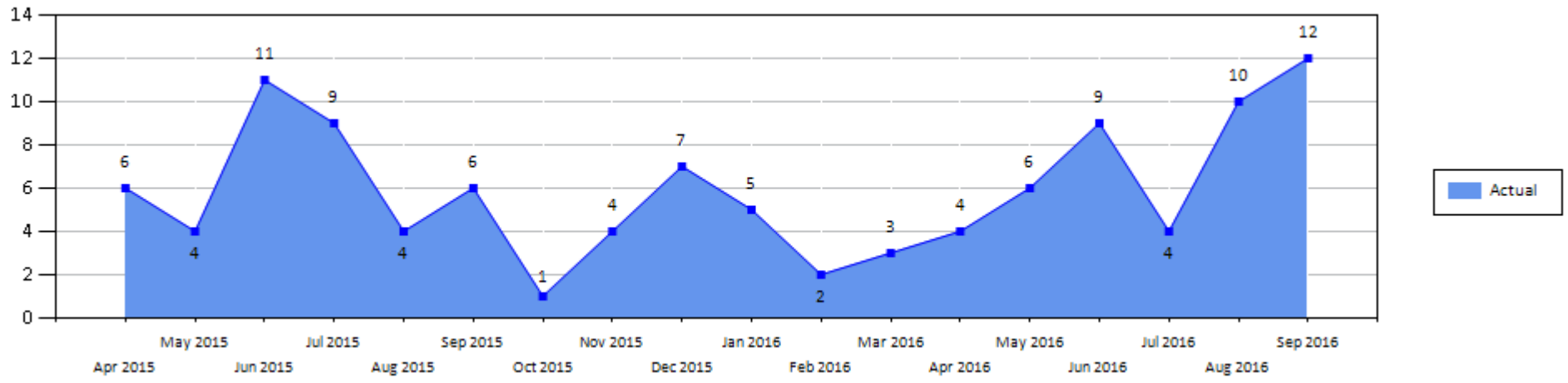
Number of significant fires in non domestic premises in Bournemouth and Poole Area

Month

Sep 2016

2





KLOE : How are we identifying and driving down risk risks to the community, unique heritage and environment?

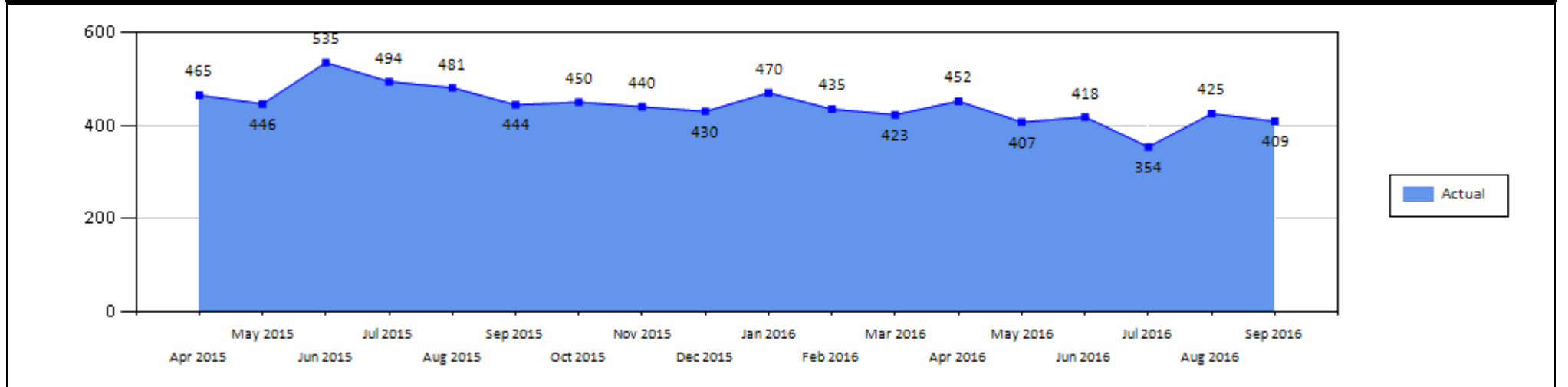
Headline: We continue to maintain effective links with developments in our area and respond to local consultations, for example, the review of the Poole Local Plan and the Boscombe community plan, to ensure that we have an influence on, how proposed developments may impact on DWFRS resources in the future

Actions

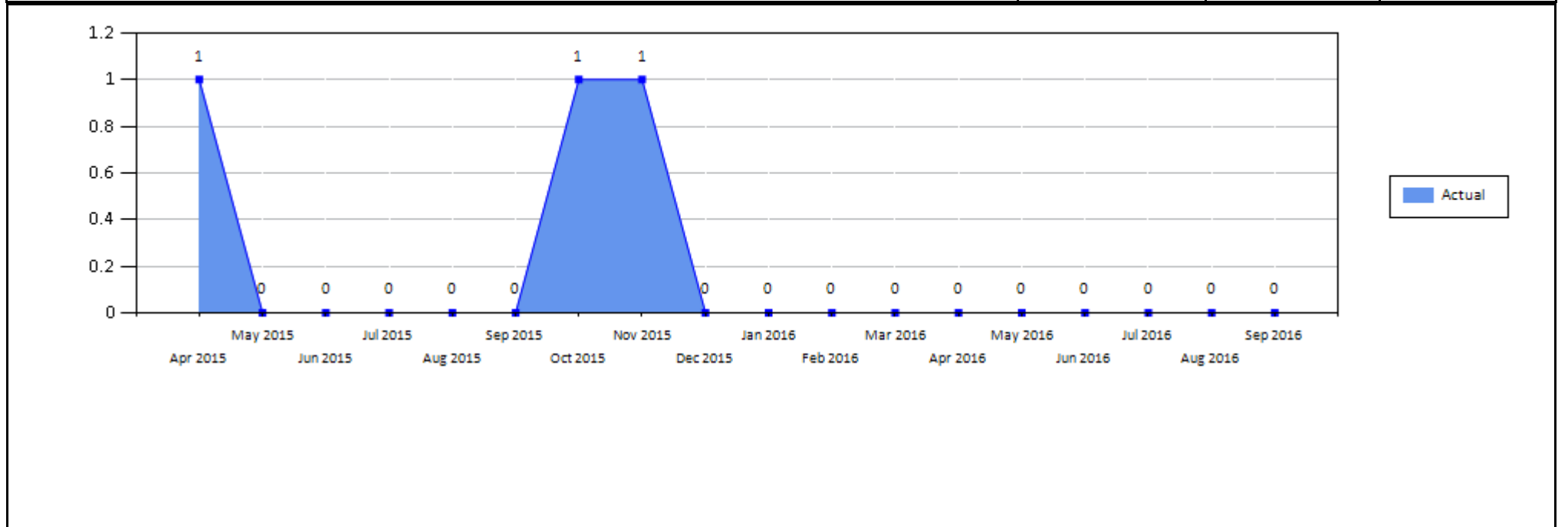
Action Code	Action Name
1.2.3.12	How are we identifying and driving down risks to the community, unique heritage and environment in Bournemouth and Poole?
<p>Progress comment:</p> <p>Operational crews continue to gather and review information on key risks within the area, to help ensure that they are prepared for emergency incidents should they occur. We are re-inspecting SSRIs for any buildings of note and carrying out /renewing SSRIs for all high rise properties across the 2 boroughs. We use our Community Fire Risk MIS System to identify Grade 1 and 2 star listings status.</p> <p>We continue to maintain effective links with developments in our area and respond to local consultations, for example, the review of the Poole Local Plan and the Boscombe community plan, to ensure that we have an influence on, how proposed developments may impact on DWFRS resources in the future.</p> <p>Sites of special scientific interest within the area are being protected through the Urban heath partnership, the service is coordinating heathland patrols at high risk times. We support the operational heathland partnership led by Dorset police. Fire plans have been produced for the Heath risk in across the boroughs. These are available on the MDTs for responding crews.</p> <p>Poole Island group set up fully functioning and partnership working.</p> <p>Operation Heathland group set up fully functioning to reduce heath/wildfire risk in the district</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Bournemouth and Poole Borough Council	Month	Sep 2016	409



KPI Title	Period	Time Frame	Period Actual
PRE01- Number of fire related deaths - Bournemouth and Poole	Month	Sep 2016	0

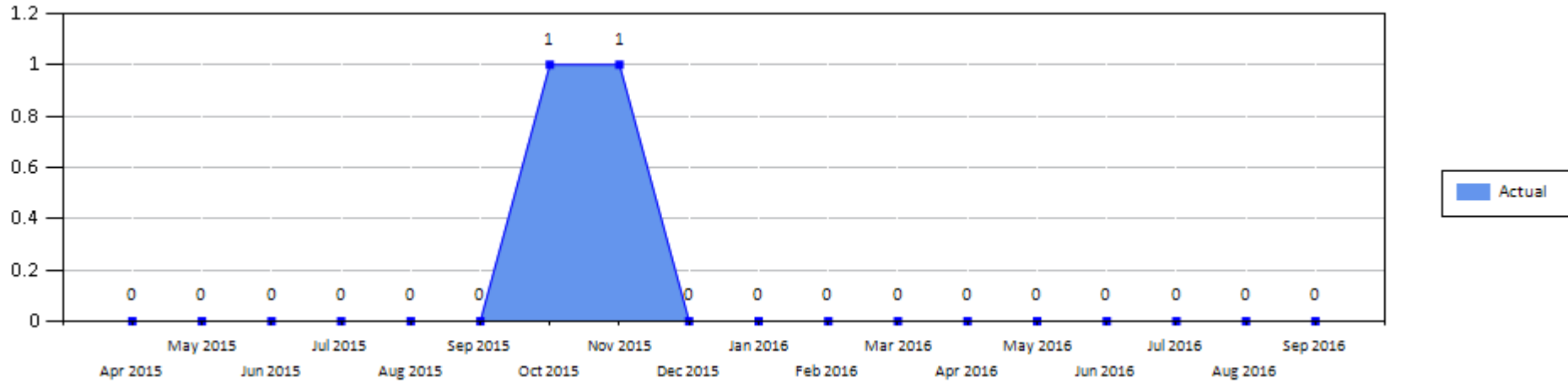


PRE01A-Number of fire related deaths in accidental dwelling fires - Bournemouth and Poole

