

Appendix A – 1st Quarters Performance Report

Wiltshire Local Performance & Scrutiny Committee

Dorset & Wiltshire Fire and Rescue Service

Wiltshire

01/04/2017 - 30/06/2017



DORSET & WILTSHIRE
FIRE AND RESCUE

Wiltshire

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 Wiltshire to use a wider range of information to improve the well-being and independence of vulnerable people?
<p>Progress comment: Wiltshire Command is established as a key partner to improve the sharing of information and data to ensure that the most vulnerable people in our area receive early intervention and support.</p> <p>It has been identified that whilst Single View provides the initial platform additional work is required to enable effective targeting of resources</p> <p>The Police, Housing, Social Services, GPs, Fire, Probation with the support of Wiltshire Council are working closely to place prevention at the front of service delivery. Positive examples Wiltshire are involved in, include: -</p> <ul style="list-style-type: none">• Wiltshire Community Safety Partnership have commissioned work around hoarding• Wiltshire Police have commissioned work to look at persistent offenders, helping to build stable and safe lives thus reducing crime levels.• Wiltshire Strategic CONTEST board has set up a training sub group to look at the PREVENT agenda. <p>Wiltshire Area Command has a position on a board identifying persons that have significant interaction with all or some of the partners above in order to identify the root causes of behaviour and societal difficulties and thereby develop a plan to help individuals, prevent escalation and improve well-being.</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 Wiltshire which support families, children and young adults to achieve their potential and strengthen our communities?
<p>Progress comment: Education 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. Each station has an education officer allocated to them and the surrounding schools.</p> <p>Wiltshire Quarterly total = 2,469 (40% of Service total)</p> <p>Junior Good Citizen is designed to help children avoid putting themselves at risk of accident or injury, by raising their awareness of situations where something could happen. It also encourages them to respond appropriately to emergency situations, and shows how being a 'good citizen' can create a safer community. Wiltshire Junior Good Citizen was held at the Scout Headquarters in Potterne Wick between Monday 26th June to 7th July 2017. It is estimated 1,294 year 6 children attended.</p> <p>Each year we work with S. Wilts Grammar school on their industry days for year 9. This year we set them students a problem which they spend a whole morning working on with one of our education officers and then two further days at school. The time table is completely dropped to help them work on the problems set. Then there is a presentation afternoon on third day where each group presents to their invited audience and enter into a competition to win overall and present to the head and Governors / invited guests. The problems are DWFRS related.</p> <p>Arson Reduction 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. 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>Juvenile Firesetter Programme There was one firesetter case during this first quarter involving a 6-year-old child.</p> <p>SafeWise Wroughton: the work to develop the safety Centre is on track. In terms of the education, meetings are planned with partners 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>Youth intervention Salamander –</p> <ul style="list-style-type: none"> • The Area Board funded Westbury Salamander was a huge success with twelve young people completing the one evening a week for the eight weeks of the course. All gained an AQA award (similar to BTEC level 1) and a number have applied to take part in the Trowbridge Cadet programme. The report back to the Area Board has been completed and a handful of the young people are going to the next Area Board meeting in August, in their Fire Kit to give a short presentation on what they learnt and to say thank you for the funding. 	



• 27th June at Salisbury Fire station - a taster activity day was delivered for The Farringdon Centre (a Special Educational and Behavioural School), fully funded by themselves. 6 young people started the day where they had a station tour, met the on call watch, carried out a range of team building activities, then had a go at running out hoses and squirting water, went up the Aerial Appliance and learnt about search and rescue techniques in the smoke house and some problem solving by creating a dam. Safety messages around electrical equipment and cooking at home were delivered through real life examples told by the instructors. Feedback will be sourced from the School with the view to delivering a full Salamander for them in the Autumn Term (based on a 50/50 funding agreement).

