

# Appendix A – 1<sup>st</sup> Quarters Performance Report

## Swindon Local Performance & Scrutiny Committee

Dorset & Wiltshire Fire and Rescue Service

Swindon

01/04/2017 - 30/06/2017



**DORSET & WILTSHIRE**  
**FIRE AND RESCUE**

# Swindon

## Priority 1 : Making safer and healthier choices

### KLOE 1: How are we working with our partners to use a wider range of information to improve the well-being and independence of vulnerable people?

#### Actions

Action Code	Action Name
1.1.1.10	How are we working with our partners in Swindon to use a wider range of information to improve the well-being and independence of vulnerable people?
<p><b>Progress comment:</b></p> <p>There are a number of areas we are working with our partner agencies within Swindon Borough. The SAIL Project (Safe and Independent Living) in which we signpost vulnerable people to the various agencies is progressing. We are currently looking at relaunching this service with assistance from Swindon Voluntary Service. This will replicate what is undertaken in the Dorset and Wiltshire areas. Operational crews are also going to be involved in the roll out of this piece of work.</p> <p>We work with the Clinical Commissioning group in areas such as the falls and bone collaboration, there is on-going work with trying to reduce hospital admissions and deal with those vulnerable people when returning home.</p> <p>We sit on the Swindon PREVENT board and Swindon Community Safety Partnership board which assists in information sharing and ensuring we are reaching the most vulnerable and hard to reach community members. Watch members in the Swindon area will soon be given input on identifying potential vulnerable members of the community who could be radicalised.</p> <p>There is some further work required with the drug and alcohol services within the borough. This is an area that we need to progress and this relationship is in the early stages. We will continue to make contact with the key community workers who we hope to work with alongside our Safe and Well advisors.</p> <p>We also have a link in with the Domestic Abuse Strategy Lead in the Borough Council. This has been a useful link for those at risk from fire setting due to domestic abuse. Visits to these sites will be carried out by our Safe and Well advisors.</p>	

## KLOE 2: Are we delivering education programmes which support families, children and young adults to achieve their potential and strengthen our communities?

### Actions

Action Code	Action Name
1.1.2.9	Are we delivering education programmes in Swindon which support families, children and young adults to achieve their potential and strengthen our communities?
<p><b>Progress comment:</b></p> <p>Education</p> <p>Each education officer is responsible for the education taking place within certain geographical areas. They are not solely responsible for the education taking place in that area, but rather they have an over view of all the education in that area and are the first point of call for firefighters on stations regarding education.</p> <p>Each station has an education allocated to them and the surrounding schools.</p> <p>Swindon North and South: Education officer is based at Swindon Fire station</p> <p>Westlea Fire station: Education officer is based at Swindon</p> <p>The education officers are being encouraged to make and build links with the firefighters/ station managers/ district commanders in the areas they are responsible for.</p> <p>Education visits =</p> <p>April'17 = 235</p> <p>May '17 =773</p> <p>June '17= 253</p> <p>QUARTERLY TOTAL=1,261</p> <p>The difference here is explained by the schools being closed for two weeks during Easter holidays, and the support required for junior good Citizen during June</p> <p>Arson Reduction</p> <p>The Arson Reduction Coordinator is now in role and while based in Hamworthy covers the whole Service area, and will be first point of contact for all Arson / firesetting concerns. The role involves managing the firesetters intervention scheme. Also to ensure that the advisers with the skills needed are assigned to the young people in order to work with them effectively and help to make them fire safe.</p> <p>Working with Areas and Districts in order to look at arson issues and advise on arson reduction and work with partners. Also to consider prevention opportunities within the Districts</p> <p>There were 2 firestter cases during the first quarter.</p> <p>A bespoke safety leaflet is being developed to give to parent/ carers should firesetting be suspected.</p> <p>SafeWise</p> <p>Wroughton: the work to develop the safety centre is on track. In terms of the education, meetings are planned with a wide range of to help support the creation of delivery lessons with a focus on year 5 (age 9/10 years) and year 9 (age 13 /14 years) to ensure the messages are current, relevant and delivered in the most suitable way.</p> <p>The new CFRMIS will collect statistical information from the various questionnaires that record visits. School visits, station visits and visits to the safety centres.</p> <p>Youth Intervention :</p>	

Swindon Fire station will be host station for a bespoke Salamander course next week for Crowdys Hill School (YP with Special Educational Needs).

Last course outcomes for young people ...

Head Teacher at Crowdys Hill School

After completing the course, we noticed a considerable rise in the confidence levels of all the students who took part. They gained valuable team building skills, built new friendships and still talk about their experiences now.

Having worked with some of their peers they wouldn't normal work/play with the course has given them a new admiration of those less able than themselves, the more able offering and encouraging the less able.

For a lot of our students it gave them an opportunity to experience things they would never get the chance to take part in. Many overcame their fears to join in all the activities, such as our non-swimmers overcame their fear of water by joining in the water rescue. It gave them a sense of achievement and you could clearly see there beaming smiles in the Friday show.

For some our students, one in particular it has enabled him to turn his life around, gave him a sense of worth and finally find his direction in life.

We have the photo collage, presented from the salamander team, displayed in our reception area and students always pride themselves on explaining about the course to visitors.

Rachel, Key support worker Crowdys Hill School

In June a Salamander course was delivered at Swindon FS for Swindon Borough Council's Family Services team (Troubled Families Agenda) where 18 participants completed the intensive programme. This was a hugely successful course which involved partnership work with the Police where a PC and a PCSO attended sessions and young people on the course received input from the Police on the dangers of sexting and cyber-crime.

Outcomes received on completion of this course include:

- 3 children have gone back to school and achieved 100% attendance following the course
- 2 mums have signed up for additional college courses
- 3 adults have gained employment
- 1 YP has gained a place on the upcoming Swindon

Number of salamander courses	= 1
Total number of participants	18
Total number of Males	10
Total number of Females	8
Total number of under 18's	8
Total number of 18-24 year olds	0
Total number of 25 years and older	10
Total Number of accredited outcomes achieved	36

Looking forward: New Cadet Unit

One new Cadet units will launch in September for 12-18 year olds in Swindon, which will follow the national model. The Swindon unit will run on Monday evenings and has had over 60 applicants and Watch Manager Mark Evans is going through a selection process currently at the time of writing. The Cadet unit will aim to have a mix of young people (vulnerable groups, high achievers, males / females and age ranges).

The National Model will involve units completing three different social action projects so the Cadets will be embedded in their communities and will help to raise a high profile.

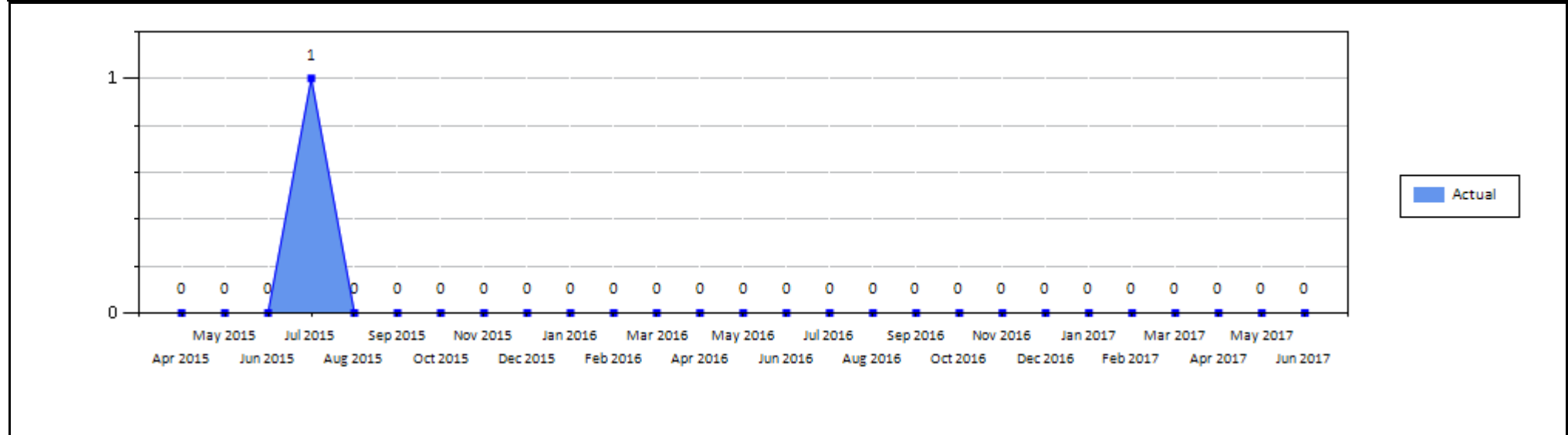
### KLOE 3: How are we delivering effective road safety education to reduce the risk of road traffic deaths and injuries?

#### Actions

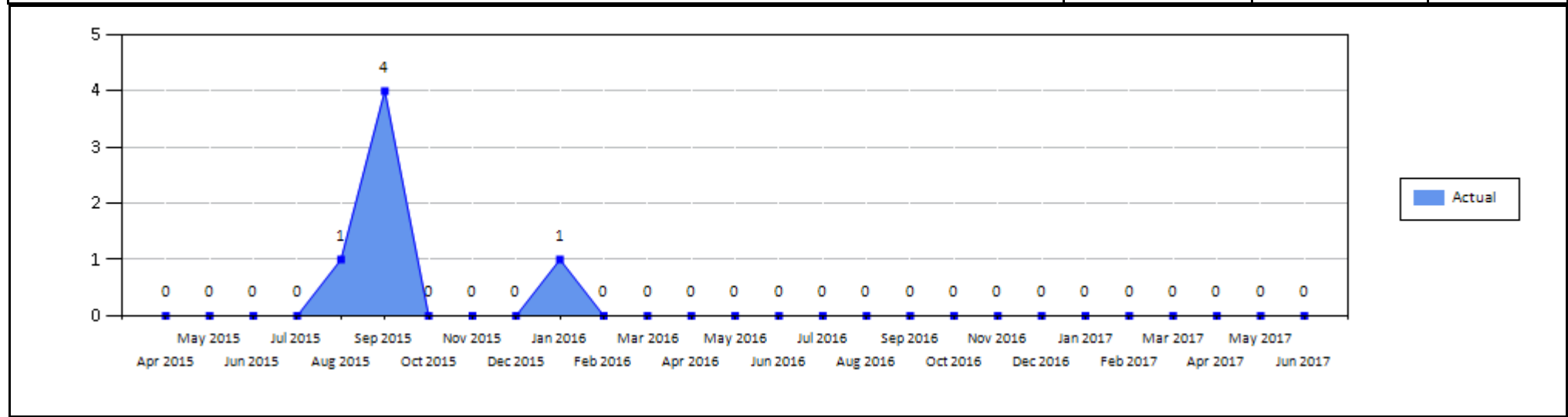
Action Code	Action Name
1.1.3.8	How are we delivering effective road safety education in Swindon to reduce the risk of road traffic deaths and injuries?
<p><b>Progress comment:</b> Unfortunately, in the first six months of 2017 we have witnessed five collisions across Wiltshire and Swindon that have led to six people losing their lives. Five of those are bike riders/passengers and one pedestrian. However, this number has significantly reduced from the same period in 2016 when there were seventeen fatalities.</p> <p>We continue to deliver key safety messages to young people and new drivers in Swindon with the aim of reducing casualties further. We will be supporting the following events</p> <p>28th July - Operation Close Pass - The police will be running an operation to enforce a 1.5 metre rule when passing cyclists. This will be taking place along county road with drivers being pulled into the county ground car park.</p> <p>Safe Drive Stay Alive Roadshow dates 20th – 22nd September Empire Cinema - Swindon 27th – 29th September Empire Cinema - Swindon 2,500 Students / 21 schools</p> <p>SDSA will be delivered in 3 shows to all police staff based at Police HQ, Devizes. This is at the request of the chief constable. Date TBA</p> <p>Swindon Borough Council are no longer providing funding for SDSA (£10K) because their road safety budget has been reduced from £120,000 to £16,000 for 2017/18</p> <p>Arval are continuing to provide funding (£5k)</p> <p>We are in discussion with both Arval and Siemens to give their staff the opportunity of volunteering to work at our road safety events. Arval have already ready offered 88 people to give one day's work.</p> <p>Siemens are putting together a proposal to become a sponsor of the Safe Drive programme.</p> <p>Following on from our work with Network Rail they have approached us to see if we would be interested in making a road safety video for their staff. This will be fully funded by them. Update to follow as progress is made.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - M4	Month	Jun 2017	0



Number of people killed in road traffic collisions - Swindon	Month	Jun 2017	0
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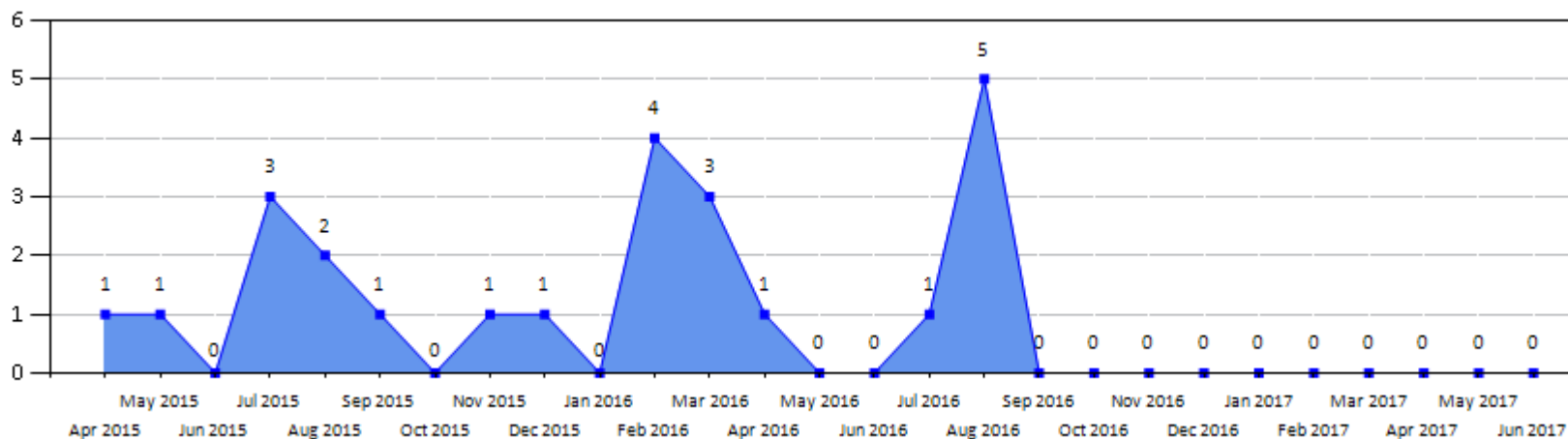