Month

Sep 2016

0

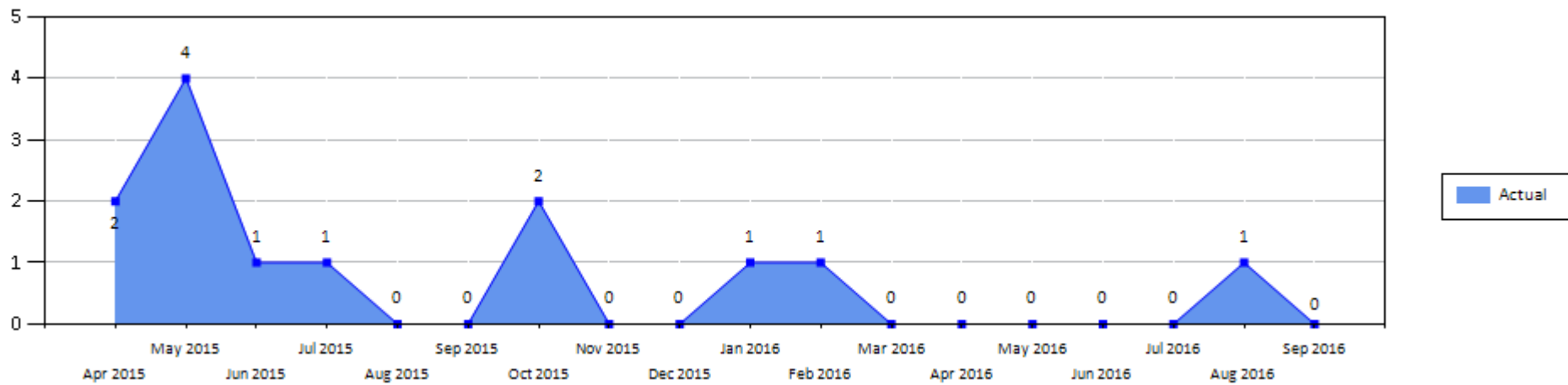


PRE02A-Total number of fire related injuries in accidental dwelling fires - Bournemouth and Poole

Month

Sep 2016

0

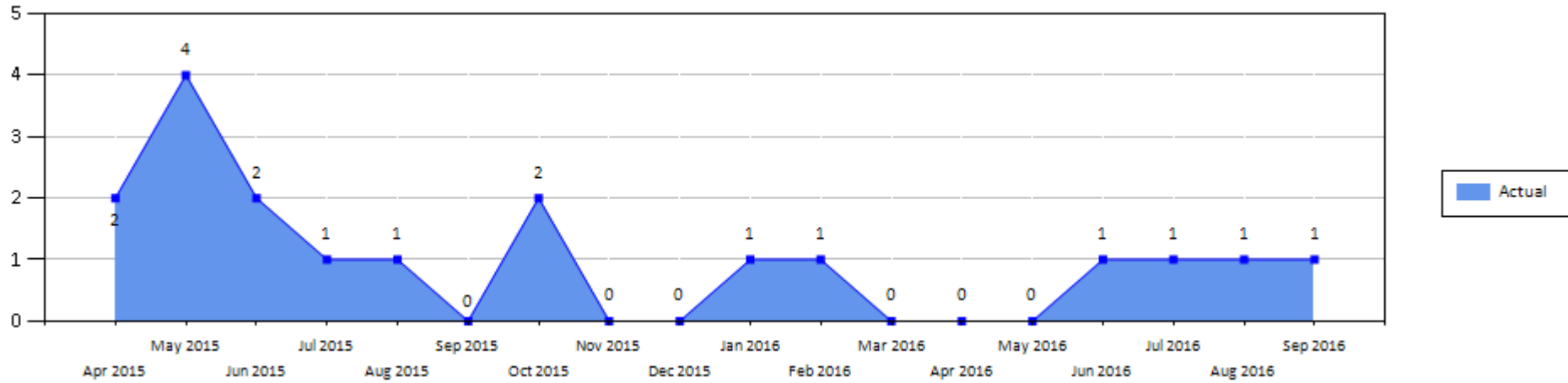


PRE02-Total number of fire related injuries - Bournemouth and Poole

Month

Sep 2016

1

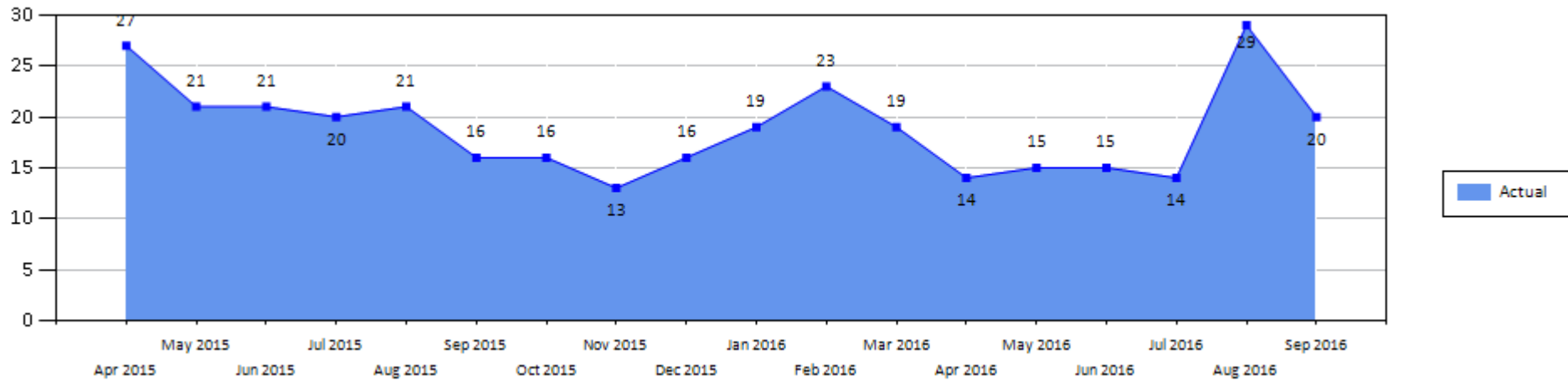


PRE03_Number of accidental dwelling fires - Bournemouth and Poole

Month

Sep 2016

20

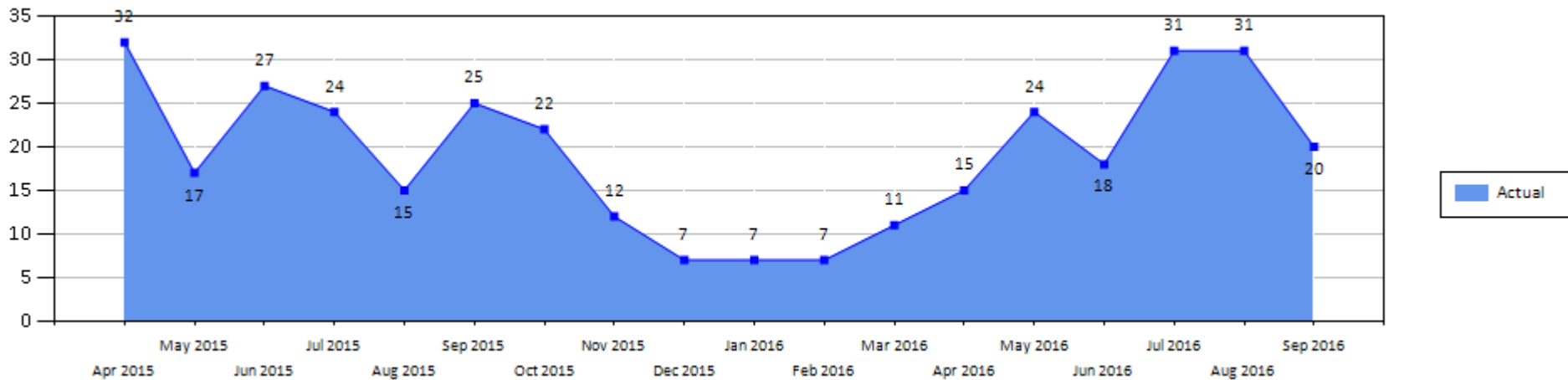


PRE05-Number of deliberate fires (primary + secondary) - Bournemouth and Poole

Month

Sep 2016

20

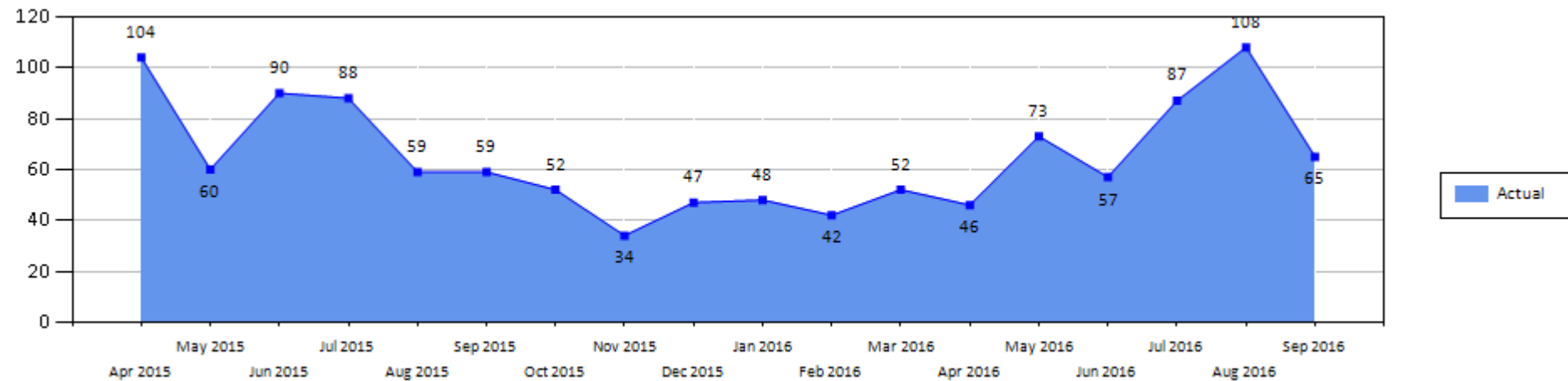


PRE06-Number of fires - Bournemouth and Poole

Month

Sep 2016

65




KLOE : How are our local resilience partnership arrangements providing effective support to improve community resilience?