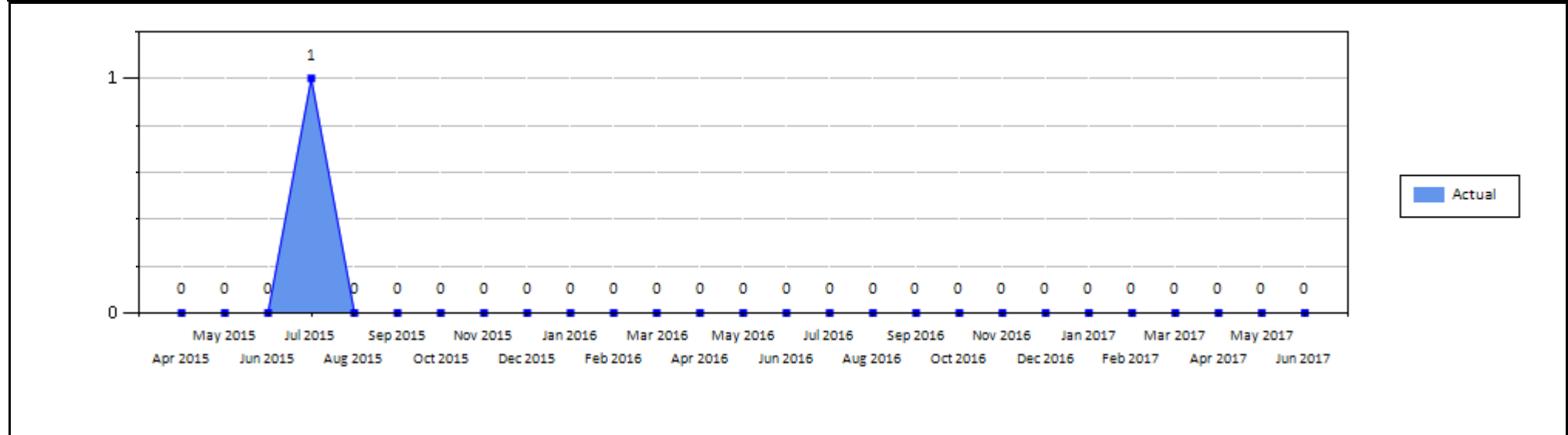
KLOE 3: How are we delivering effective road safety education to reduce the risk of road traffic deaths and injuries?