Number of people seriously injured in road traffic collisions - M4

Month

Jun 2017

0

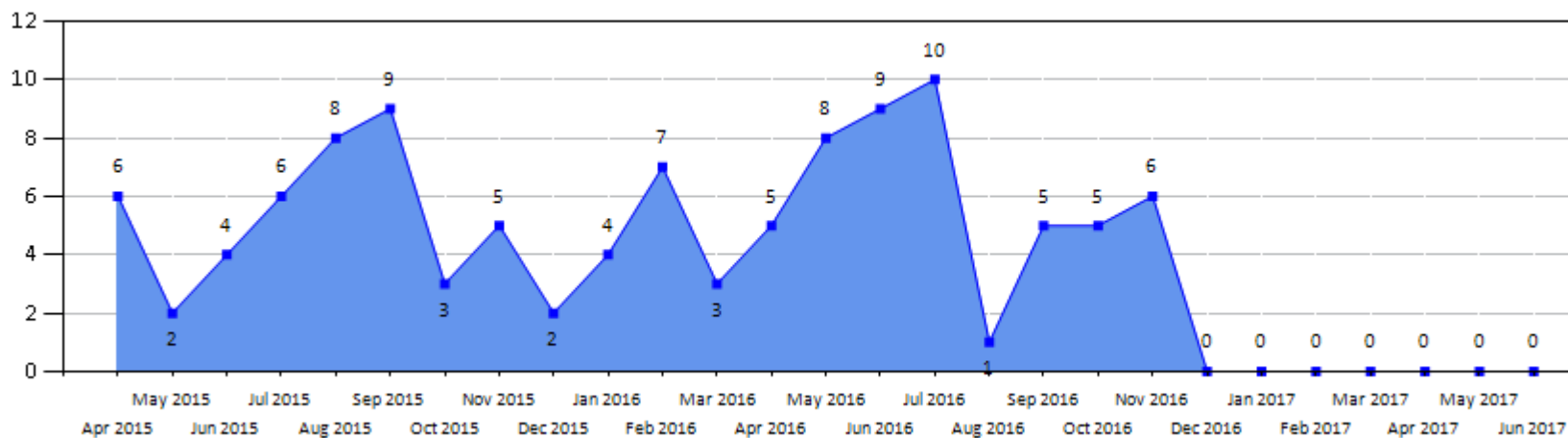


Number of people seriously injured in road traffic collisions - Swindon

Month

Jun 2017

0



## KLOE 4 : How are vulnerable people receiving the level of support, advice and information they require to drive down their risk of fire?

### Actions

Action Code	Action Name
1.1.4.10	How are we vulnerable people in Swindon receiving the level of support, advice and information they require to drive down their risk of fire?

#### Progress comment:

On the 14th of June we witnessed the Grenfell tower fire in London. This disaster was far reaching and required rapid action by our teams to conduct fire safety audits, operational risk inspections and provide reassurance and advice to residents living in high rise premise within the Borough. We worked with officers from the Borough, Housing providers and Members of Parliament for this reassurance exercise to ensure that residents knew what do in their blocks in case of fire, what evacuation procedure applicable and alleviate concerns about the construction of their blocks. This work continues to be a focus of our attention but the immediate work was completed shortly after the incident.

We continue to progress with developing Swindon Safe and Independent Living (SAIL) in the Borough and a recent meeting discussed a number of tasks which are being undertaken in connection with its re-launch. A further meeting is expected within the next few weeks. Fire Safety advice has been given to a number of travelers sites in the Swindon area and assistance has been provided with the delivery of hot strikes. There has also been some intervention carried out with one of the local refugee groups.

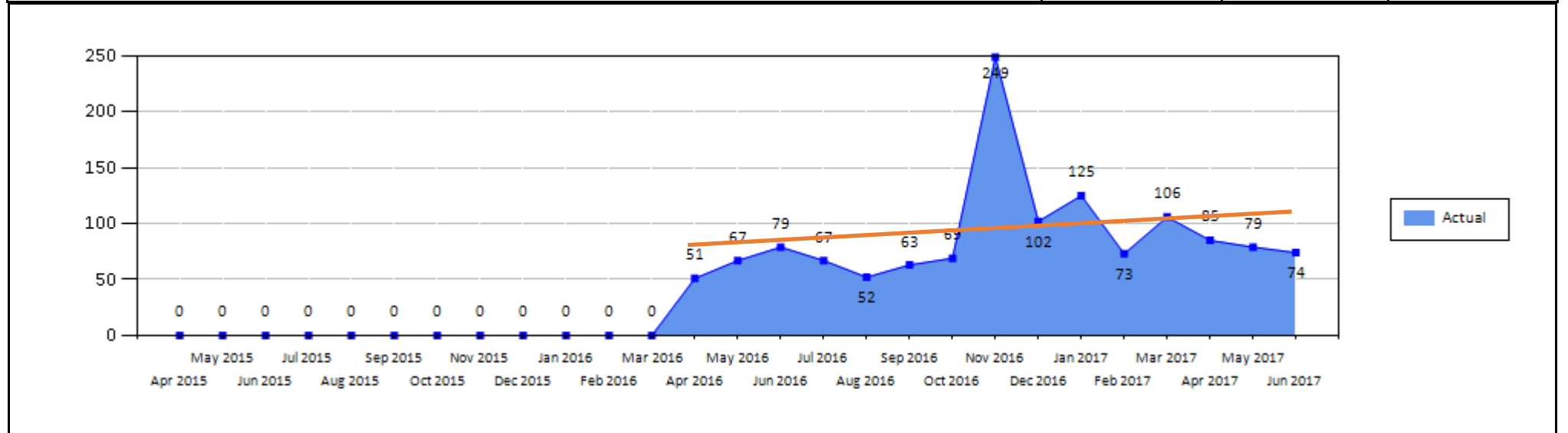
In the Swindon area, Advisors have been networking with representatives following attendance at a drug and alcohol event held at a local surgery and a talk to Carers at Prospect Hospice. Recent attendance at the South West Clinical Cluster Meeting (Air Liquide) resulted in a number of new contacts being made with clinical teams across Wiltshire and Swindon which have been passed onto the S&W Advisors.

There were 238 safe and well checks completed in quarter 1

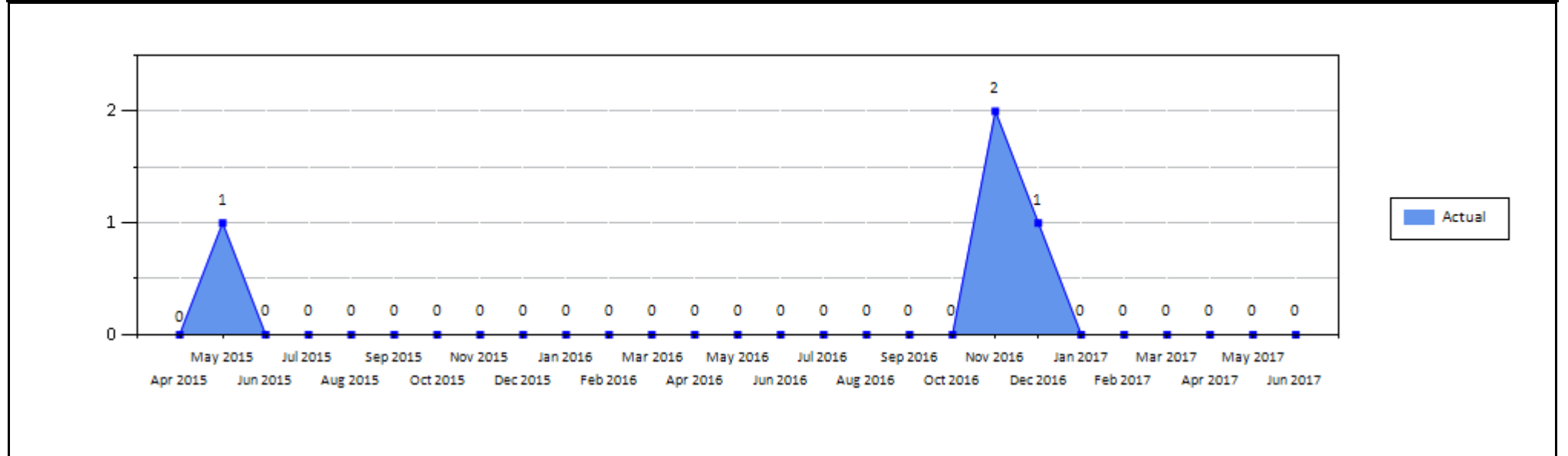


## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Swindon Borough	Month	Jun 2017	74



KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Swindon	Month	Jun 2017	0

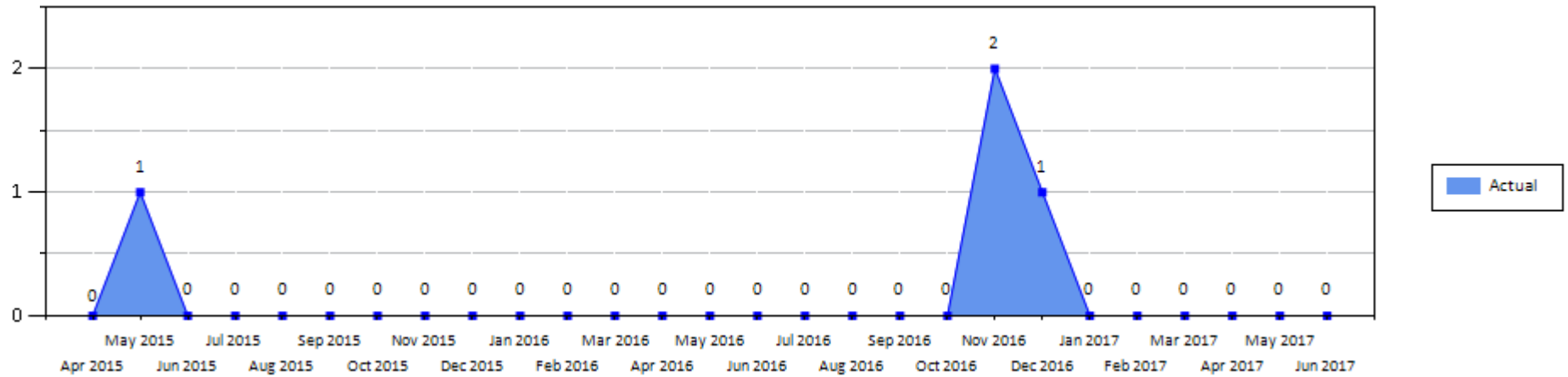


PRE01-Number of fire related deaths - Swindon

Month

Jun 2017

0

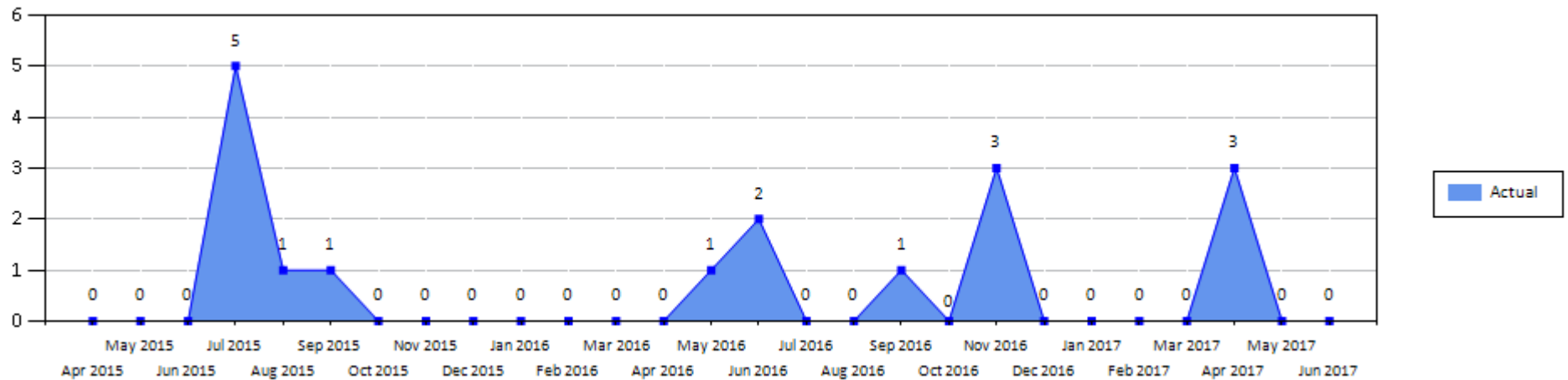


PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon

Month

Jun 2017

0

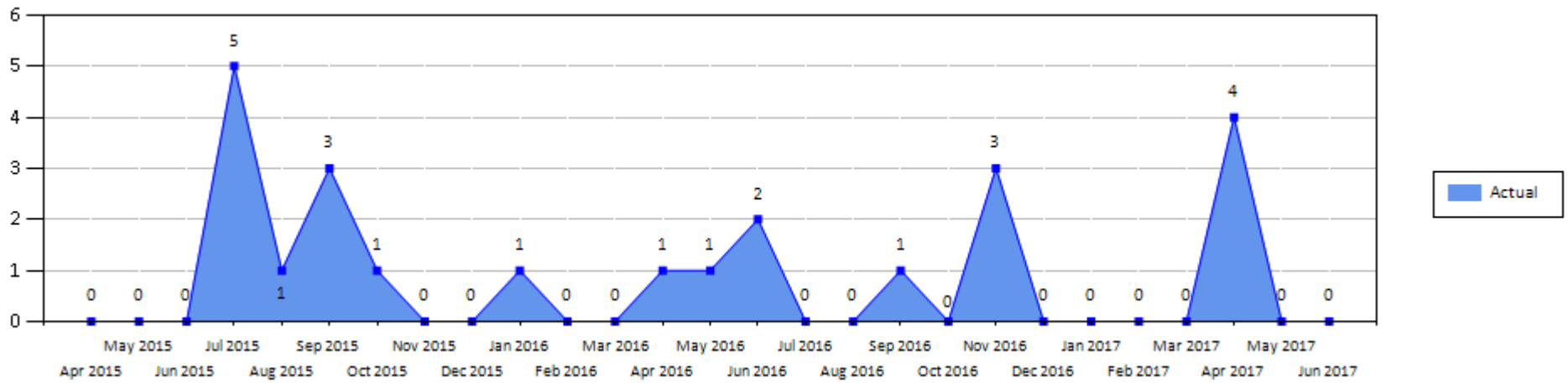


PRE02-Total number of fire related injuries - Swindon

Month

Jun 2017

0

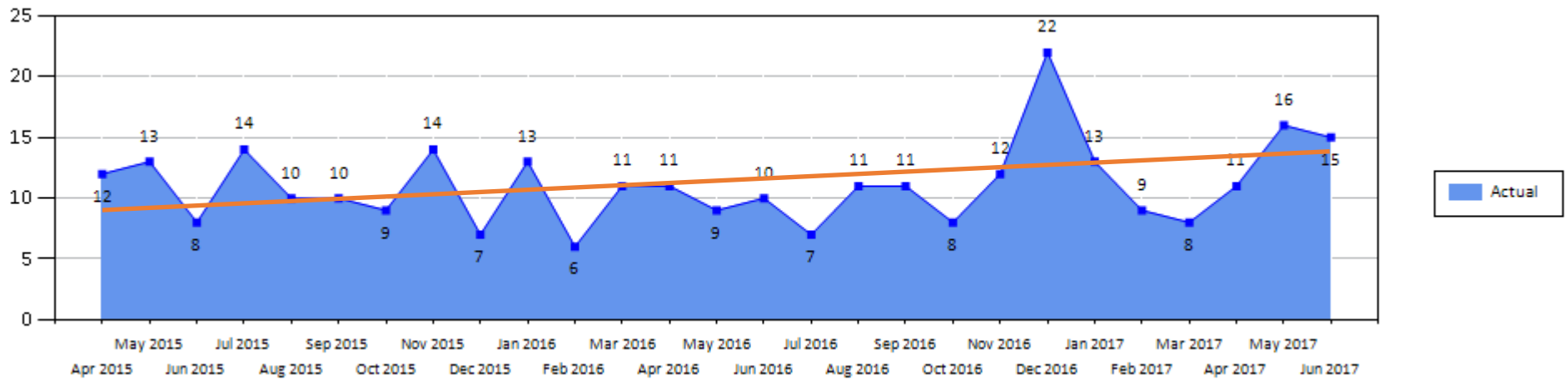


PRE03\_Number of accidental dwelling fires - Swindon

Month

Jun 2017

15



## Priority 2 : Protecting you and the environment from harm

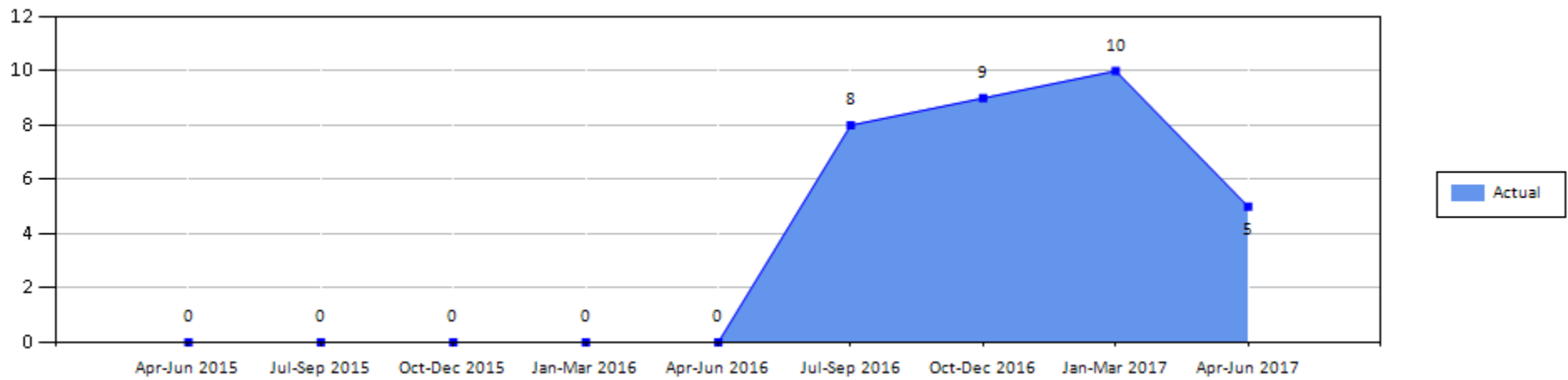
### KLOE 5: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

#### Actions

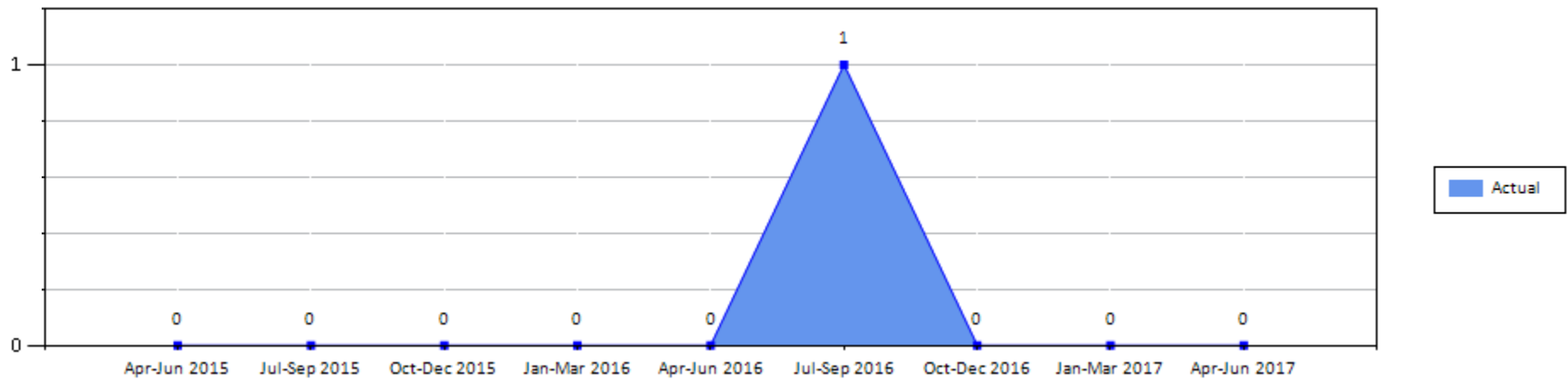
Action Code	Action Name
1.2.1.9	How are we effectively working with our partners in Swindon to safeguard the vulnerable people we come into contact with?
<p><b>Progress comment:</b></p> <p>The Safeguarding Coordinator attends a monthly meeting with other Safeguarding Leads from external agencies. We share best practice and receive peer support and supervision. On occasions we have a guest speaker.</p> <p>As part of this group we review cases referred to the group by the Safeguarding Adults Review Sub Group. We look at complex cases where lessons can be learnt and how this can effectively translate into actions as a result of the group across partner organisations.</p> <p>One Lead has liaised with an EX CCG (Clinical Commissioning Group) director who is also a coach through the NHS Leadership Academy. To facilitate a session for us in October. This will include something around professional development and sustainability, and items such as:</p> <ul style="list-style-type: none"><li>• Collaborative working</li><li>• Working as a collective voice across agencies</li><li>• Professional interactions and team development</li><li>• Coaching</li><li>• Leadership</li><li>• Professional resilience in a changing landscape</li></ul> <p>The Area Manager continues to represent the service on the local safeguarding board.</p> <p>I have contacted the Swindon Board Manager to arrange awareness training for Duty Area Managers and Deputies that sit on Local Boards.</p> <p>We continue to work with multi agencies: Receiving referrals from the Police (in Dorset Poole and Bournemouth) and SWAST (Dorset and Wiltshire) and First Point (Domestic Abuse Charity). We make referrals to Children Services, GP's and NHS Teams, Social Services, Police, (CMHT) Community Mental Health and Sight and Hearing Teams and more.</p> <p>The Safeguarding Coordinator has liaised with the Red Cross to gain their involvement supporting families that have suffered some kind of trauma or loss as it was highlighted that this support was missing once crews moved on from a job.</p> <p>The Safeguarding Coordinator has contacted all surrounding Safeguarding Leads, Hampshire, Devon and Somerset, Royal Berkshire, Oxford and Gloucestershire as crews are increasingly attending shouts outside of boarders. They have asked that crews follow their own organisational procedures and the Safeguarding Lead will direct as appropriate. This way will hopefully stop any confusion and any concerns being missed.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals - Swindon Borough Area	Quarter	Apr-Jun 2017	5




KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals - Swindon Borough Area	Quarter	Apr-Jun 2017	0



## KLOE 6: How are we providing professional advice and support for local business so they can meet their legal fire safety obligations and add to the economic growth of our community?

### Actions

Action Code	Action Name
1.2.2.14	How are we providing professional advice and support for local business in Swindon so they can meet their legal fire safety obligations and add to the economic growth of our communities?
<p><b>Progress comment:</b></p> <p>On the 14th of June we witnessed the Grenfell tower fire in London. This disaster was far reaching and required rapid action by our teams to conduct fire safety audits, operational risk inspections and provide reassurance and advice to residents living in high rise premise within the Borough.</p> <p>Since this fire all FS time has been spent targeting high rise residential premises with/without external cladding to offer community reassurance -multiple visits to premises in conjunction with local MP, councillors, Fire Authority members, LA head of departments. Further inspections of healthcare premises undertaken following directive from Secretary of State for Health; multiple opportunities for business reassurance, business continuity and general fire safety advice following requests from business. This workload has been significant for the fire safety team and continues to be a focus of our attention but the immediate work was completed shortly after the incident.</p> <p>The day to day workload of the fire safety team continue and 41 Building Regulations consultations completed in Q4 for the Swindon Area, however the same team contribute towards completing many of the 93 Building Regulations for the Wiltshire Area due to geography of Hubs. Additionally: 23 Audits, 2 Complaints, 3 Post fire audits. Staffing of fire safety in the Swindon hub has been down by 40% due to vacancies but is now being expanded with the addition of two new Fire Safety Advisors bringing the team up to full strength.</p> <p>The South and North teams are continuing to audit every residential care home which has not had an inspection in the last 3 years. Team Leaders also driving forward a programme of inspecting takeaways with residential accommodation above. This project is being supported by the Food Standards Agency with additional intelligence from Immigration.</p> <p>Due to recent fires within Waste Sites the Fire Safety Team are working with the Environment Agency to secure a programme of joint visits to ensure all waste sites meet current EA and RRO guidance to minimise the risk of fire. This programme will roll out shortly and be programmed for revisits on an annual basis.</p> <p>The Swindon hub fire safety 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.</p> <p>Work undertaken so far. Within the Swindon 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>Working closely in partnership with the local authorities with a view to raising fire safety standards in local authority-owned medium and high-rise residential premises and this includes: Code compliant fire detection and warning apparatus, as appropriate, Reduction in the burden imposed by unwanted automatic fire signals, Maintenance of, and replacement programme for, fire resisting door sets to current standards, Policy development and procedural guidance regarding mobility scooters and associated charging points/fire reduction.</p> <p>During CFOA 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 centred on Brunel Shopping Centre, McArthurGlen Outlet and distribution of safety posters and engagement with local businesses in the North Wiltshire area.</p>	



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.

Common failings were:

- The failure to have completed a Fire Risk Assessment
- Wedged open or poorly maintained fire doors
- Inadequate staff training in the event of fire
- Poor records of fire alarm & emergency lighting tests
- Out of date fire extinguishers

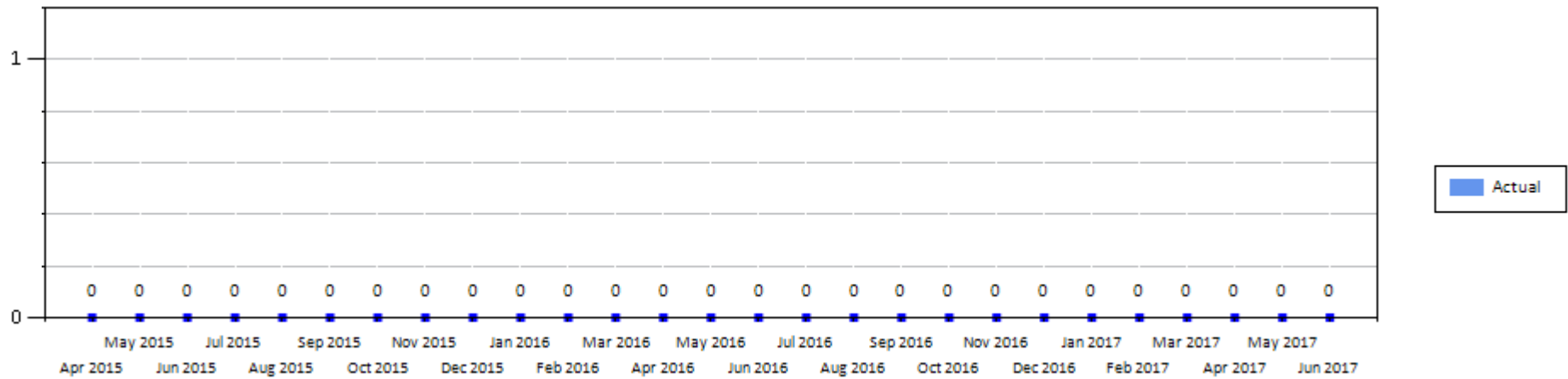
To support business within the Swindon area planned activities are:

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 raising fire safety standards.

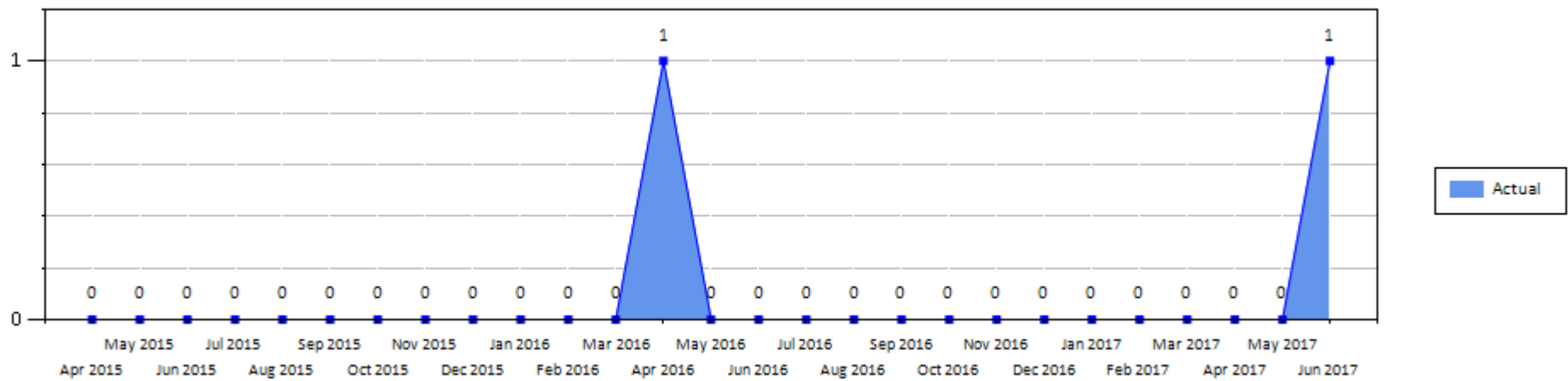
After a recent increase in enforcement action involving fast food takeaways (primarily the fire risk to linked accommodation above). We are investigating the best approach to develop an area wide 'dip test' to confirm the significance of this recent emerging risk. Where potential exists to use partner agencies, such as the Food Standards Agency, agreements will be reached to maximise our reach and impact.