Headline: Operation Heathland group set up fully functioning to reduce heath/wildfire risk in the district and meeting are held on a quarterly basis to help reduce the number and the effect of fires. This enable shared intelligence between Police, Fire, and local heath partners to reduce instances of heath fires

Actions

Action Code	Action Name
1.2.4.6	How are our local resilience partnerships arrangements in Bournemouth and Poole providing effective support to improve community resilience?
<p>Progress comment:</p> <p>Community resilience events are held by the local authority and as joint events by members of the LRF to promote the benefits of local level emergency planning, a strong example of community resilience in action is the flood warden scheme run by the Environment Agency with support from partners. This scheme engages local people to act as community representatives, reporting flood information, informing their community and helping prepare for a flooding emergency.</p> <p>Community resilience plan templates are available on LRF and partner websites which help communities understand and assess their risk and make local plans to respond. A key benefit of this process is engagement with responders and establishing an understanding of the realistic response of the emergency services.</p> <p>Engagement with voluntary groups provides access to a broad range of people, skills and equipment who are trained and willing to support emergency incidents. Voluntary capabilities include 4x4 transport, search, water rescue, first aid, communications, feeding and welfare support.</p> <p>Dorset and Wiltshire Fire is a statutory member of the local resilience forum known as a category 1 responder under the Civil Contingencies Act.</p> <p>Using a team known as the Civil Contingencies Unit (CCU) we contribute to the assessment of community risk based on national guidance. By understanding risk and the priorities for our area, we are able to understand the impact of emergencies occurring and work with statutory partners to assess the gaps in our ability to respond. Joint plans are created to respond to specific types of emergencies as well as generic areas such as command and control. LRF plans are supported through training and exercising to provide assurance that plans are effective and that the capability to respond is in place.</p> <p>Coordination of messages to the public is carried out through our warning and informing group.</p> <p>Information can be shared securely among partners using the Resilience Direct platform, which holds copies of local plans, and can provide access to mapping.</p> <p>Our LRF is overseen and coordinated by a Business Management Group (BMG) and an executive group, which oversees the work plan and provides strategic or tactical direction.</p> <p>Operational crews continue to gather and review information on key risks within the area, to help ensure that they are prepared for emergency incidents should they occur. We are re-inspecting SSRIs for any buildings of note and carrying out /renewing SSRIs for all high rise properties across the 2 boroughs. We use our Community Fire Risk MIS System to identify Grade 1, 2 and 2 star listings status.</p> <p>We continue to maintain effective links with developments in our area and respond to local consultations, for example, the review of the Poole Local Plan and the Boscombe community plan, to ensure that we have an influence on, how proposed developments may impact on DWFRS resources in the future.</p> <p>Sites of special scientific interest within the area are being protected through the Urban heath partnership, the service is coordinating heathland patrols at high risk times. We support</p>	



the operational heathland partnership led by Dorset police. Fire plans have been produced for the Heath risk in across the boroughs. These are available available on the MDTs for responding crews.

Staff are continuing to maintain competence in water rescue in order to respond to our community need during possible future spate conditions. DWFRS are continuing to carry out Joint Emergency Services Interoperability Programme, training with our partners, including The Coastguard, SWAST, Police & RNLI.

We are an active partner in the following groups:

Poole Harbour Island Safety Group Meeting which meets 6 monthly. This meeting is a multi agency response prevention and response to an incident on any of the Poole Harbour Islands. This enables us to establish partnership contacts, a joined up approach and information sharing.

Local Search and Rescue Working Group which meets 6 monthly. This enables us to share intelligence and a joined up approach to search and rescue between Cat 1 and 2 responders and 3rd sector organisations. This promotes co-ordination between blue lights service and 3rd sector organisation involved with search and rescue and flood response.

Operation Heathland group set up fully functioning to reduce heath/wildfire risk in the district and meeting are held on a quarterly basis to help reduce the number and the effect of fires. This enable shared intelligence between Police, Fire, and local heath partners to reduce instances of heath fires.

In Poole the Traffic Panel meets on a quarterly basis. This group deals with traffic related issues in the Borough of Poole area including access issues for emergency services.

Priority : Be there when you need us

KLOE : Are appliances available when we need them?

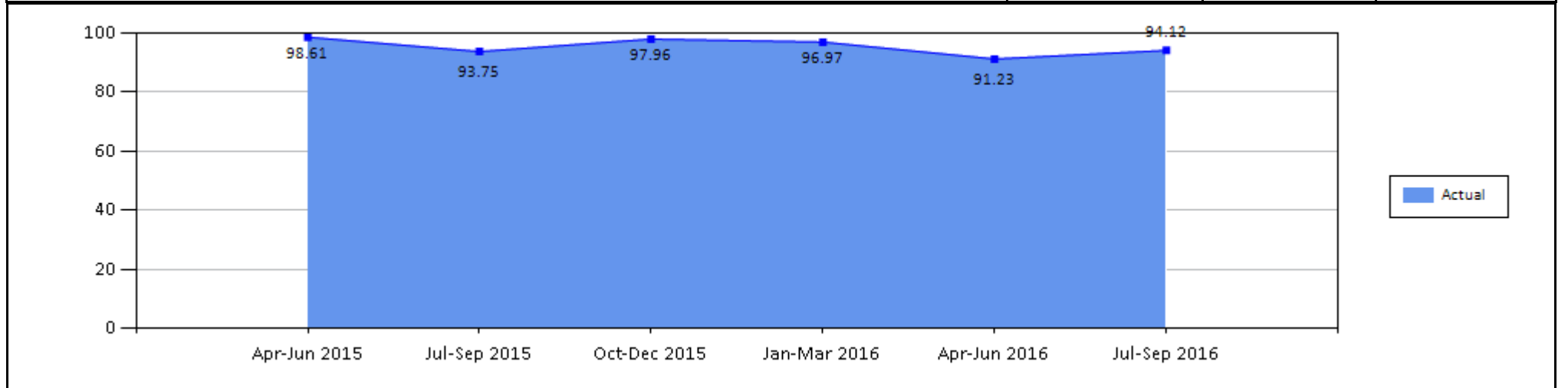
Headline: The Bournemouth and Poole Area is predominately covered by wholetime duty system staff, therefore the appliance availability for these appliances consistently good

Actions

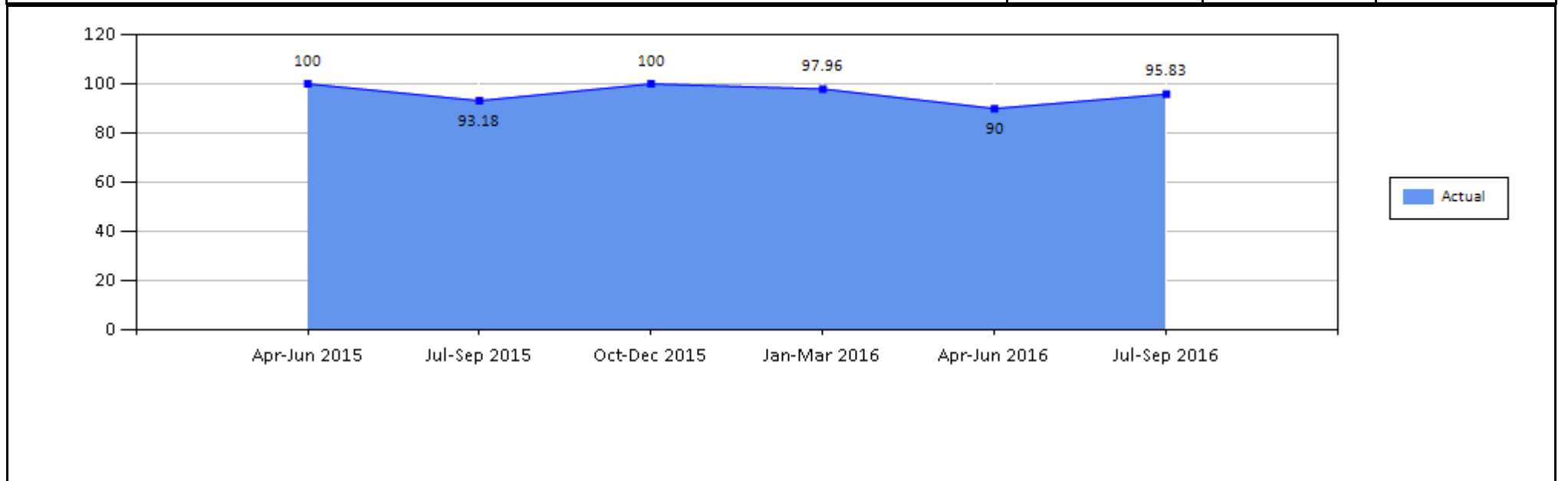
Action Code	Action Name
1.3.1.6	Are appliances in Bournemouth and Poole available when we need them?
Progress comment: The Bournemouth and Poole Area is predominately covered by wholetime duty system staff, therefore the appliance availability for these appliances consistently good. There is an appliance at Poole and one at Hamworthy fire station that are crewed by retained duty staff. The Poole retained appliance has particularly high level of availability. Hamworthy fire station has experienced a higher than normal level of long-term sickness. This has adversely impacted on the availability of the appliance. The District Commander and station staff regularly undertake recruitment activities and are managing each sickness case on an individual basis with our HR team.	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2016	94.12%



RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2016	95.83%
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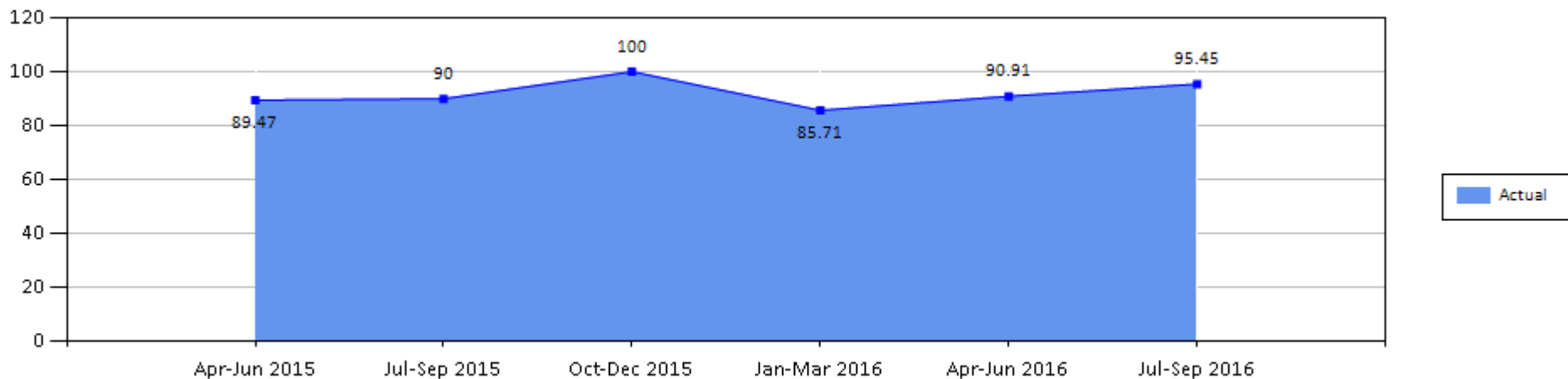


RES03-Percentage of incidents to other properties where the first appliance met the response standard-Bournemouth and Poole

Quarter

Jul-Sep 2016

95.45%

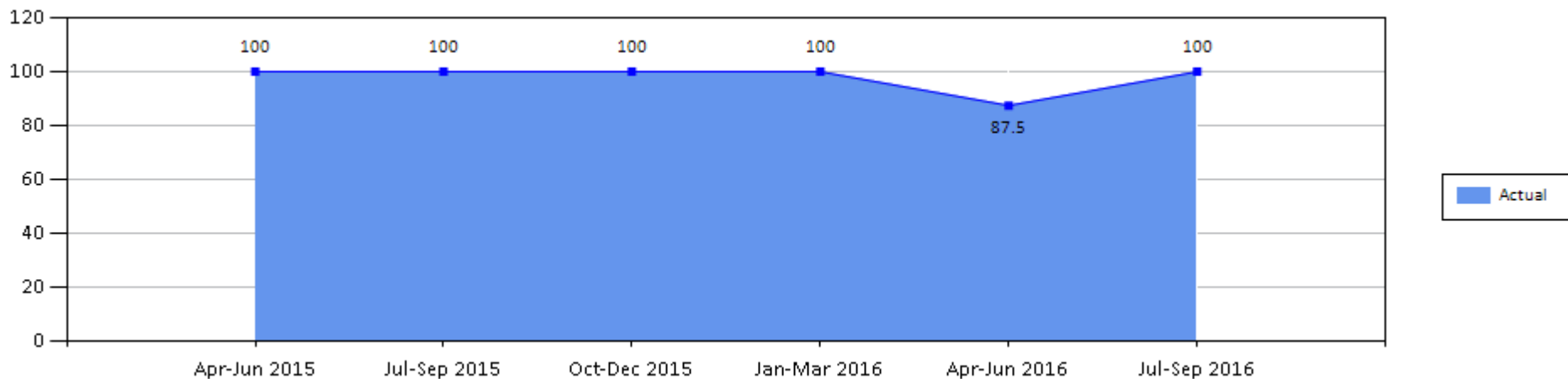


RES04-Percentage of incidents to other properties where the second appliance met the response standard-Bournemouth and Poole

Quarter

Jul-Sep 2016

100%

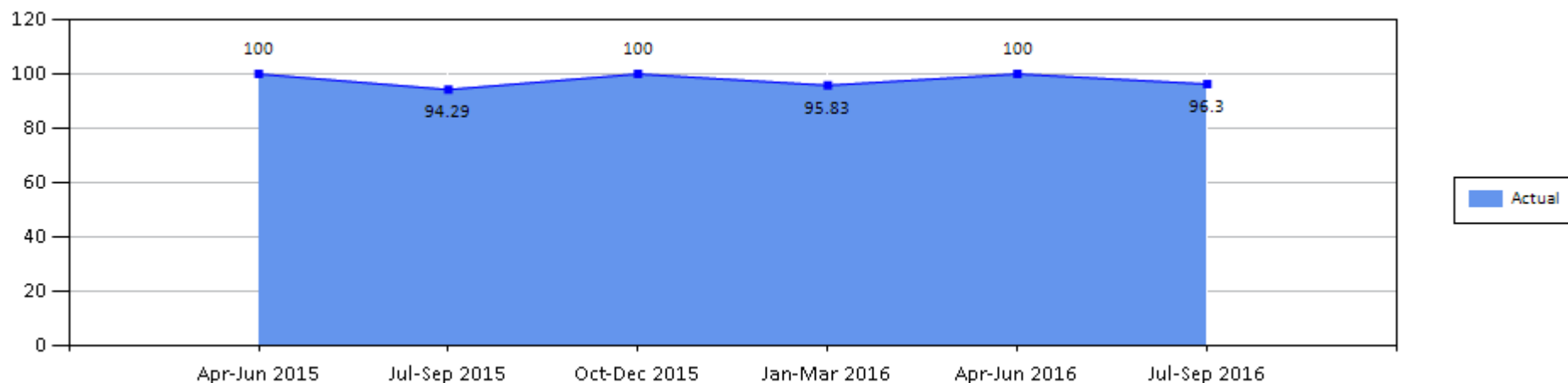


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Bournemouth and Poole

Quarter

Jul-Sep 2016

96.3%

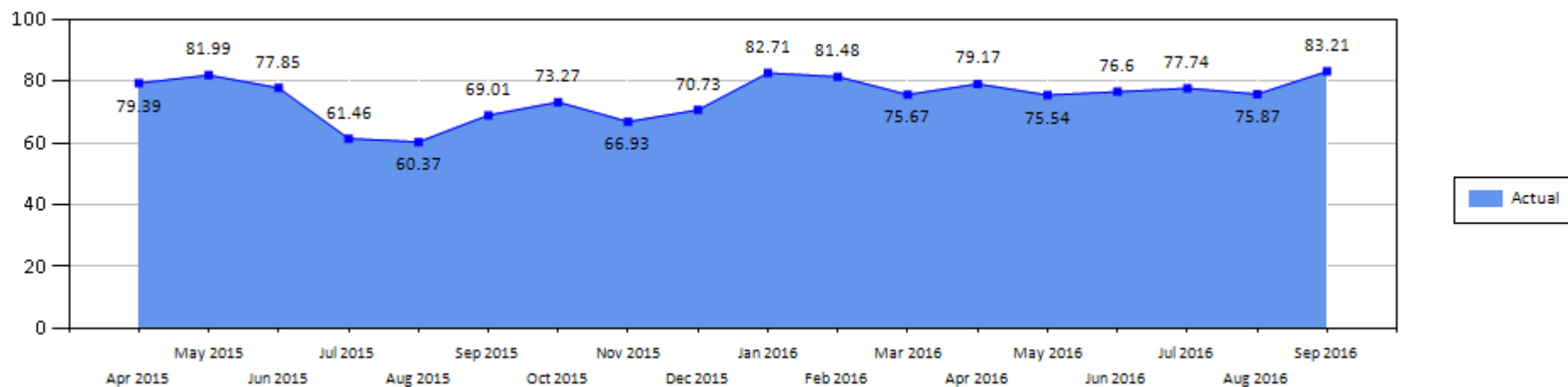


RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)-Bournemouth and Poole

Month

Sep 2016

83.21%



KLOE : How effective and efficient are our response arrangements for dealing with the range of incidents and medical emergencies we attend?