Actions

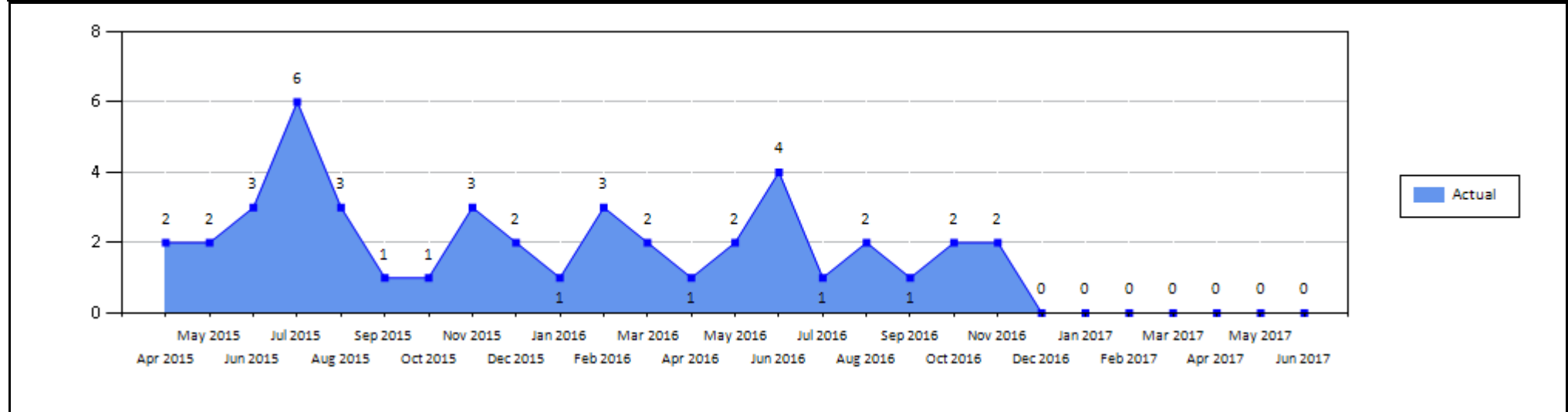
Action Code	Action Name
1.1.3.8	How are we delivering effective road safety education in Wiltshire to reduce the risk of road traffic deaths and injuries?
<p>Progress comment:</p> <p>Statistics 2017 fatalities are 5 collisions and 6 deceased. 5 of those are bike riders/passengers and 1 pedestrian. During the 2016 the 6-month total was 17 fatalities.</p> <p>Events & Statistics for 1st Quarter SDSA @ Buckley Barracks Hullavington - 300 Soldiers Castle Combe Track Day - Crashed car and Simulator - 200 Track users & Families/Friends SDSA @ Siemens Rail Automation - 400 employees Armed Forces Weekend - Crashed car & simulator - 100's Total - 1000+ engaged</p> <p>SDSA will be delivered in 2 shows to all police staff based at Police HQ, Devizes. This is at the request of the chief constable. Date is 12/9/17</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 days work. Whilst 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> <p>Operation Close Pass - There is an opportunity for DWFRS to become involved in supporting the police enforcement campaign in Wiltshire. Police would like to work with fire to assist with the education input. Drivers who are filmed by a plain clothes police cyclist not giving 1.5 meters' clearance will be pulled in by a traffic officer. If they agree to education fire would then provide this (resources provided), if they do not they police will give them a fixed penalty notice.</p> <p>Wiltshire Council have not confirmed funding for SDSA this year (25K)</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 - Wiltshire	Month	Jun 2017	0
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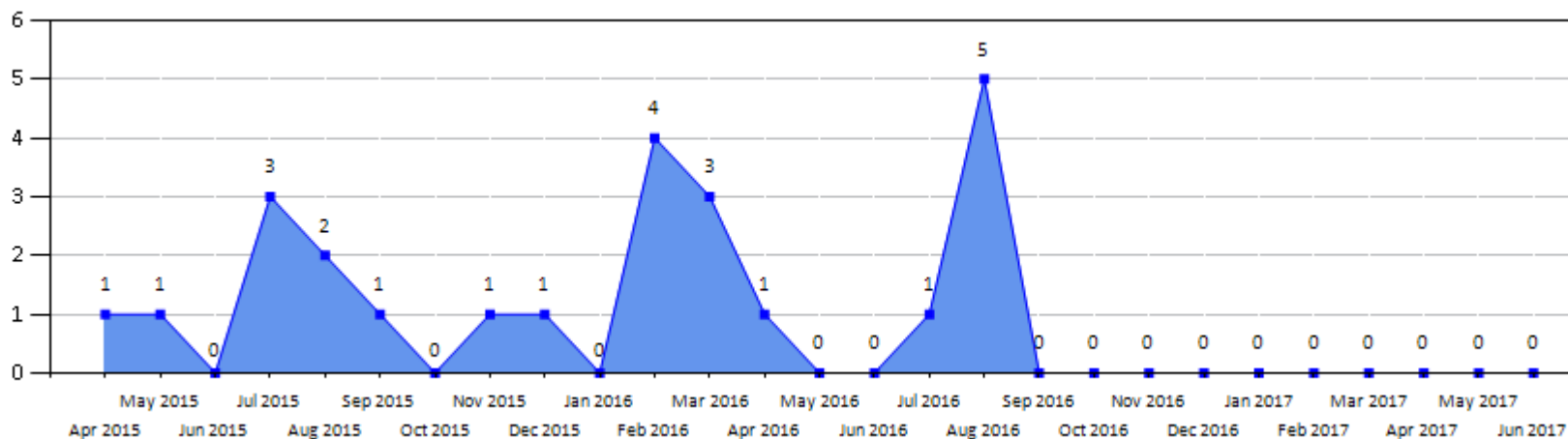