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Swindon	Month	Jun 2017	0



KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Swindon	Month	Jun 2017	1



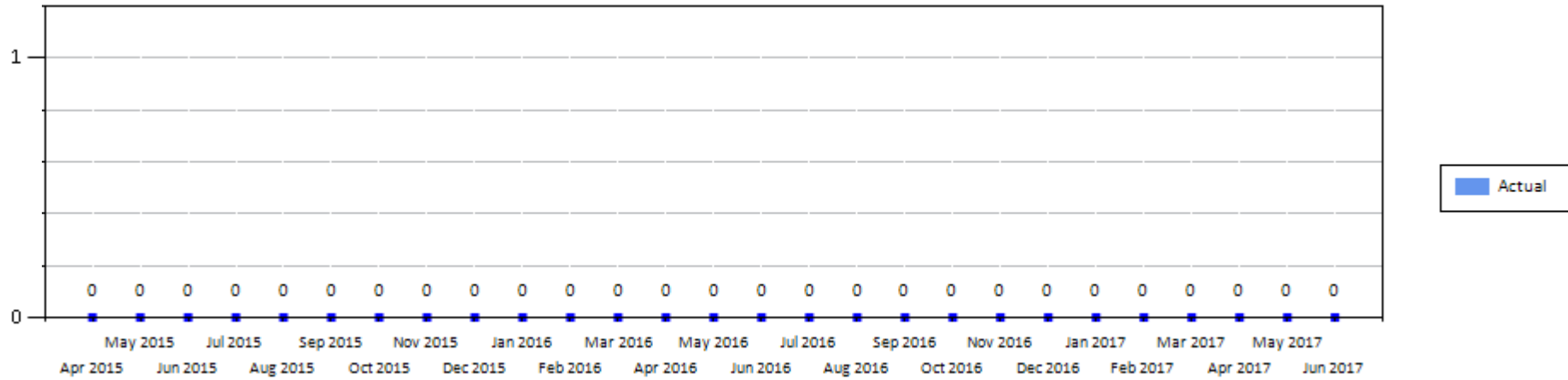


Number of prosecutions in Swindon

Month

Jun 2017

0

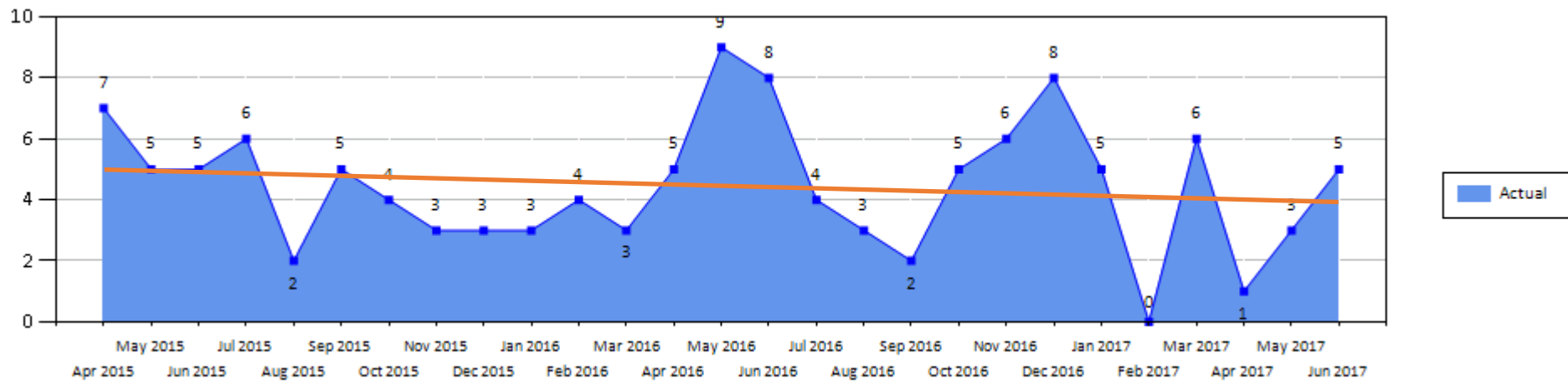


PRO01-Number of fires in Non domestic properties-Swindon

Month

Jun 2017

5



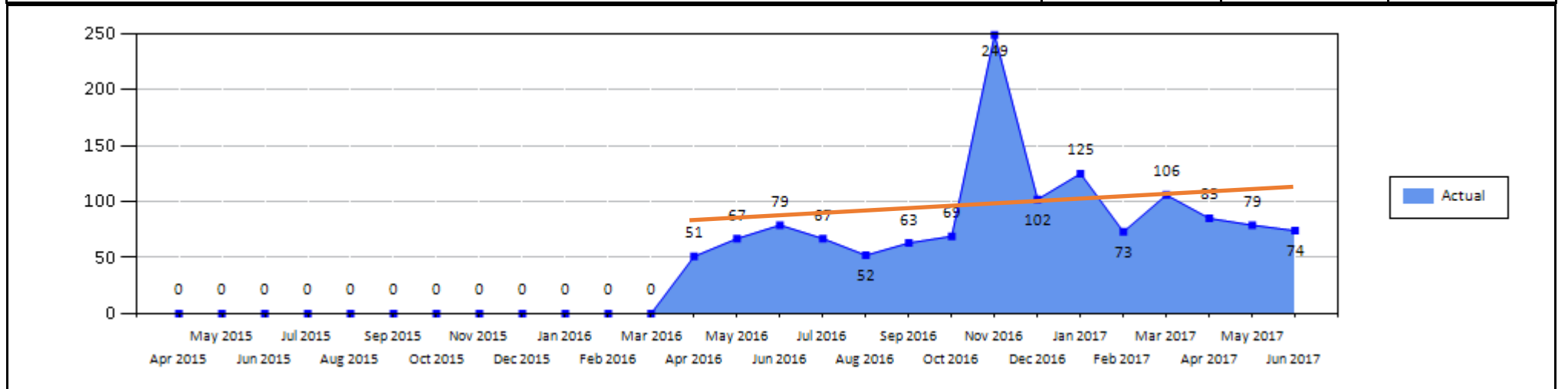
## KLOE 7: How are we identifying and driving down risk risks to the community, unique heritage and environment?

### Actions

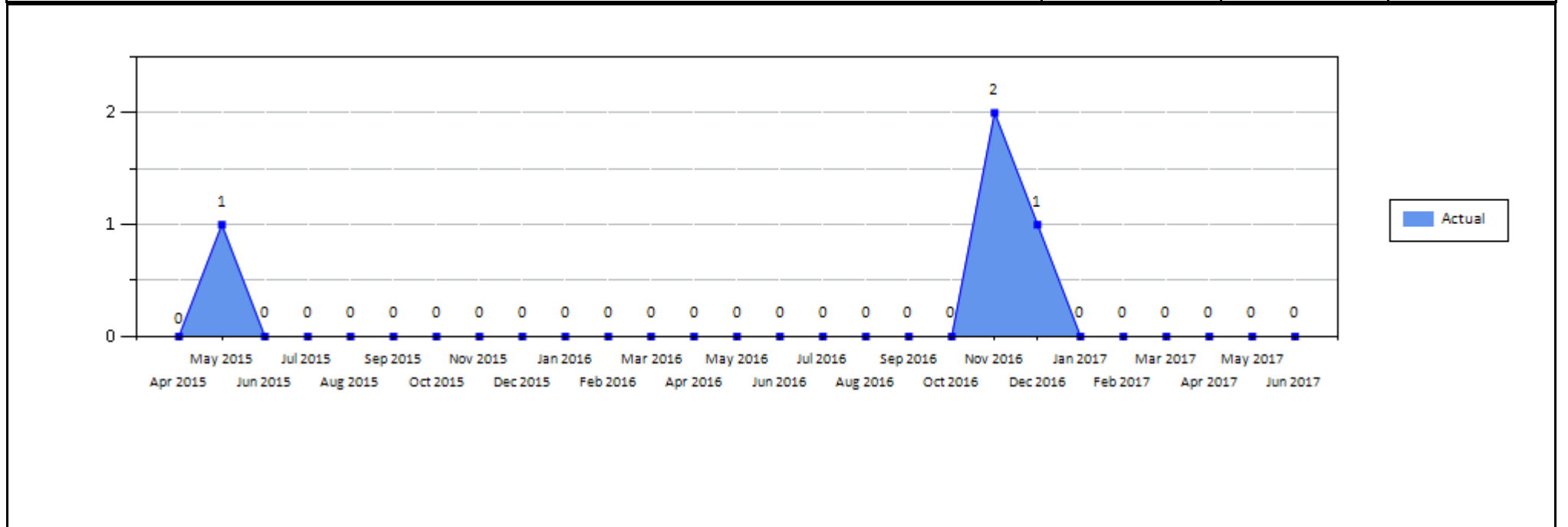
Action Code	Action Name
1.2.3.14	How are we identifying and driving down risk risks to the community, unique heritage and environment in Swindon?
<p><b>Progress comment:</b></p> <p>Since mid-June risk information work has been dominated by ensuring the operational risk information for high-rise premises is current and suitable for use by operational crews. We are well prepared in this work on the back of previous fires that have occurred nationally and our reaction to recommendations that have been contained in reports written following these incidents.</p> <p>Operational crews have an inspection regime with Site Specific Risk Information. The highest risk sites will have risk and building information available for crews when they attend incidents. This information is regularly audited by crews to ensure it's current. This information is made available on the appliances through a mobile data terminal. We are hoping that from April a lower level risk information process will be in place. This will allow crews to gather information on buildings that don't warrant SSRIs but still pose a risk to firefighters and the community.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Swindon Borough	Month	Jun 2017	74



KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Swindon	Month	Jun 2017	0

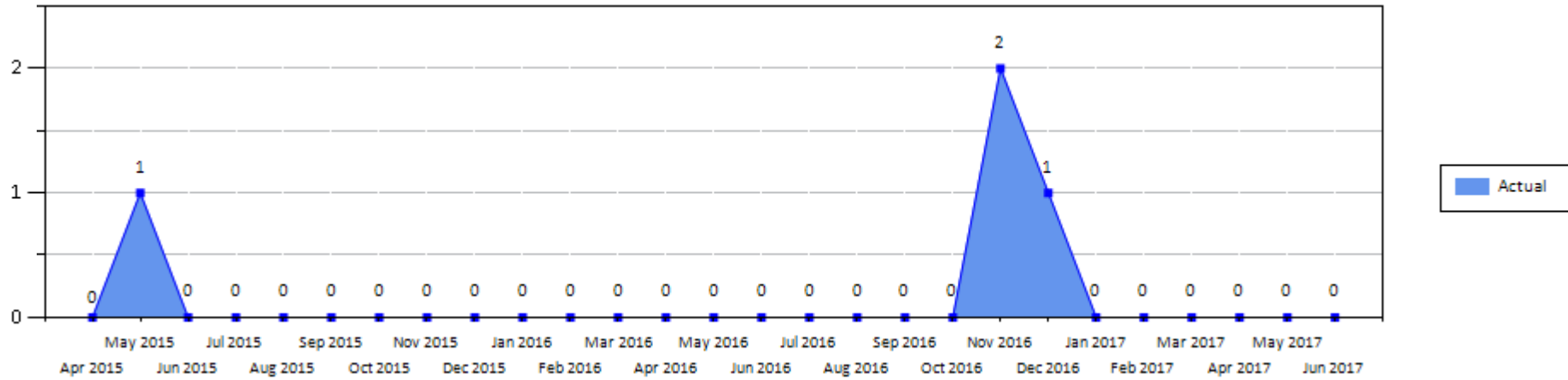


PRE01-Number of fire related deaths - Swindon

Month

Jun 2017

0

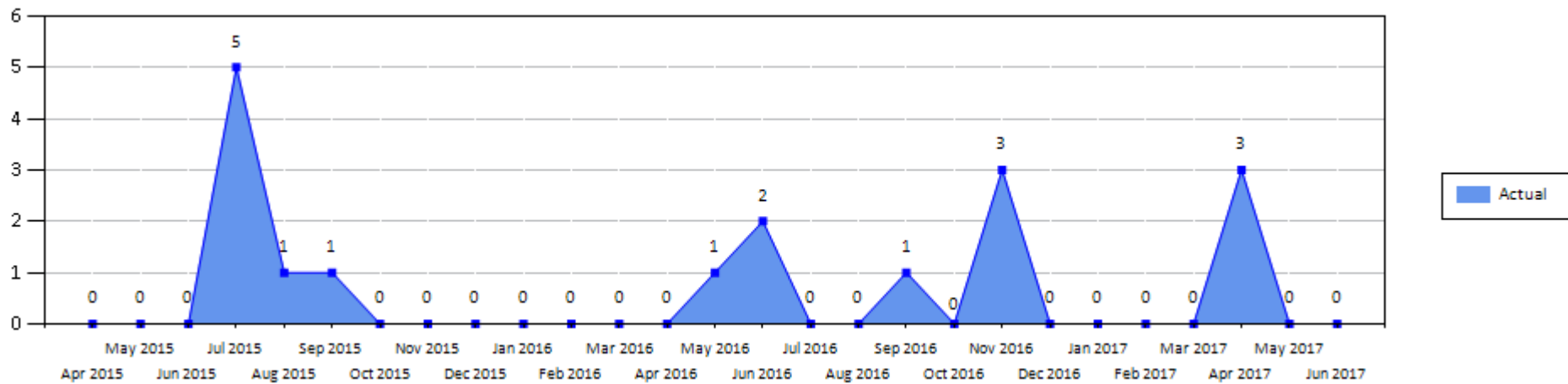


PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon

Month

Jun 2017

0

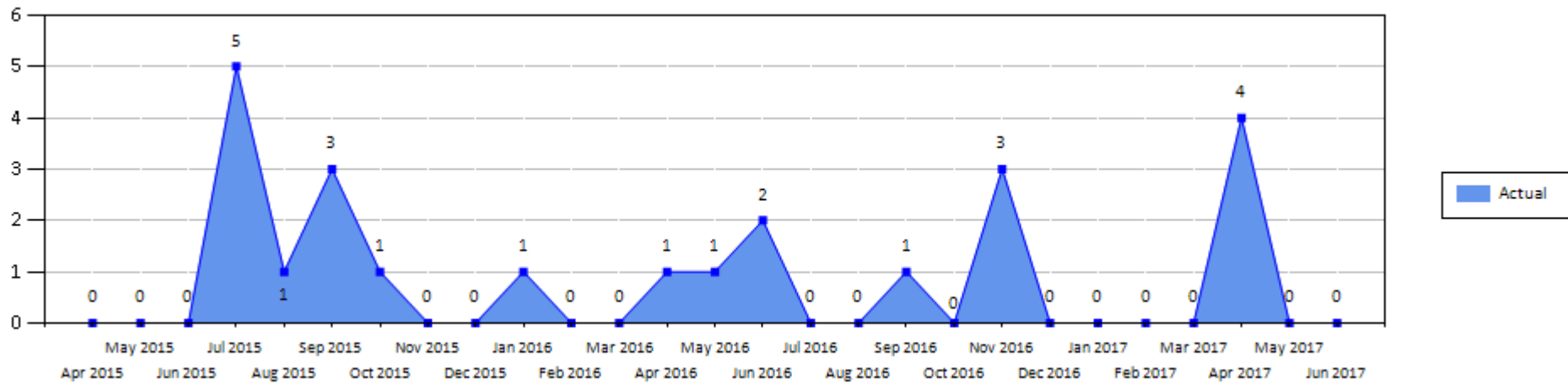


PRE02-Total number of fire related injuries - Swindon

Month

Jun 2017

0

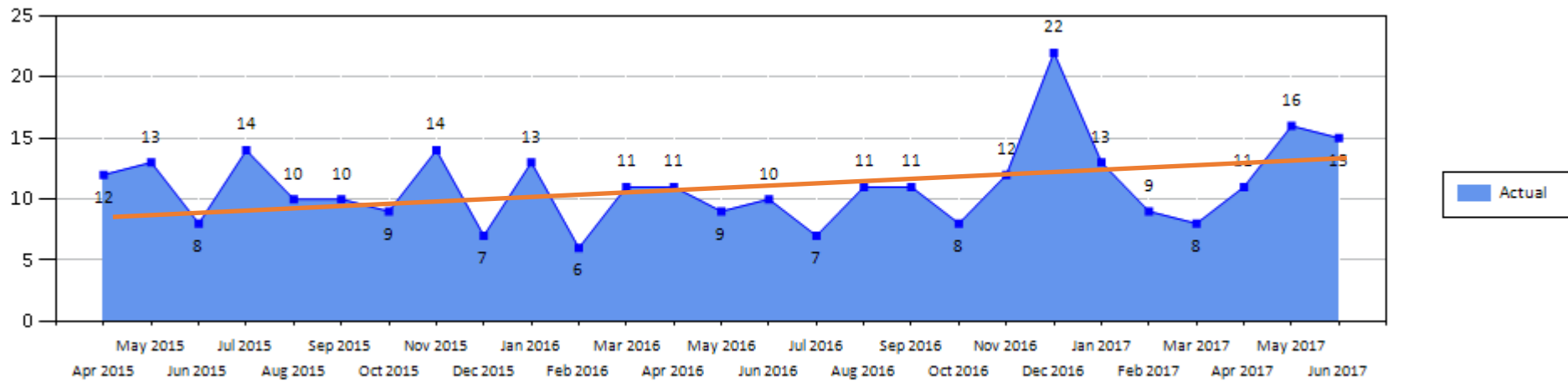


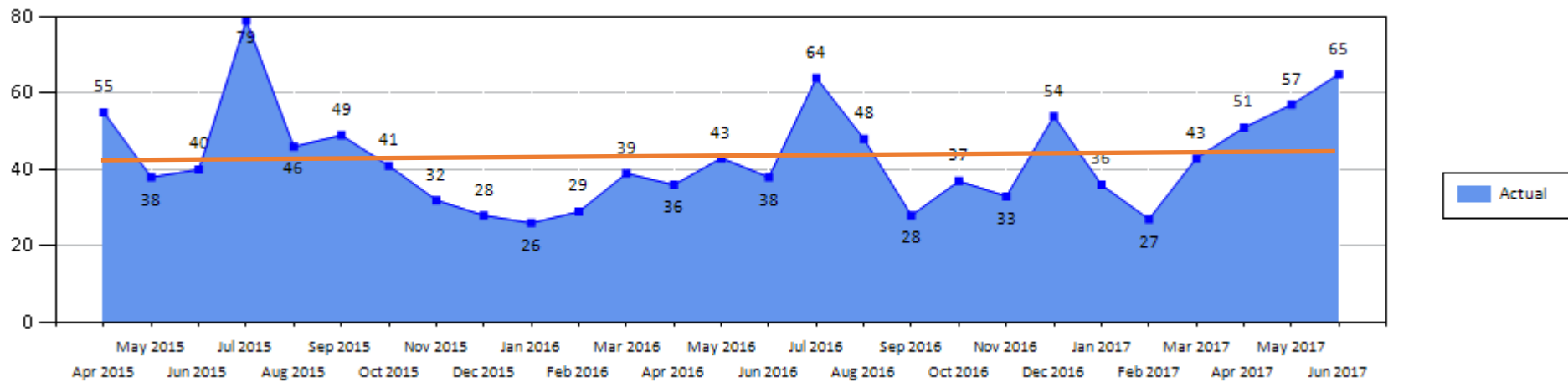
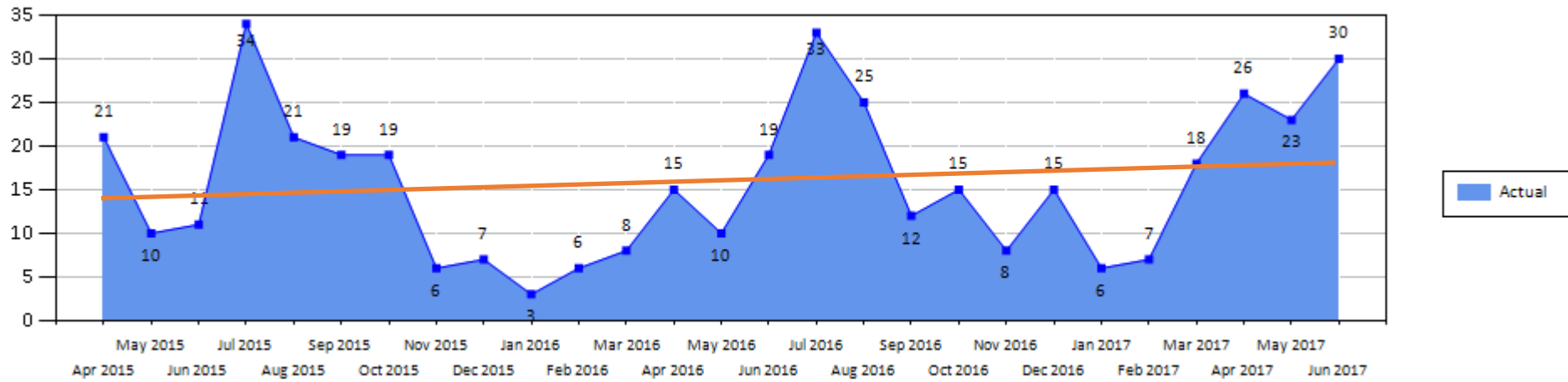
PRE03\_Number of accidental dwelling fires - Swindon

Month

Jun 2017

15





## KLOE 8: How do we support our local resilience partnership arrangements to make sure we can fulfil our statutory responsibilities and improve community resilience?

### Actions

Action Code	Action Name
1.2.4.8	How do we support local resilience partnership arrangements in Swindon to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p><b>Progress comment:</b></p> <p>Local managers such as the District Commanders work with their colleagues in the Police through the Community Beat Managers meetings and local tasking groups which are also attended by Local Authority. This allows for information sharing and also enables a cross sector approach to deal with local community issues. We are currently dealing with this group over a spike in deliberate fires in the Pinehurst area. The Police and LA have identified a group of 30 local youths who are involved in ASB some of which is deliberate fire setting. DAC also sits on the PREVENT board which discusses potential issues around terrorism and local radicalisation within the community. WRAP 3 training was due to be rolled out to watches in Swindon during May but had to be cancelled. This will hopefully be picked up in September. This training will assist watches in identifying potential members of the community who may be vulnerable to radicalisation. They're best placed to identify these people during operational incidents.</p> <p>Following a significant fire incident which involved the death of 2 people and serious injury to a child. Significant work was carried out with our partners and the community to ensure we reduce the risk of this happening again. We continue to monitor this prevention work and work with the local mosques, harbour project and other community groups in the Broadgreen area.</p> <p>DAC also sits on the Community Safety Partnership board which brings together many agencies. They discuss a number of issues and come to a common agreement on how to deal with the issues and offer support and possible resources both in people and funding. Lots of contacts and relationships are being built with the various agencies to ensure we all work together to reduce the risks to the community and in particular the most vulnerable.</p> <p>DAC is currently working with the Community Safety Partnership and independent chair on a Domestic Homicide Review (DHR). This looks at lessons learned to ensure that improvements can be made for the future. This was following a death in a fire in December where the victim was believed to have been murdered by her partner prior to the fire being set. The outcomes of the DHR will be known after the summer.</p> <p>Within Swindon we have a national asset in the mass decontamination unit. The station involves local partners in assisting in training on mass decontamination. There have been some positive relationships built over the years with the local colleges who often support these training events with students. In June the crew from Westlea organised a day of exercises at the hospital. This was both relevant for the service but also allowed the hospital to test their response to a major fire in a ward. The whole day was found to be useful with lots of lessons learnt.</p> <p>Further exercises with our partner agencies continue to be organised throughout the year.</p>	

### Priority 3: Being there when you need us

#### KLOE 9 : Are appliances available when we need them?

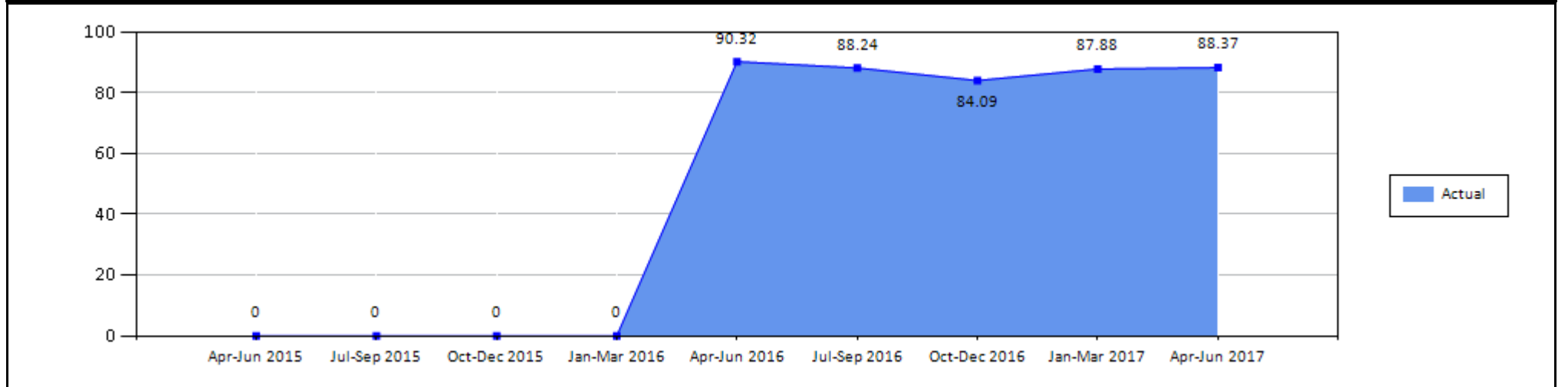
##### Actions

Action Code	Action Name
1.3.1.8	Are appliances in Swindon available when we need them?
<p><b>Progress comments:</b></p> <p>Within the Wholetime establishment we can almost guarantee that all three frontline appliances are available 24/7 within the Swindon area. With the Retained (on call) appliance we have less guarantee due to the type of contracts they have and also have full time positions elsewhere. However, we are aware when the appliance will be off the run due to an electronic availability system (Gartan) so the managers of the retained unit can try to fix the problem.</p> <p>We're constantly recruiting within the retained units due to the turnover of staff. Both units within Swindon are currently piloting the salary scheme which has helped in some way towards retaining staff as they are now paid for their hours of availability rather than against their amount of activity.</p> <p>Recruitment has gone well with Swindon on call team. They have recently had 3 new recruits who are close to completing their training. We have further candidates in the system so hopefully over the next 6 – 12 months we should start to see some significant differences.</p> <p>We have also additionally considered taking people in from outside the 5-minute response times. This has been used across other areas of the service so we will also consider.</p> <p>In the last quarter we have also seen some new recruits within the wholetime watches. We have recently recruited 6 personnel 3 of which will go the Westlea and the other 3 at Swindon and Stratton. We do however still hold some vacancies and these will hopefully be filled over the next 6 months. This will then reduce some of the ongoing crewing issues across the area.</p>	

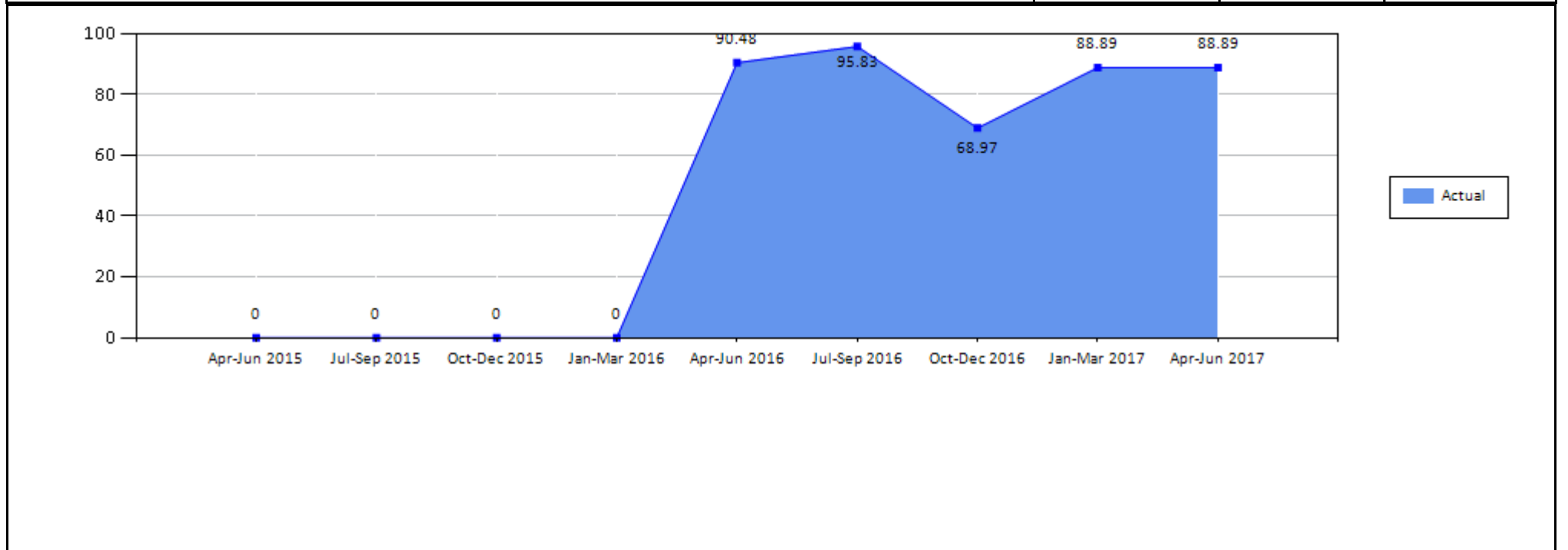


## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon	Quarter	Apr-Jun 2017	88.37%



RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Swindon	Quarter	Apr-Jun 2017	88.89%
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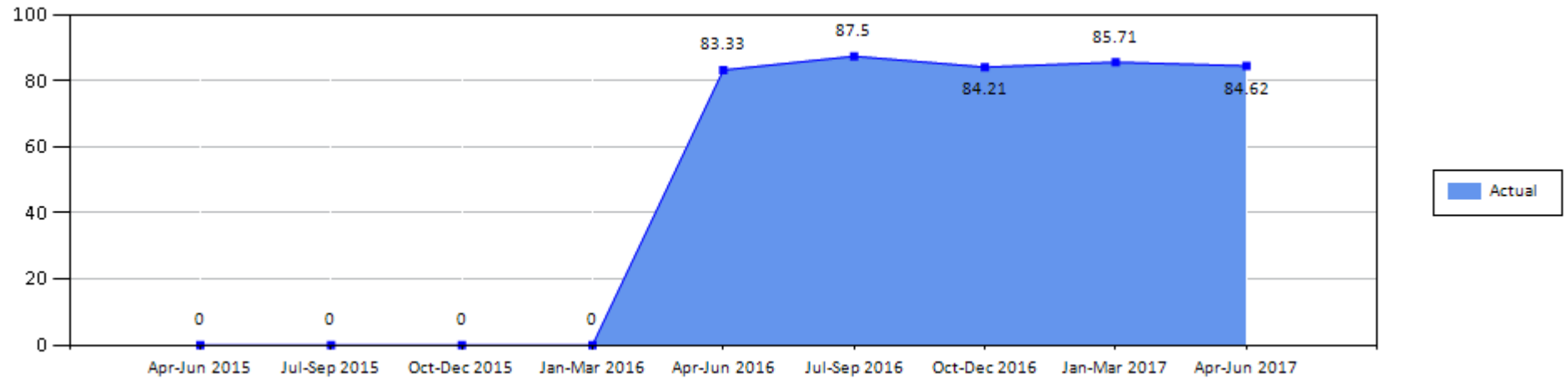


RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon

Quarter

Apr-Jun 2017

84.62%

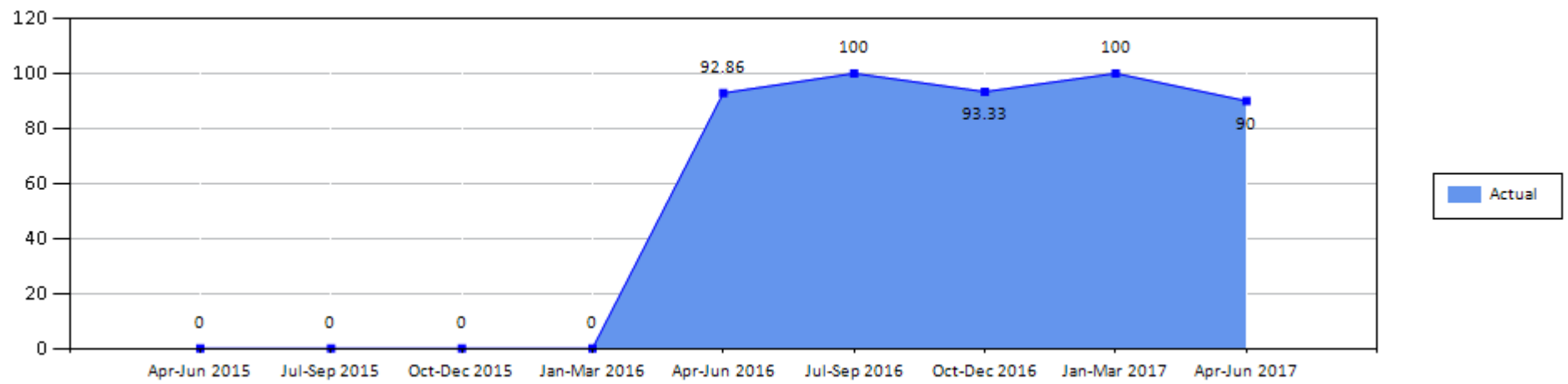


RES04-Percentage of incidents to other properties where the second appliance met the response standard-Swindon

Quarter

Apr-Jun 2017

90%

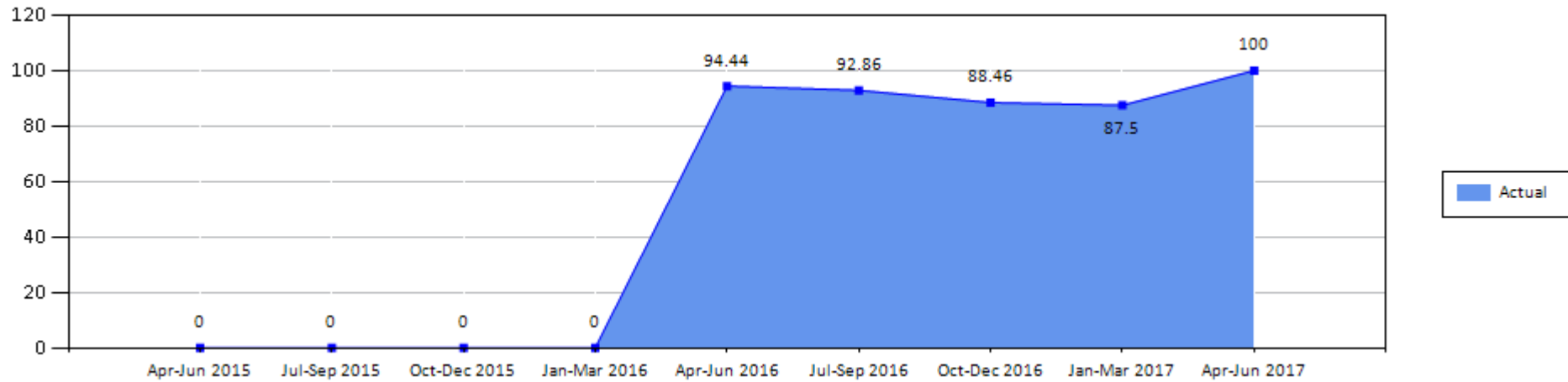


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon

Quarter

Apr-Jun 2017

100%

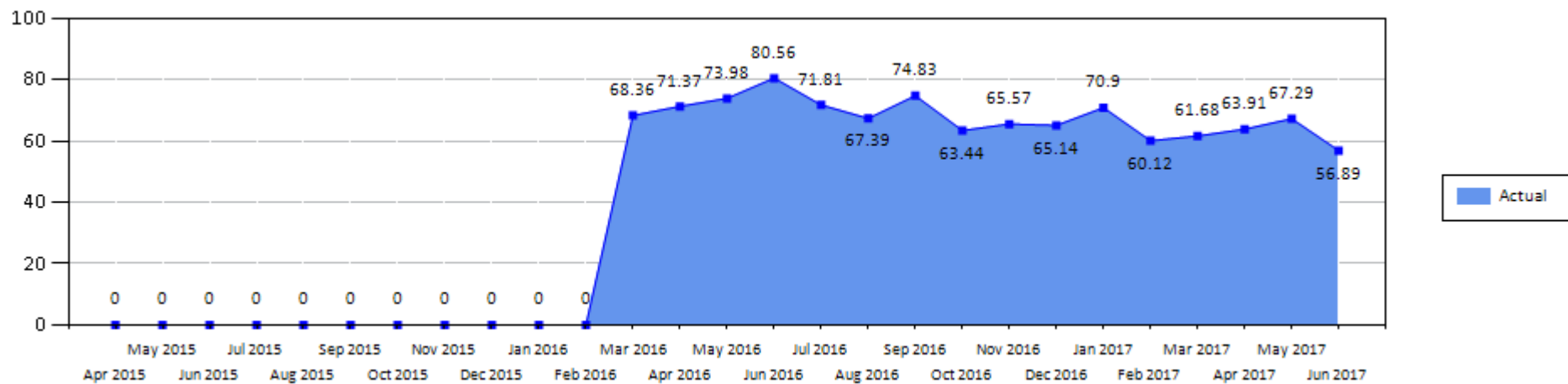


RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)- Swindon Area

Month

Jun 2017

56.89%



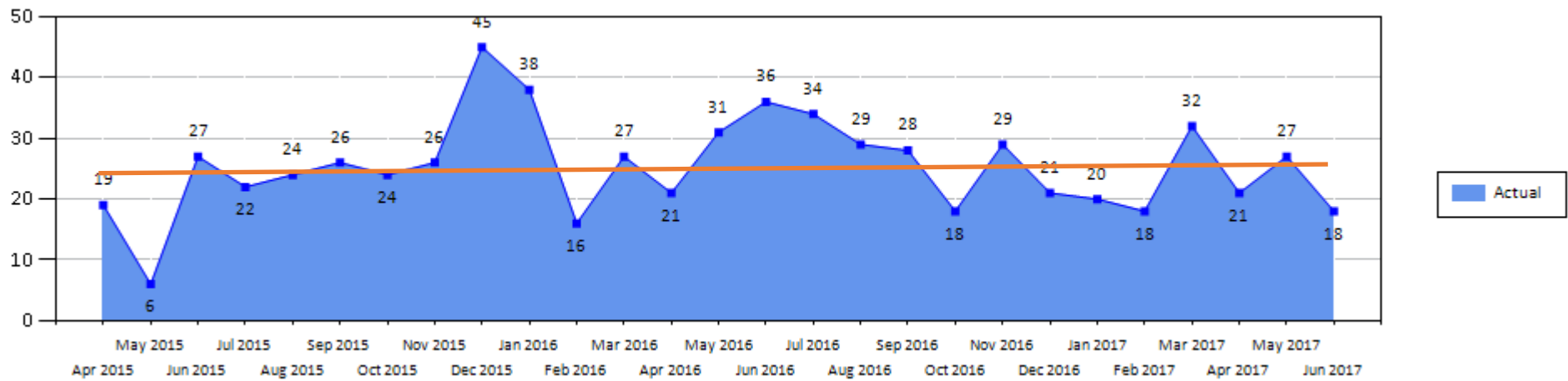
## KLOE 10 : How effective and efficient are our response arrangements for dealing with the range of incidents an medical emergencies we attend?

### Actions

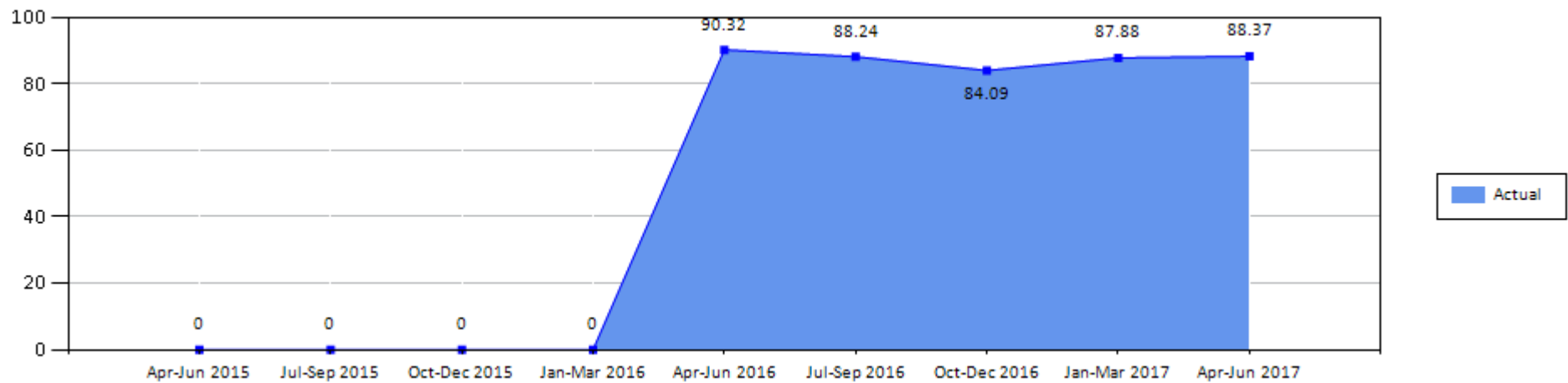
Action Code	Action Name
1.3.2.21	How effective and efficient are our response arrangements in Swindon for dealing with the range of incidents and medical emergencies we attend?
<p><b>Progress comment:</b></p> <p>Within Swindon we continually meet the majority of our response standards as we are predominately wholetime appliances. Improvements will need to be made to the Retained appliances within the area as at times they are unavailable due to crewing which in turn has an adverse effect on response times. Following a recruitment event at Swindon FS we have now recruited 3 new members for the RDS. Hopefully this should assist with the appliance availability in the future. Additionally, to ensure recruitment for the future we are also considering taking people from outside the 5-minute response areas. This has happened in other areas of the service and we will look at this in the Swindon area.</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. We are currently rolling out hazardous material training to ensure personnel are up to date with modern procedures. Much of this training will be delivered by the end of the year. We have also given a reference to 2 watches in the area to give refresher training for High Rise fires. This training will include personnel from outside the Swindon area who may be used on standby. The watches involved are also updating all the tactical plans for the high rise buildings in Swindon. This focus has heightened following the London incident. There are exercises being organised in July to look at testing procedures. We were also heavily involved in a multi-agency exercise at GWH in June. This also involved a high rise incident which will help consolidate the information above. The exercise was successful for both the service and the hospital.</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.</p> <p>Thankfully injuries on operational incidents are very limited. This is due to the training personnel receive and also due to the robust accident investigations carried out even for minor injuries. Staff are comfortable and encouraged to report incidents along with near misses to ensure that accidents are prevented in the future. Within the last quarter we have had a number of accident investigations. Thankfully these have been minor issues but still relevant in making sure these are limited for future.</p> <p>RES 01 – 88.37%  RES 02 – 88.89%  RES 03 – 84.62%  RES 04 – 90%  RES 05 – 100%</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Swindon	Month	Jun 2017	18



KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon	Quarter	Apr-Jun 2017	88.37%