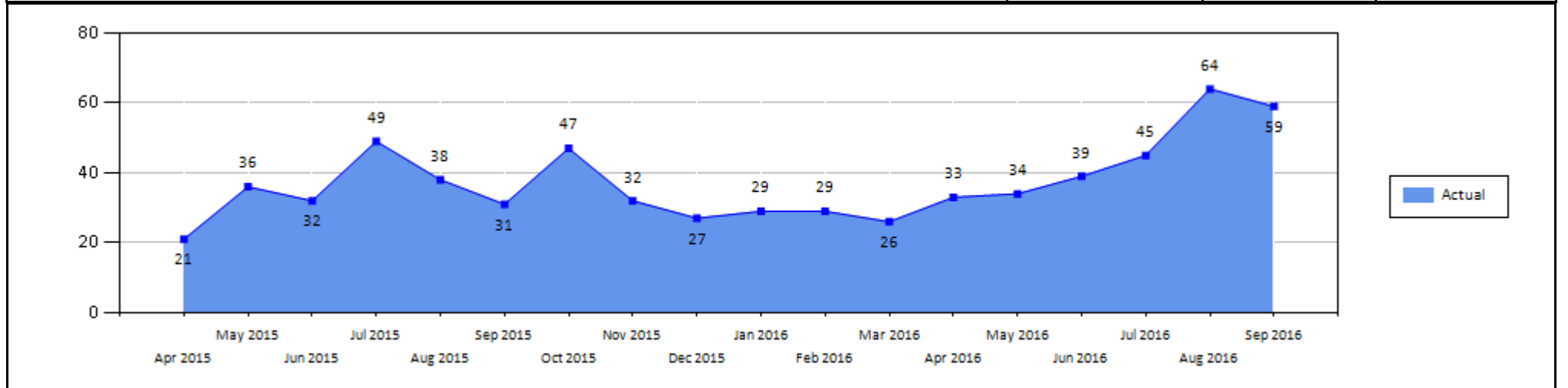
Headline: Due to the crewing arrangements within the Area, we have a very high level of achievement of performance for the response standards set. Where the standard is not met for an incident within the response time boundary, this is investigated to establish the facts with a view to improving performance wherever possible

Actions

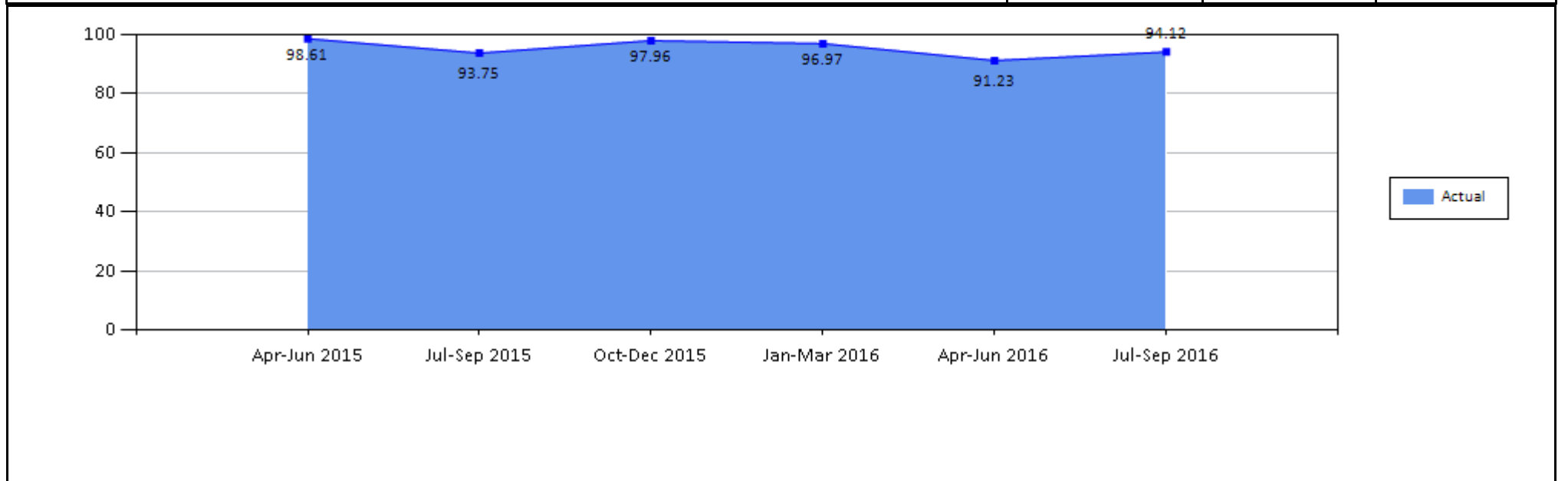
Action Code	Action Name
1.3.2.27	How effective and efficient are our response arrangements in Bournemouth and Poole for dealing with the range of incidents and medical emergencies we attend?
<p>Progress comment:</p> <p>The Emergency Response are life-focused indicators setting challenging targets. The response time commences when the caller is connected to Fire Control. The first two indicators measure the percentage of properties with a 'sleeping risk' (dwellings, hotels, prisons, caravan parks, etc) property. The standard is set to for the first appliance to attend a fire within 10 minutes from time of call and the second appliance in 13 minutes. Prevention and protection measures are considered for those at risk communities some distance from an operational response.</p> <p>Due to the crewing arrangements within the Area, we have a very high level of achievement of performance for the response standards set. Where the standard is not met for an incident within the response time boundary, this is investigated to establish the facts with a view to improving performance wherever possible.</p> <p>Although we do not currently operate a co responder scheme within Bournemouth and Poole, station Based trainers have delivered casualty care module to all station based staff</p> <p>We have high levels of competency amongst the operational staff within the area. The competencies are looked at on a regular basis by the District Management Team. Training guidance is provided centrally on a 3 monthly basis which is used in conjunction with local risk training such as High Rise, Hazardous Material and Mass Decontamination. Our current levels of competencies for Q2 across the Bournemouth and Poole Area are Wholetime at 97% and Retained at 85% which are very positive figures</p> <p>When responding to incidents all managers are aware and trained in risk assessment in both Dynamic and Analytical. These assessments are recorded through communications to the control room and also written records secured centrally. These records can then be used for debrief purposes following an incident for all to learn from. Debrief from significant incidents have taken place to ensure any lessons from those incidents have been highlighted.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Bournemouth and Poole	Month	Sep 2016	59



KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2016	94.12%

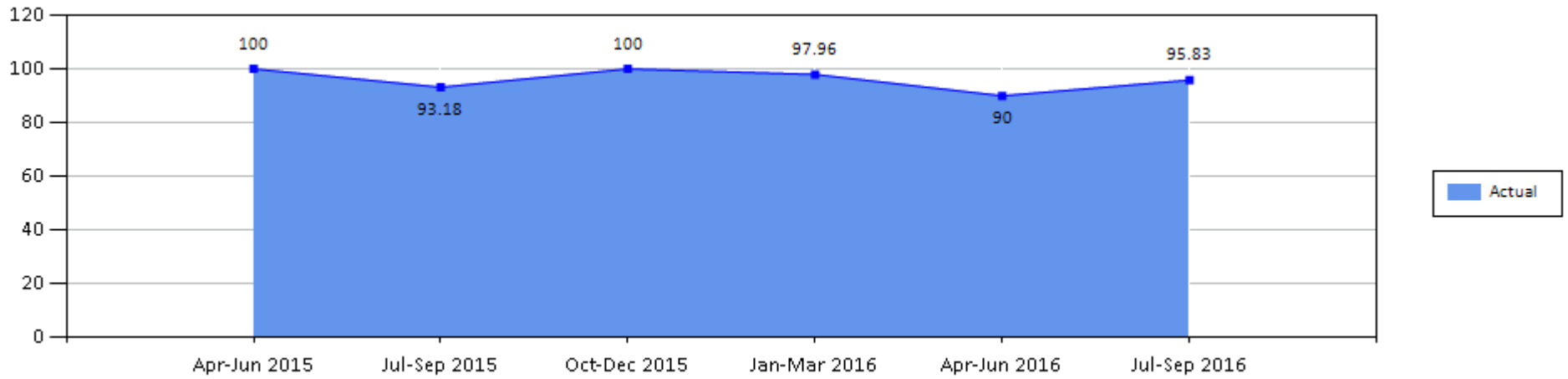


RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Bournemouth and Poole

Quarter

Jul-Sep 2016

95.83%

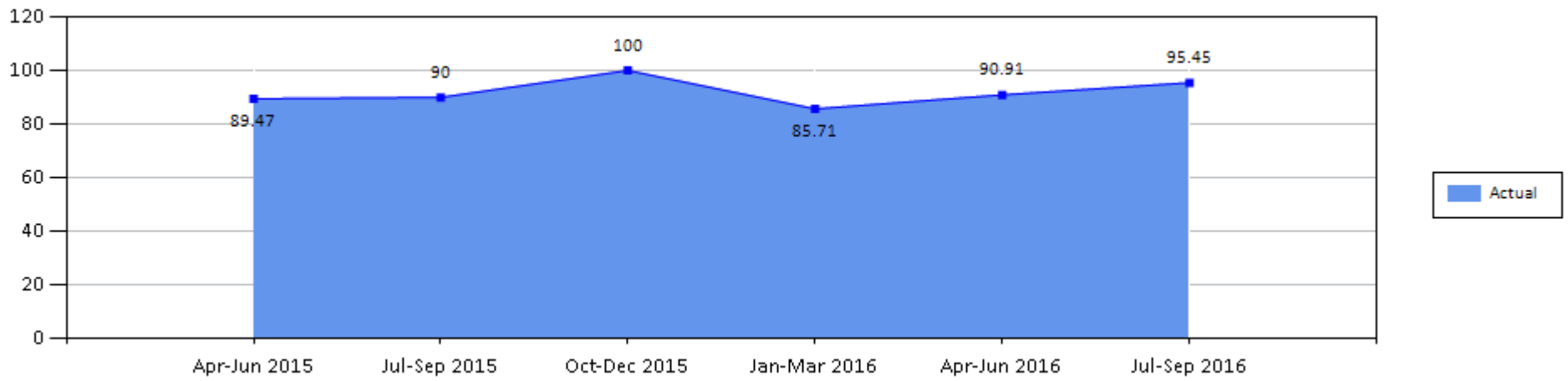


RES03-Percentage of incidents to other properties where the first appliance met the response standard-Bournemouth and Poole