Number of people seriously injured in road traffic collisions - M4

Month

Jun 2017

0

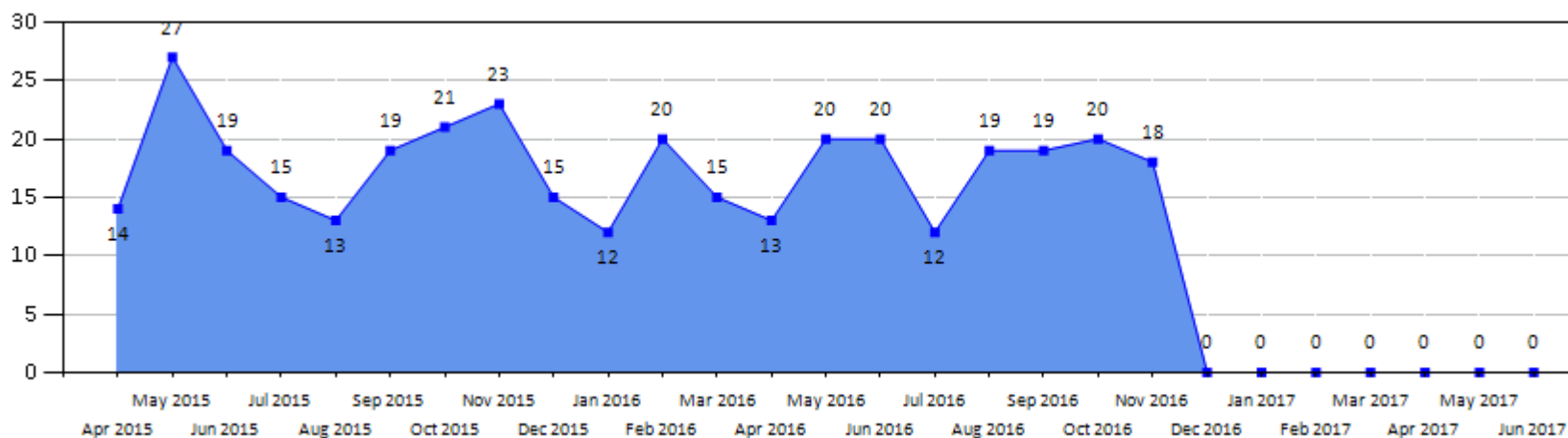


Number of people seriously injured in road traffic collisions - Wiltshire

Month

Jun 2017

0



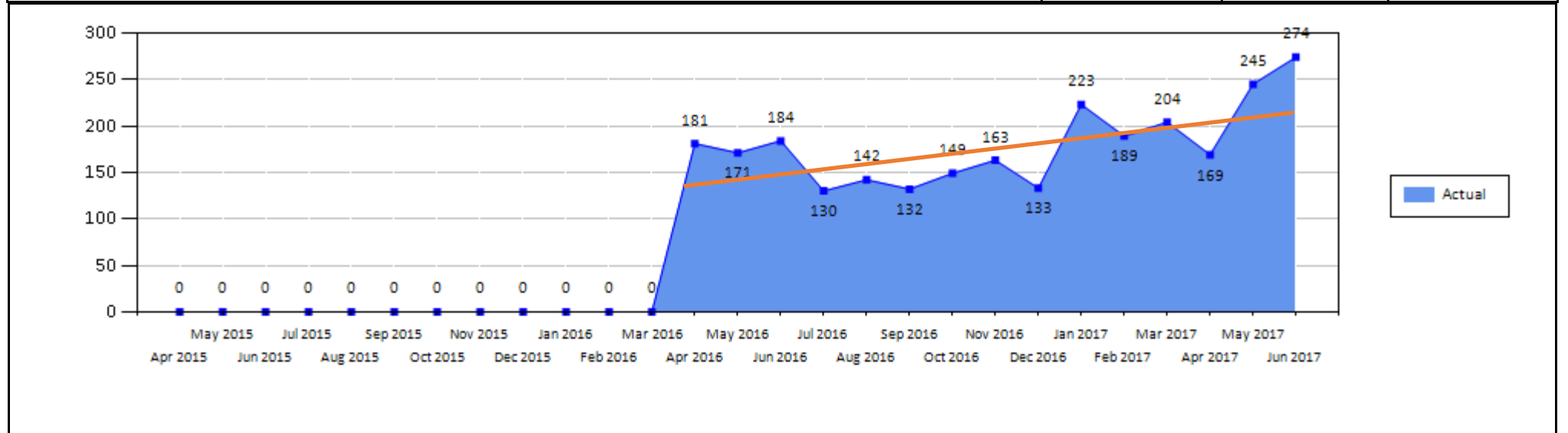
KLOE 4 : How are vulnerable people receiving the level of support, advice and information they require to drive down their risk of fire?