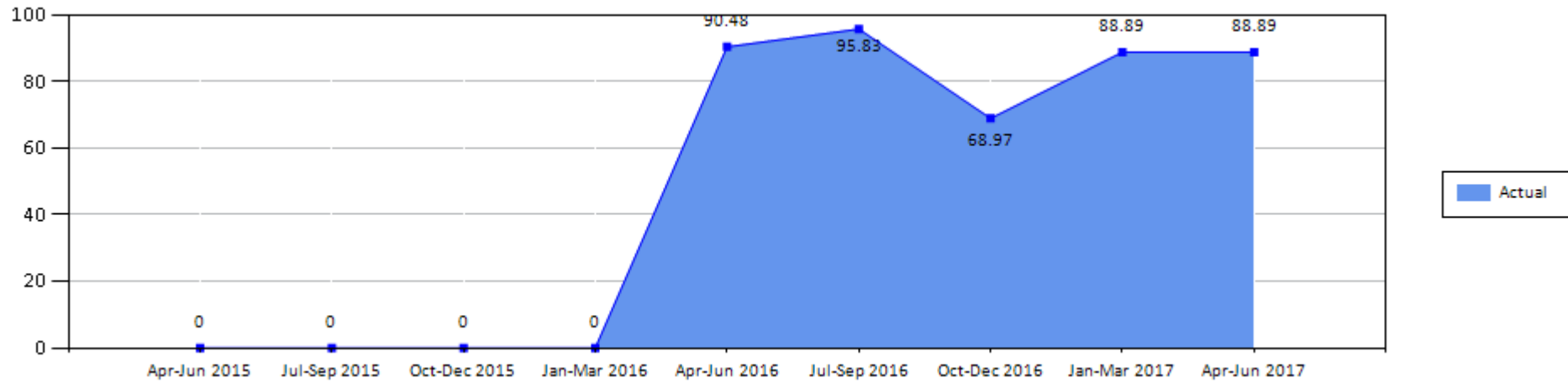


RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Swindon

Quarter

Apr-Jun 2017

88.89%

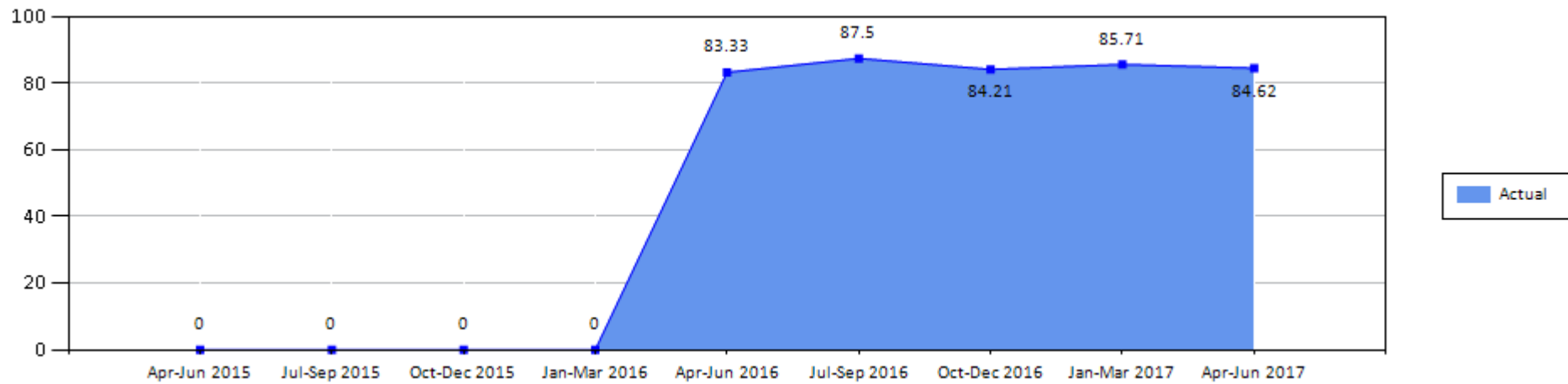


RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon

Quarter

Apr-Jun 2017

84.62%

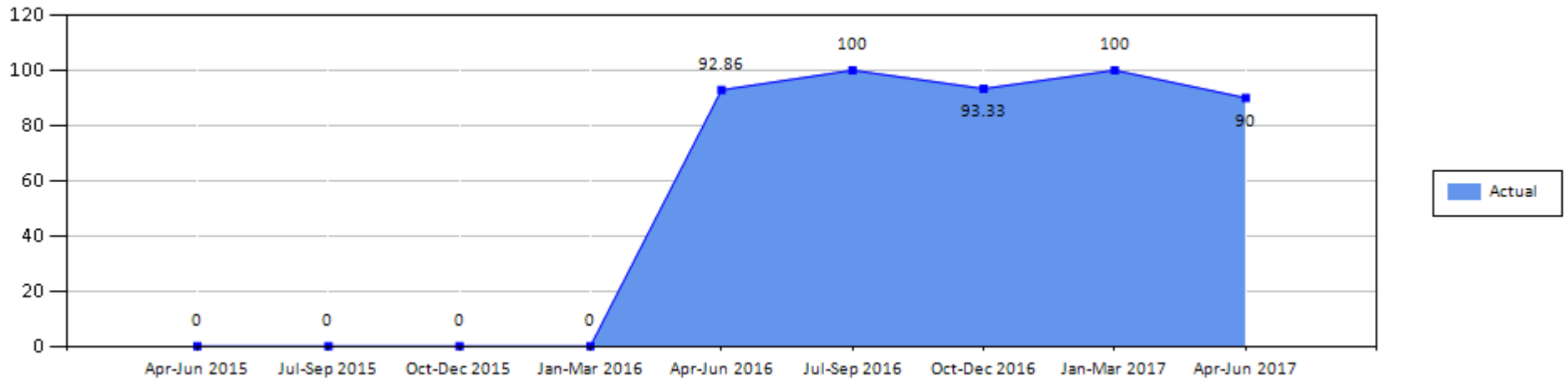


RES04-Percentage of incidents to other properties where the second appliance met the response standard-Swindon

Quarter

Apr-Jun 2017

90%

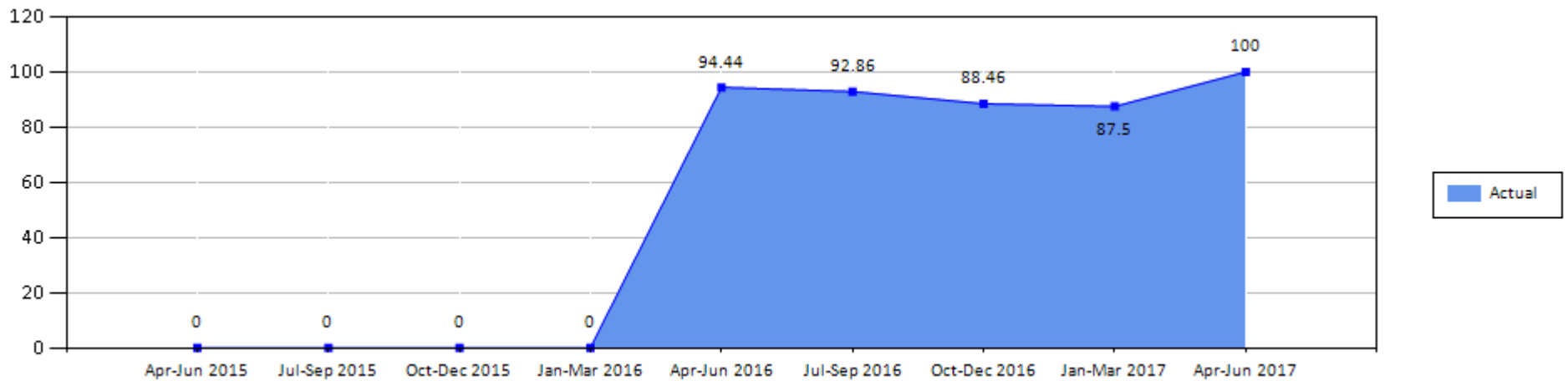


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon

Quarter

Apr-Jun 2017

100%

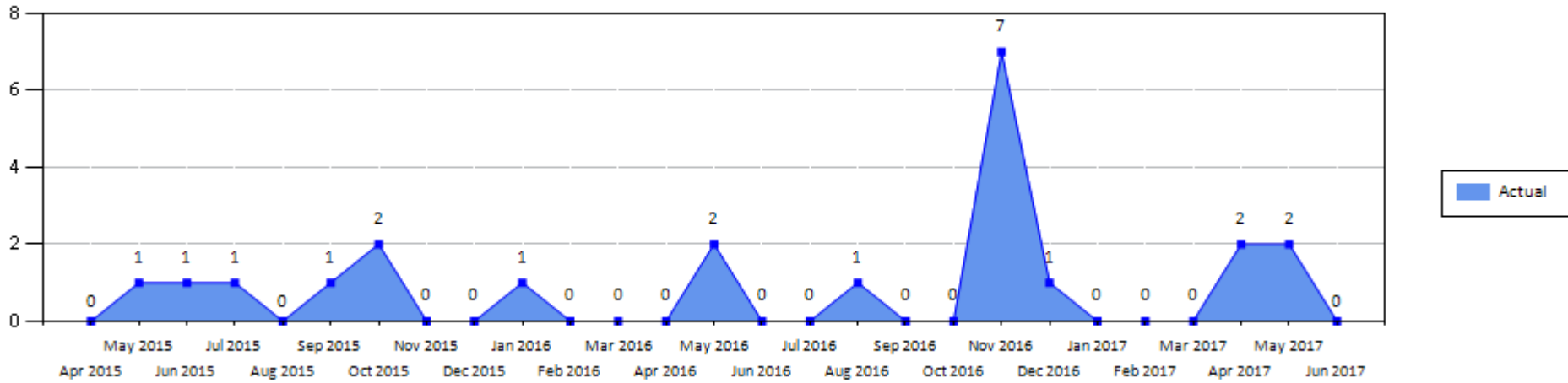


RES11-Number of people rescued at fire related incidents-Swindon

Month

Jun 2017

0

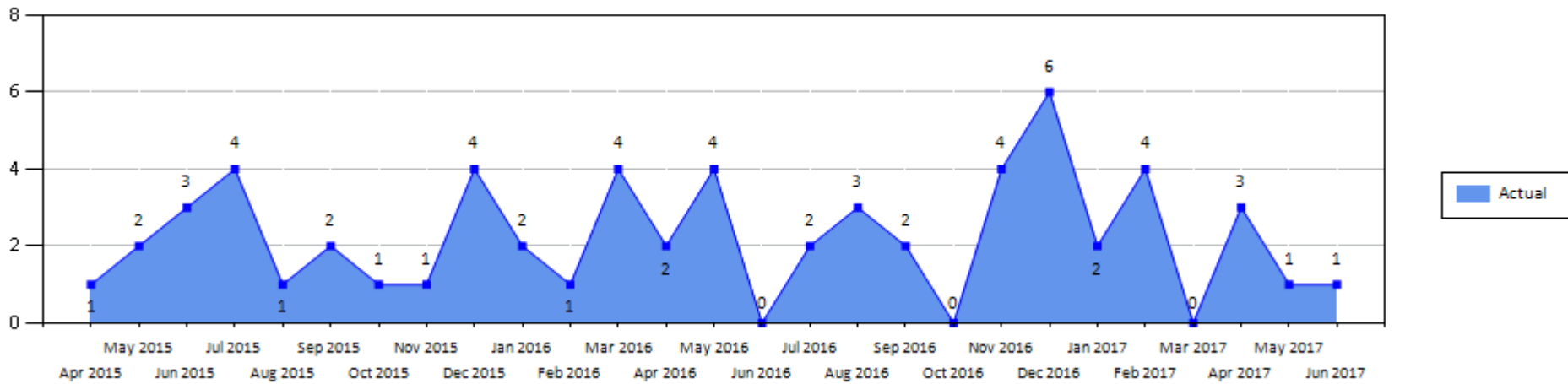


RES12-Number of people rescued from RTCs-Swindon

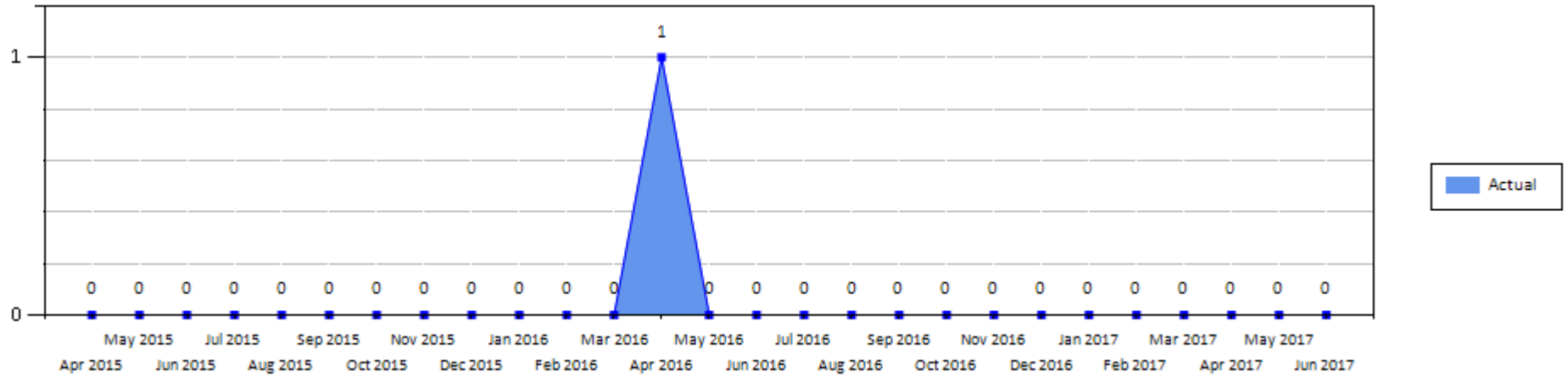
Month

Jun 2017

1







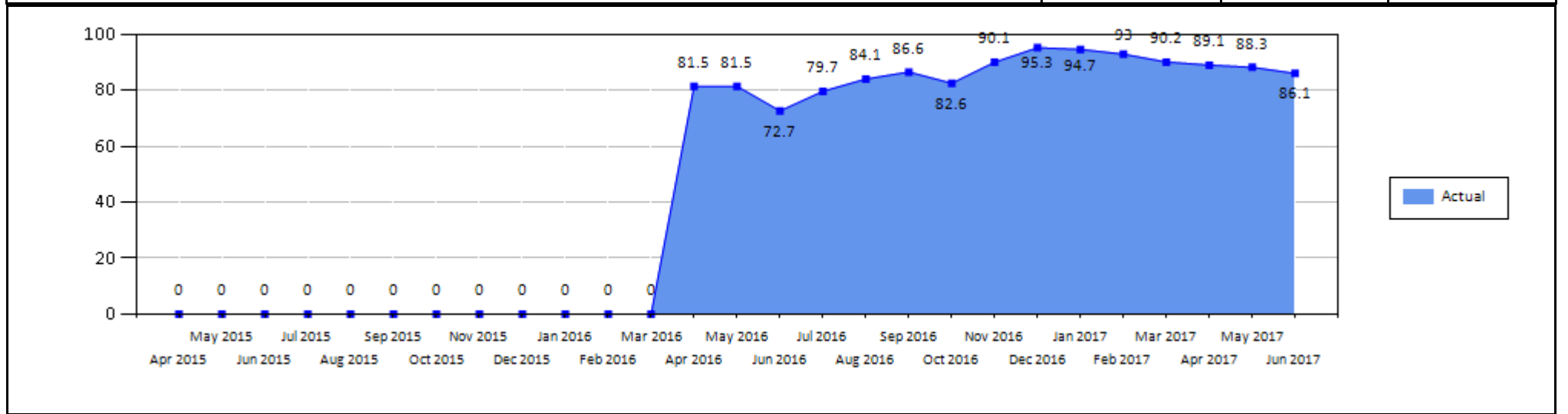
## KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they attend?