Quarter

Jul-Sep 2016

95.45%

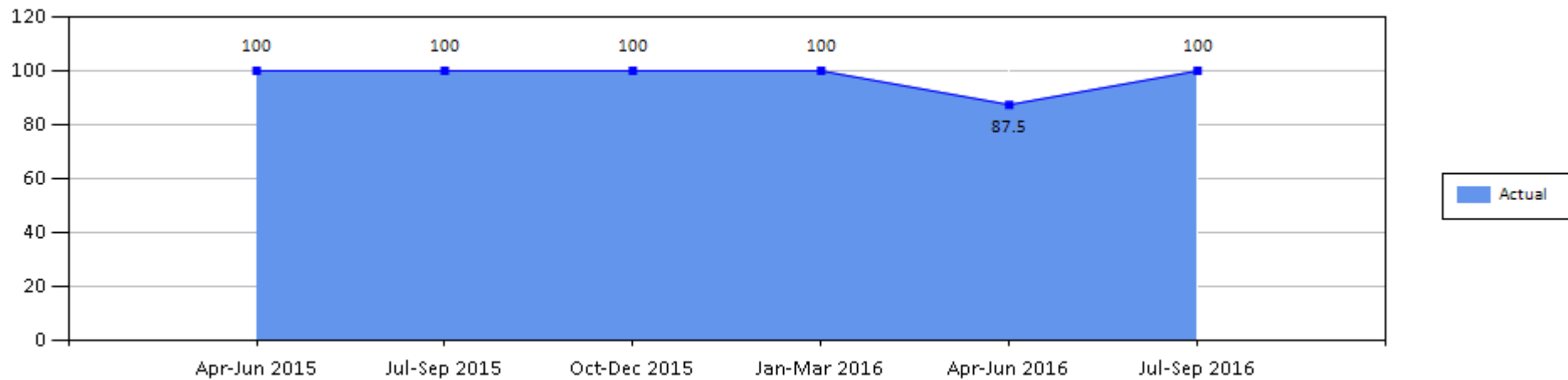


RES04-Percentage of incidents to other properties where the second appliance met the response standard-Bournemouth and Poole

Quarter

Jul-Sep 2016

100%

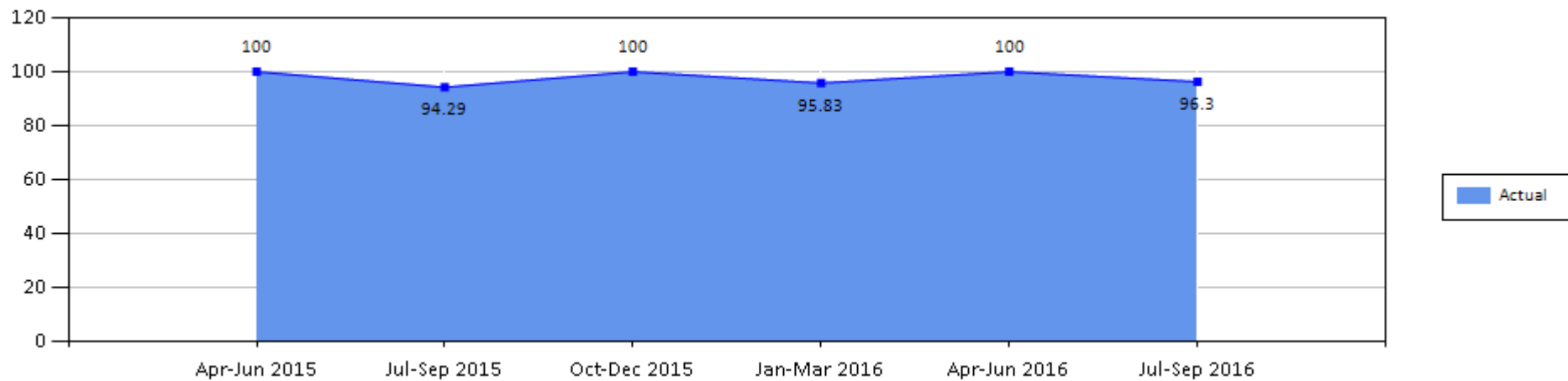


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Bournemouth and Poole

Quarter

Jul-Sep 2016

96.3%

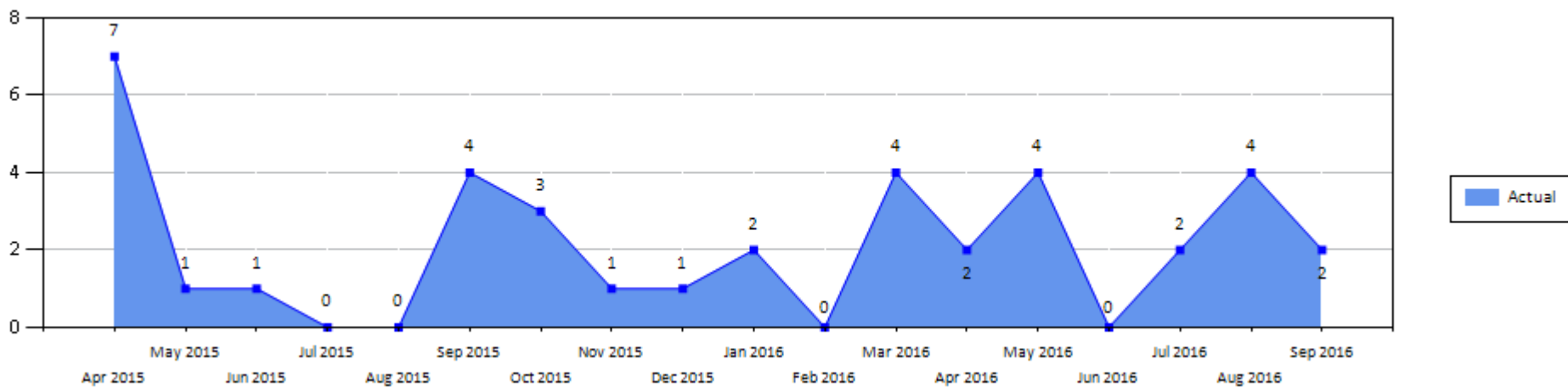


RES11-Number of people rescued at fire related incidents-Bournemouth and Poole

Month

Sep 2016

2

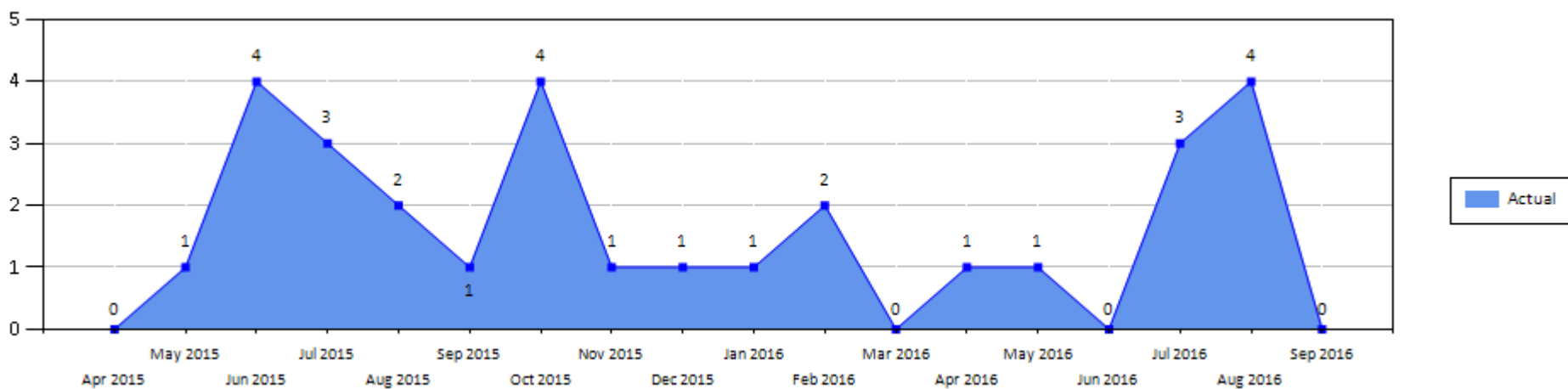


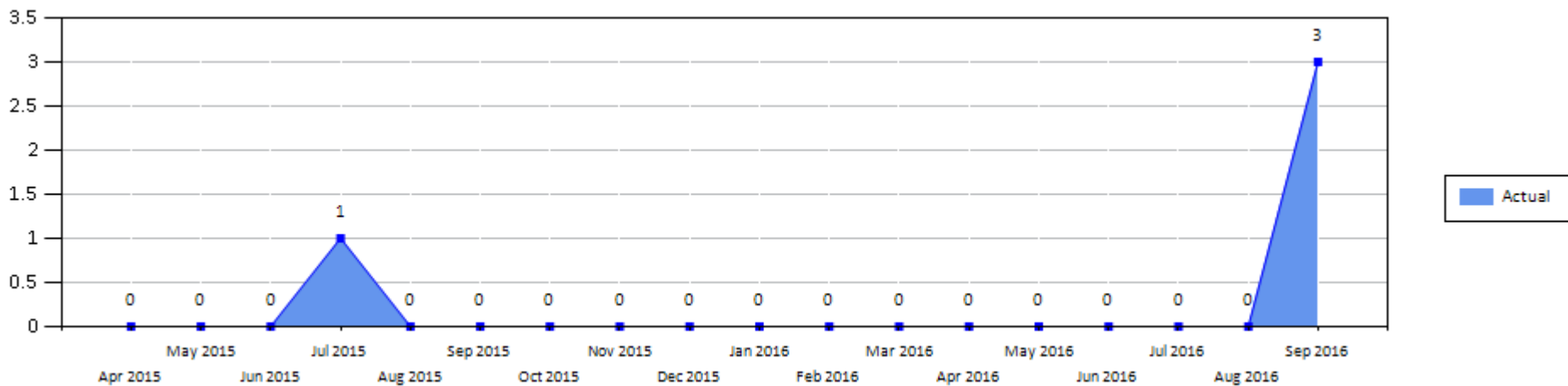
RES12-Number of people rescued from RTCs-Bournemouth and Poole

Month

Sep 2016

0





KLOE : How are our operational staff safe and maintain the required levels of competence to attend the range of incidents they attend?

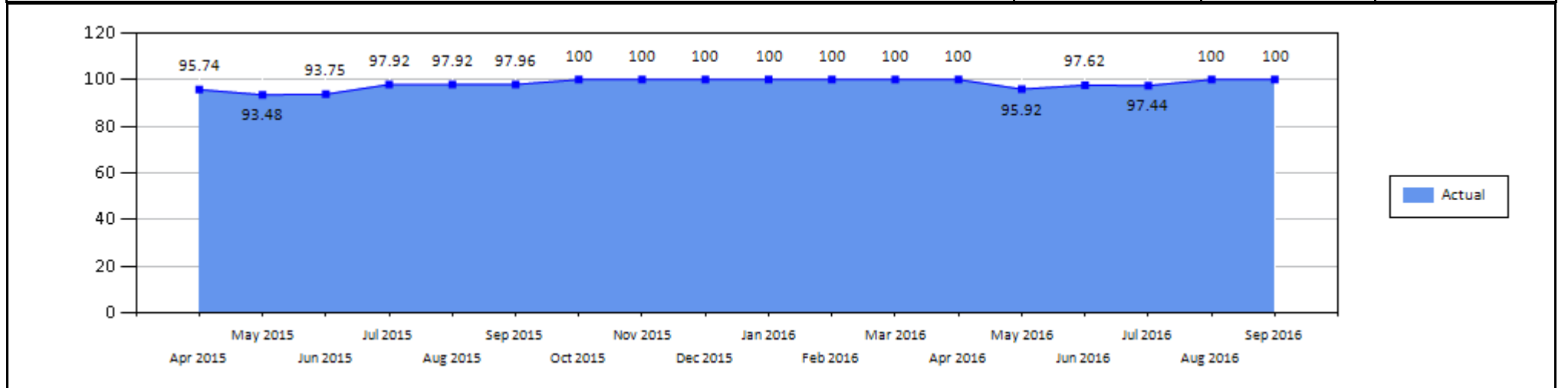
Headline: We have 3 fire fighters who have completed their apprenticeship they have now been permanently employed as fire fighters and have been proved competent by completing their fire fighter development programme

Actions

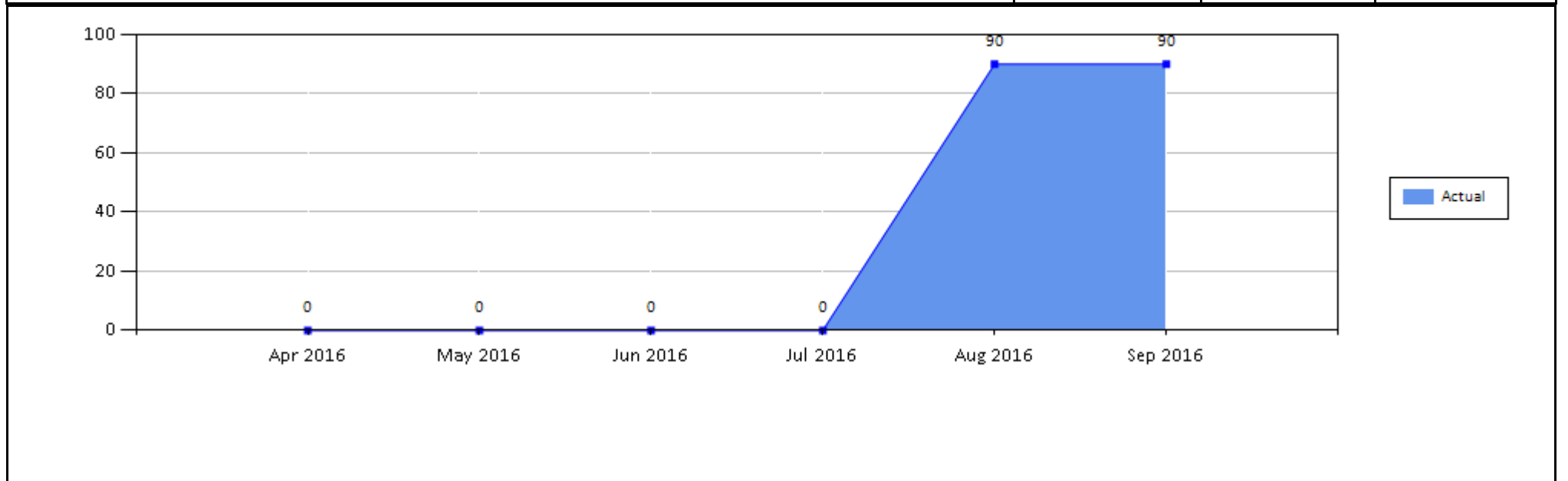
Action Code	Action Name
1.3.3.31	How are our operational staff safe and how do they maintain the required levels of competence needed for the range of incidents they attend in Bournemouth and Poole?
<p>Progress comment: Levels of operational competence remain high and are looked at on a regular basis by the District Management Team. Our competency scheme covers 53 strands, this is supplemented by "operational license" where competence must be assessed centrally in the following areas to ensure safety to our crews and the public:</p> <ul style="list-style-type: none">• Command competence• Supervisory managers course – SIM3• ERD training for our drivers• BA/FBT training <p>We have 3 fire fighters who have completed their apprenticeship they have now been permanently employed as fire fighters and have been proved competent by completing their fire fighter development programme.</p> <p>We undertake exercises on a quarterly basis to simulate real life situations, the most recent exercise was at Dorchester House,138B Holdenhurst Road on 10th September . The next exercise scheduled is based at Bournemouth International Airport focusing on aircraft undercarriage fires and covers numerous dates through quarter 3.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Bournemouth + Poole stations (WT)	Month	Sep 2016	100



PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Bournemouth + Poole stations RDS	Month	Sep 2016	90%
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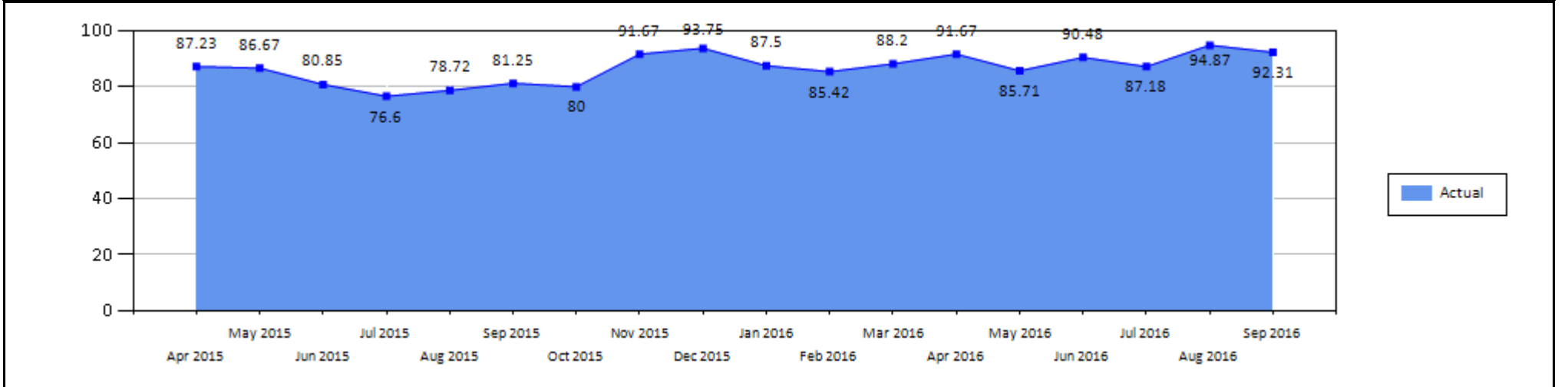


PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Bournemouth & Poole Area Stations (WT)

Month

Sep 2016

92.31

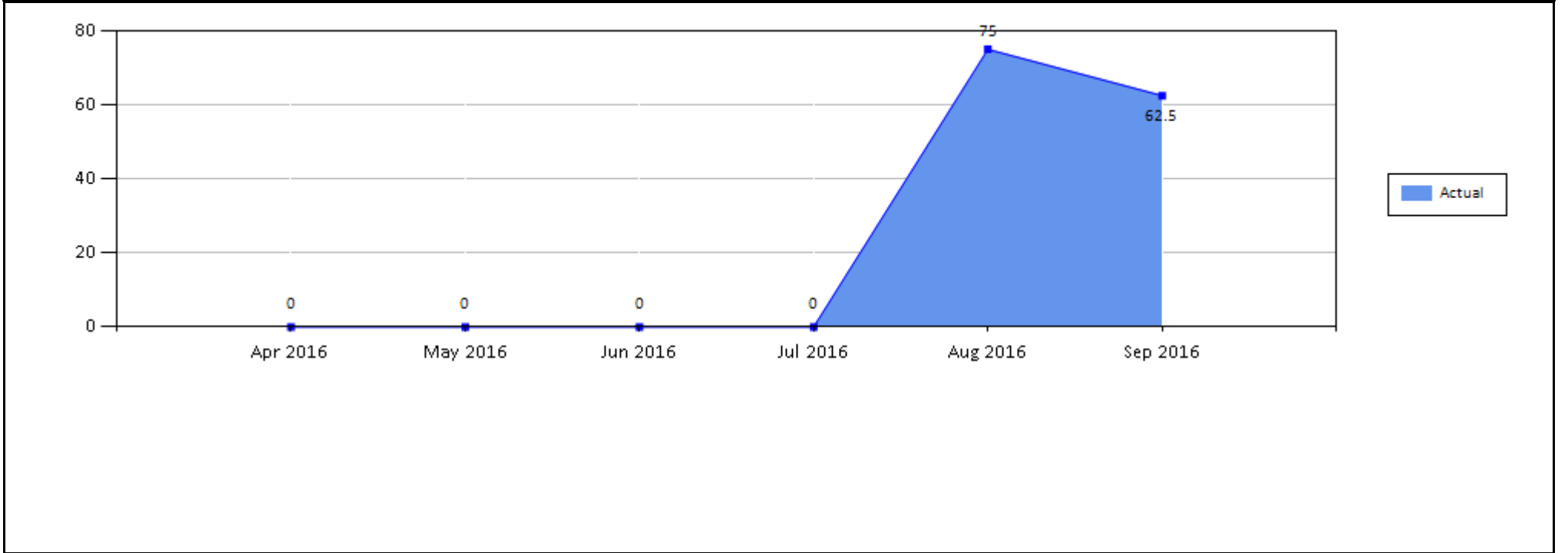


PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Bournemouth & Poole Area Stations RDS