### Actions

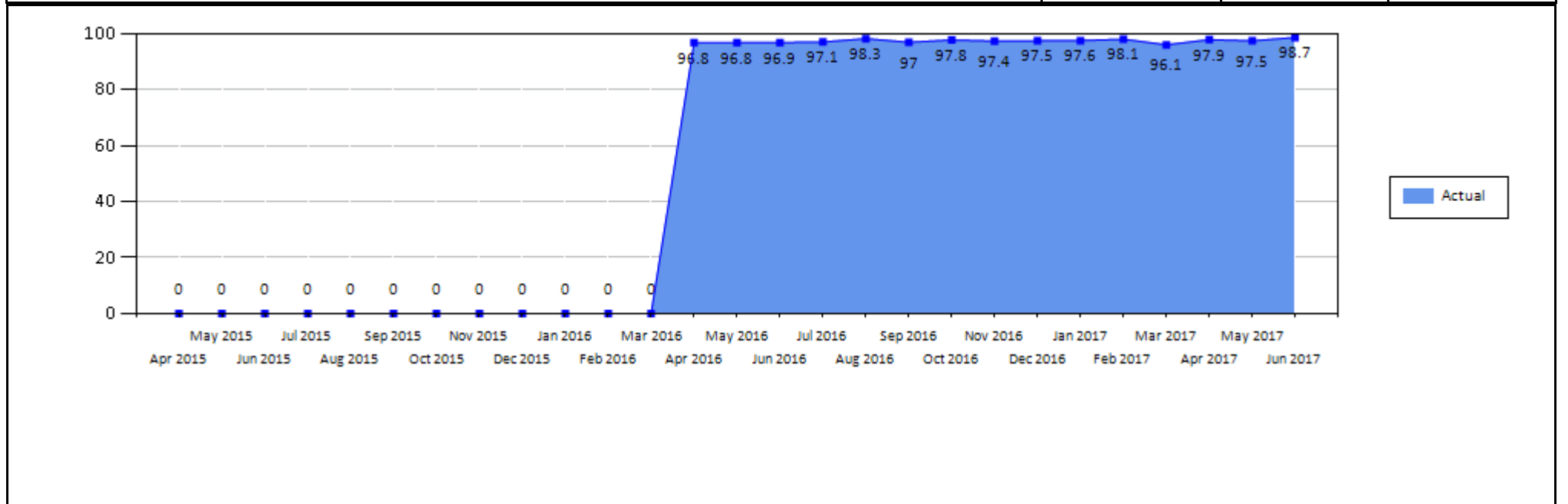
Action Code	Action Name
1.3.3.33	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Swindon?
<p><b>Progress comment:</b></p> <p>There are a number of ways our staff maintain competency. They will have training delivered centrally by Training Centre in areas such as Live Fire, Fire Behaviour, Incident Command and Trauma Care. A new training programme is being delivered centrally which involves training tours. This ensures that all personnel are in date for their competencies. Officers also attend regular officer training events to ensure they are up to date on skills.</p> <p>We have recently undertaken some familiarisation work with fires in High Rise buildings following the incident in London. An exercise at GWH took place in June which tested high rise procedures for both DWFRS and the hospital health and safety team. Further high rise exercises are planned during the summer period.</p> <p>There is also cross agency training such as JESIP delivered centrally which ensures the majority of our managers have input in this multi-agency approach. We are currently rolling out further training in this area and some personnel from the Swindon area will be involved in this. We have had and will in the future be involved in a number of multi-agency exercises which are found to be beneficial for both station based crews and officers.</p> <p>The majority of continuation training is delivered on station by the managers and this can be identified through a robust competency recording system (Fire Watch)</p> <p>On a regular basis incidents are debriefed and learning/training opportunities are identified. These debriefs can be recorded and delivered centrally to assist in identifying trends/issues that can then be addressed through a centrally directed training plan which is issued through the training department. In the last quarter we held debrief for the EMR scrap yard fire. A number of learning points were identified.</p> <p>Locally the managers will also identify local risks that crews will need to be aware of and train accordingly. We are currently allocating watches local risk areas such as industrial estates where they will gather risk information and also prevention work with regards access issues and storage of combustibles next to premises as these have had significant ramifications for premise owners in the past. All the High Rise information has been updated and reviewed recently and as stated above exercise will take place to practice.</p> <p>Annual watch audits are carried out by the District Commanders to ensure that personnel are maintaining competencies. The watch audits are tailored around local risks and also cover both practical and underpinning knowledge. From September dates have been arranged to test every watch in the area regarding their operational competencies. Themed areas have been distributed through operational effectiveness department to ensure consistency across the organisation. Any learning points will be forwarded in a report to the relevant departments.</p> <p>In the last quarter the operational licence competencies for staff in the Swindon area were very good.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Swindon District RDS (Swindon North and Swindon South)	Month	Jun 2017	86.1%



Percentage competent in Operational Licence - Swindon Station WDS	Month	Jun 2017	98.7%
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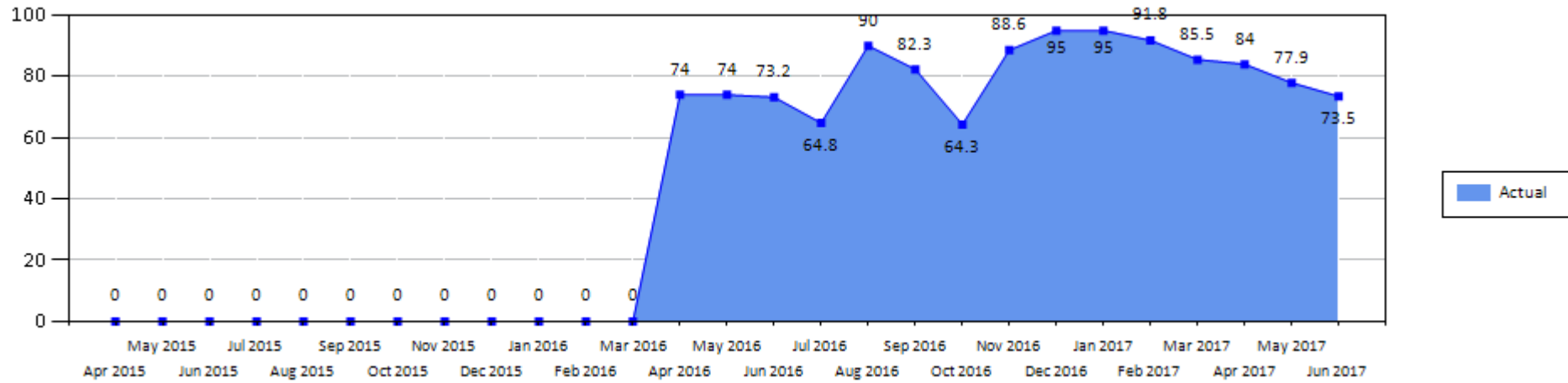


Percentage competent in the BA modules of the Operational Licence - Swindon District RDS

Month

Jun 2017

73.5%

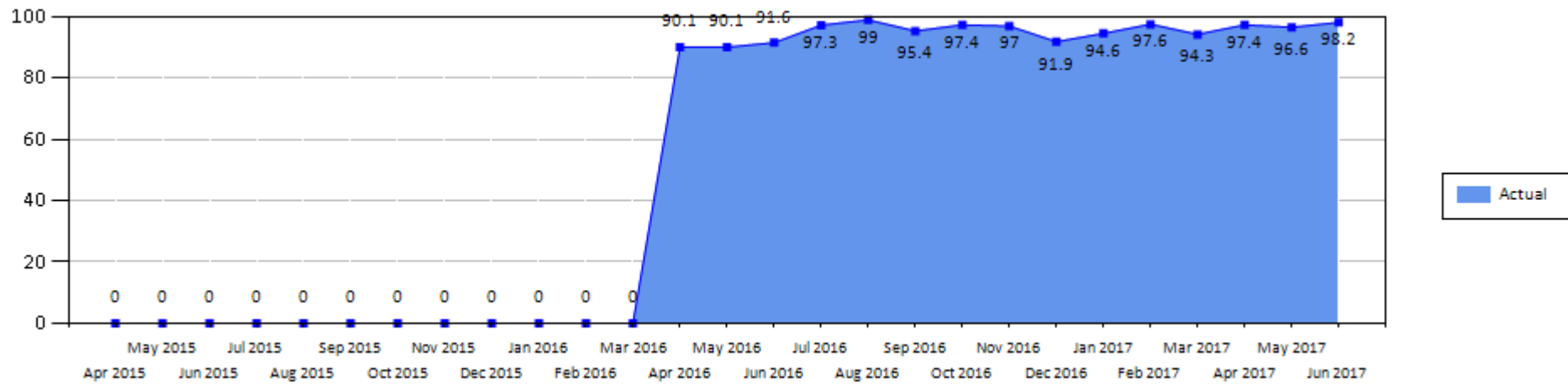


Percentage competent in the BA modules of the Operational Licence - Swindon District WDS

Month

Jun 2017

98.2%

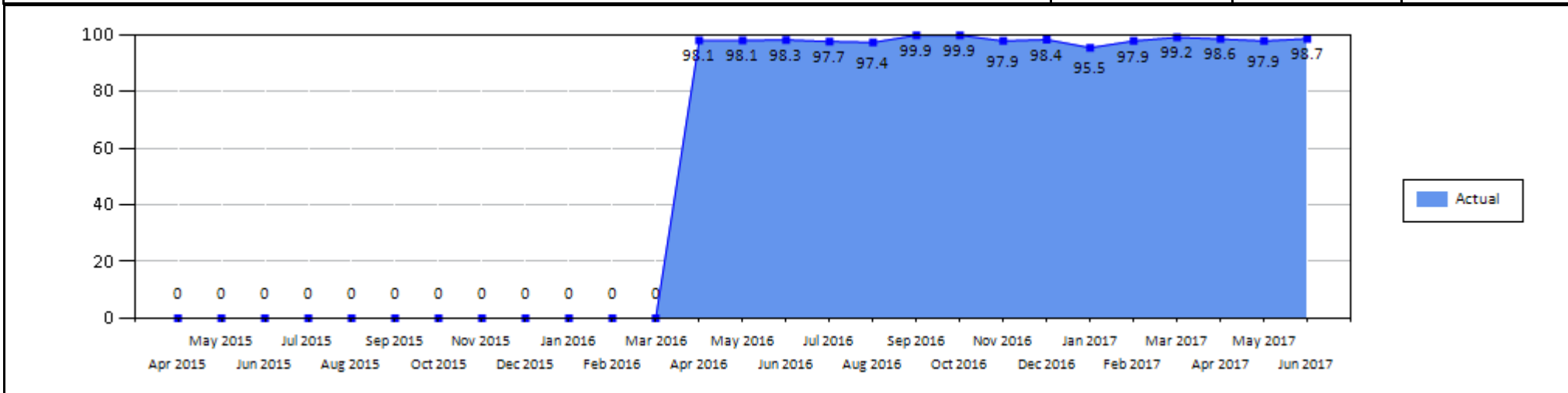


Percentage competent in the RTC modules of the Operational Licence - Swindon District WDS

Month

Jun 2017

98.7%

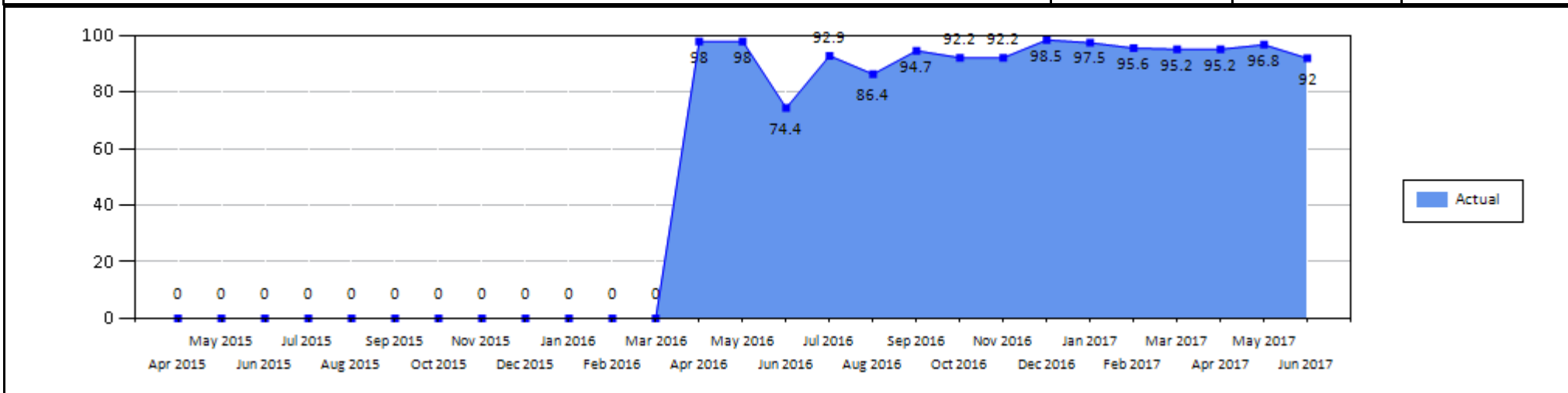


Percentage competent in the RTC modules of the Operational Licence - Swindon District RDS

Month

Jun 2017

92.0%



## KLOE 12: How do we learn from operational and community risks; to improve the response services we provide?

### Actions

Action Code	Action Name
1.3.4.11	How do we learn from operational and community risks in Swindon; to improve the response services we provide?
<p><b>Progress comment:</b></p> <p>Through previous IRMP and operational reviews we have the required appliances and personnel in the right places. However, we constantly review this due to changes in incidents and the general movement of people and building work both commercially and private dwellings.</p> <p>As previously stated following the incident in London we have reviewed and exercised our High Rise procedures to ensure we are in a good position when attending incidents at these buildings. We have also worked with our partners in this area to have some community reassurance.</p> <p>We constantly monitor our operational activity through our performance management tools (Sycle). This allows us to consider our response and prevention activity to drive down incidents. We have seen a steady performance in comparison with the last quarter. some have moved up and others down. However, we are generally satisfied with performance. Members can be assured that all failures are investigated. In the last quarter we noticed that at least 2 incidents were outside response times anyway. Additionally, a call time was missed due to the nearest crew being used for standby cover in the Wiltshire area.</p> <p>Each quarter we look at all the response fails to see if these are avoidable. It would appear that a number of these fails have been due to pager failures. This is being looked into with our Communications department to see if these can be reduced or eradicated. We have also seen an increase in failures to book in attendance at incidents. This will then mean when messages are sent from the fireground they will be outside the response standards, although crews were actually in attendance within the time slot. This has been highlighted to managers during district meetings to ensure this improves. We also continue to have issues with our RDS crews responding to station within the 5 minutes. This is generally due to location of station and traffic at certain times of the day. We do have permission to use bus lanes which helps at times but we still encounter issues. We will continue to monitor the situation.</p> <p>We also learn from all the incidents we attend and on many occasions carry out either hot debriefs (following smaller incidents) through to command debriefs which are carried out following larger incidents in which other agencies will also be invited to attend.</p> <p>We have a robust system in which to document these debriefs and ensure that these are used to improve our performance in response and lowering the risks to both our staff and our communities.</p> <p>We have recently undertaken debriefs for the EMR Scrap Yard fire and also in July there will be an operational debrief following the exercise held at GWH which included a High Rise scenario.</p>	