Month

Sep 2016

62.5%

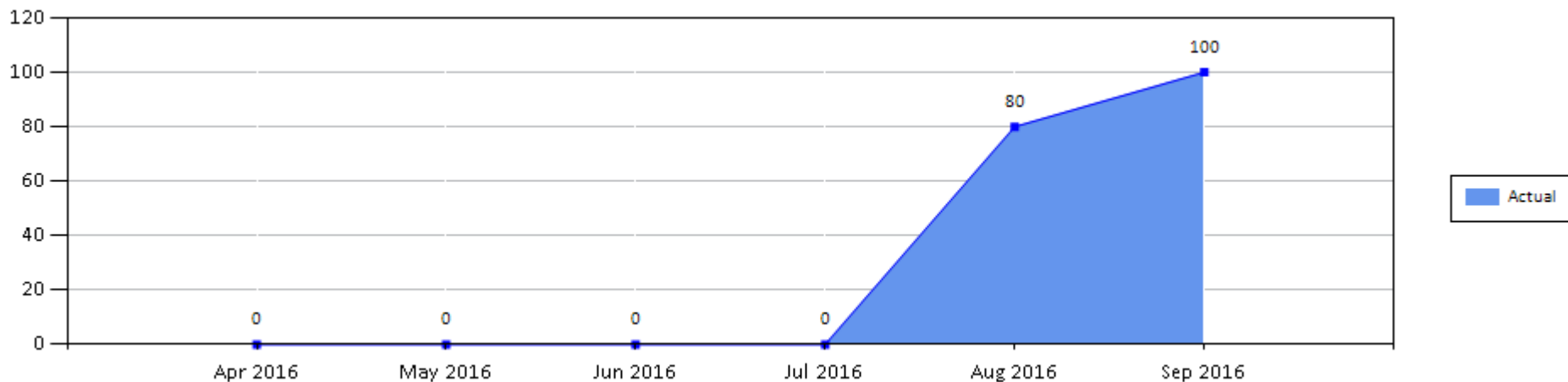


PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Bournemouth & Poole Area Stations (RDS)

Month

Sep 2016

100%

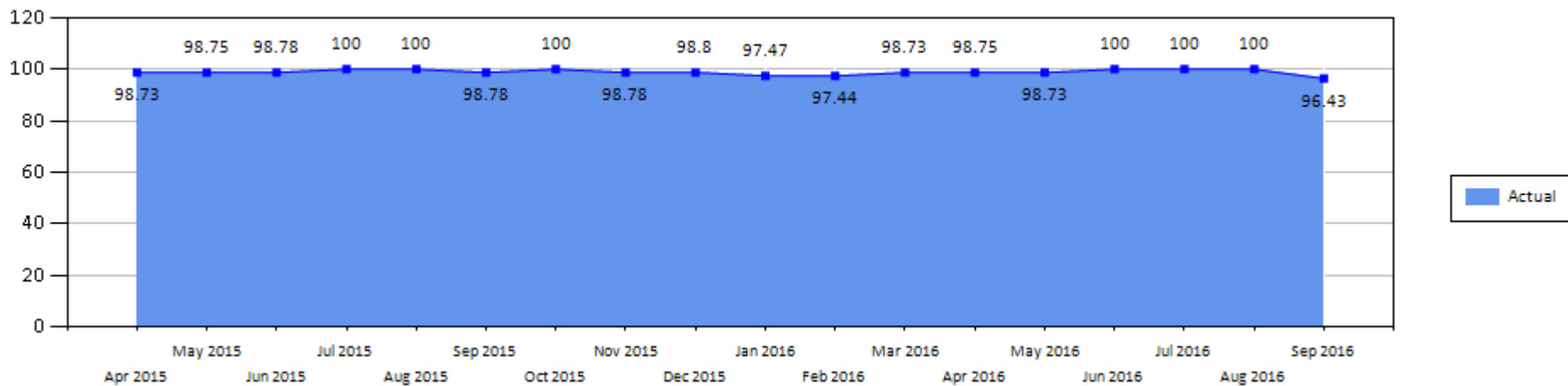


PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Bournemouth & Poole Area Stations (WDS)

Month

Sep 2016

96.43

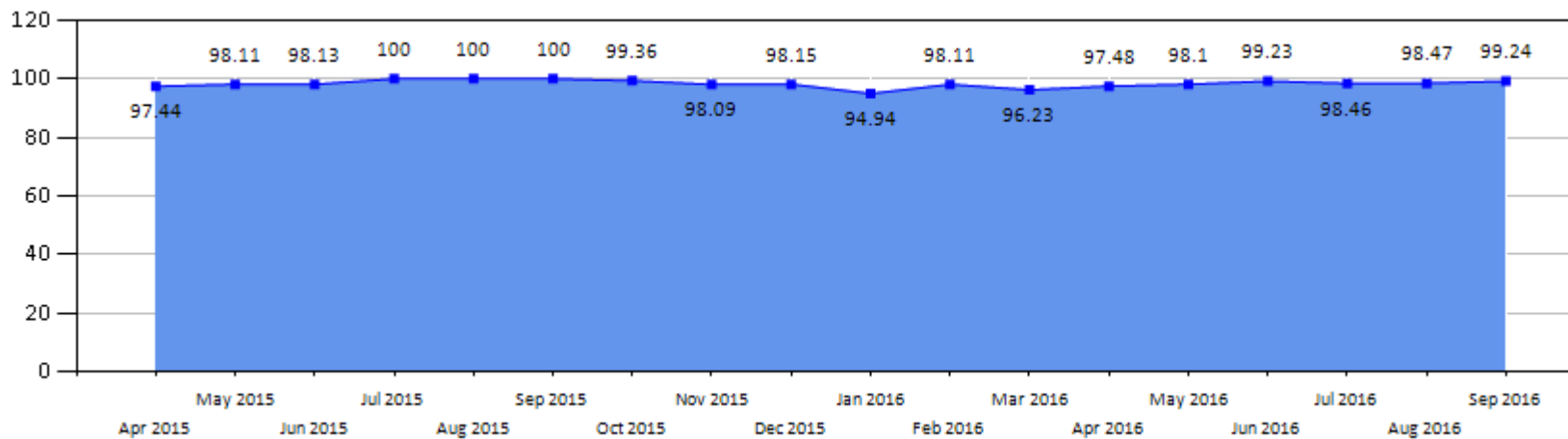


PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence -
Bournemouth and Poole Stations (WT)

Month

Sep 2016

99.24

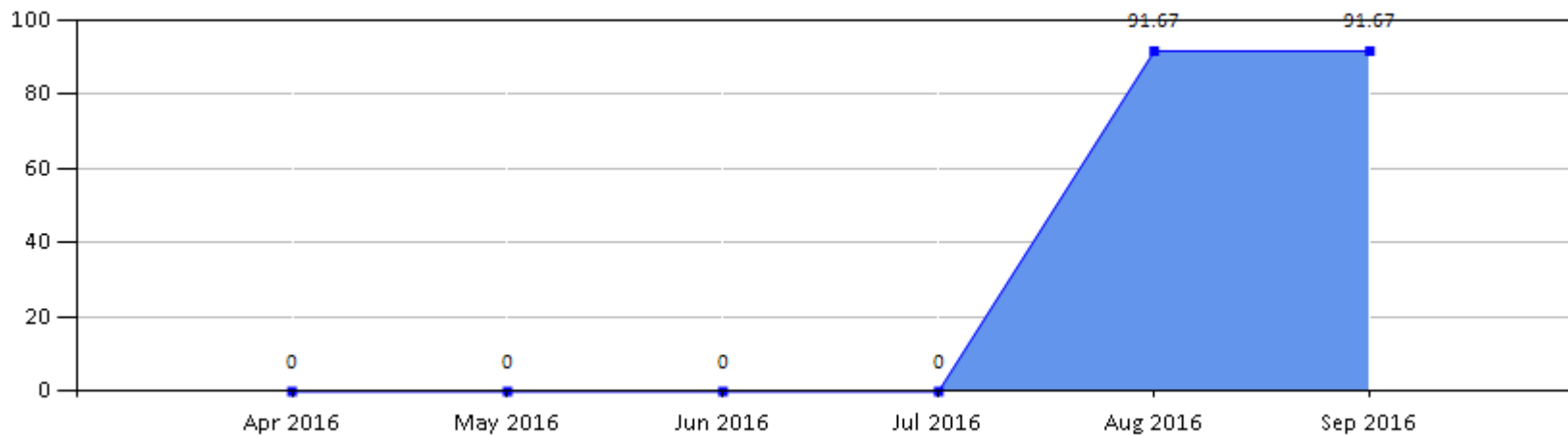


PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence -
Bournemouth and Poole Stations RDS

Month

Sep 2016

91.67%



KLOE : How do we learn from operational and community risks, to improve the response services we provide?

Headline: We have recently held a command debrief for a large fire at Trent's Scrap yard, as a direct result we have revised our response plan for the site to ensure we have appropriate appliances and equipment to any future incidents in the most effective way

Actions

Action Code	Action Name
1.3.4.9	How do we learn from Operational and community risks in Bournemouth and Poole to improve the response services we provide?
<p>Progress comment: We continue to learn from all the incidents we attend by embedding a robust mechanism for identifying learning points through a debrief process immediately following the incident.</p> <p>Where a large incident or a fatality occurs we continue to undertake more formal command debriefs alongside other agencies. This process allows us to ensure our fire-fighting actions have been to the highest levels and, where appropriate, we will follow-up these incidents with a multi-agency fatal fire conference once the coroner has completed their inquest.</p> <p>We have recently held a command debrief for a large fire at Trent's Scrap yard, as a direct result we have revised our response plan for the site to ensure we have appropriate appliances and equipment to any future incidents in the most effective way.</p>	