Actions

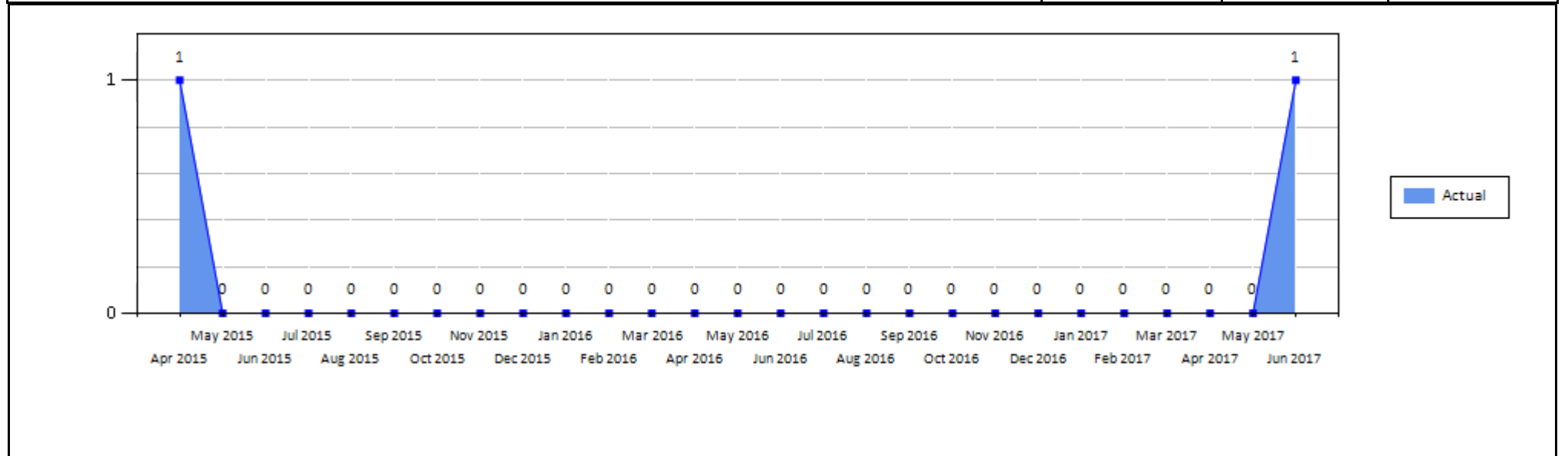
Action Code	Action Name
1.1.4.10	How are we vulnerable people in Wiltshire receiving the level of support, advice and information they require to drive down their risk of fire?
<p>Progress comment: First quarter figures as at 30/06/17 (TJ) SAIL referrals = 56 Safe & Well visits = 688 Boat Safety Visits = 43 - participated in the National Boat Safety Campaign</p> <p>S&W Advisors have reported that they continue to receive a large volume of 'hoarding' referrals from SWAST .and various Housing Associations in addition to referrals from Victim Support and the Police in connection with domestic violence.</p> <p>Draught-proofing measures continue to be installed by S&W Advisors linked to the Warm & Safe Scheme, via SAIL.</p> <p>Events attended by Wiltshire Advisors have included the New Councillors Induction Awareness event at County Hall, contacts made with local Police teams to raise awareness and learn about new initiatives such as SWITCH (Swindon & Wiltshire Integrated Targets for Change) which involves agencies working together to tackle persistent offenders, help build stable lives and reduce crime levels. Delivery of a talk to the Safeguarding Adults Team within Wiltshire Council and 'manning a stand' at the World Elder Abuse Event held at County Hall and a Carers Open Day in Salisbury.</p> <p>Numerous talks have been delivered to various community groups across the County; the Probus Group, attendance at a drug and alcohol stakeholder event, residents in private sheltered accommodation as well as a fire safety presentation to the Alzheimers Society.</p> <p>The Secondment at Salisbury Medical Practice is making good progress. The Advisor has regular attendance at the Memory Café and Hearing/Sight Café amongst other groups held at the surgery. A Secondment review meeting is scheduled within the next month.</p> <p>One of our Advisors made a referral to the Protection Team for a gentleman who she identified would benefit from the installation of a misting unit following an assessment during a Safe & Well visit. This will now be addressed by the Contractor they are using for scheme. We look forward to hearing more about these systems at the earliest opportunity and once it's fully implemented.</p> <p>Safe and Well branding project is near completion. Logo is designed which will be a badge for Advisors, and on vans and also feature on literature and media.</p> <p>Management Team are investigating training needs for all to ensure a professional and resilient service, whilst also looking at recruitment and use of additional advisors.</p> <p>New resources including display equipment and literature is being ordered to be used in talks and presentations to raise awareness of the service and increase referrals.</p> <p>An equipment audit is underway to ensure staff have the appropriate tools for their role. This includes vehicles which are being renewed by Fleet Services.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Wiltshire	Month	Jun 2017	274



KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Wiltshire	Month	Jun 2017	1

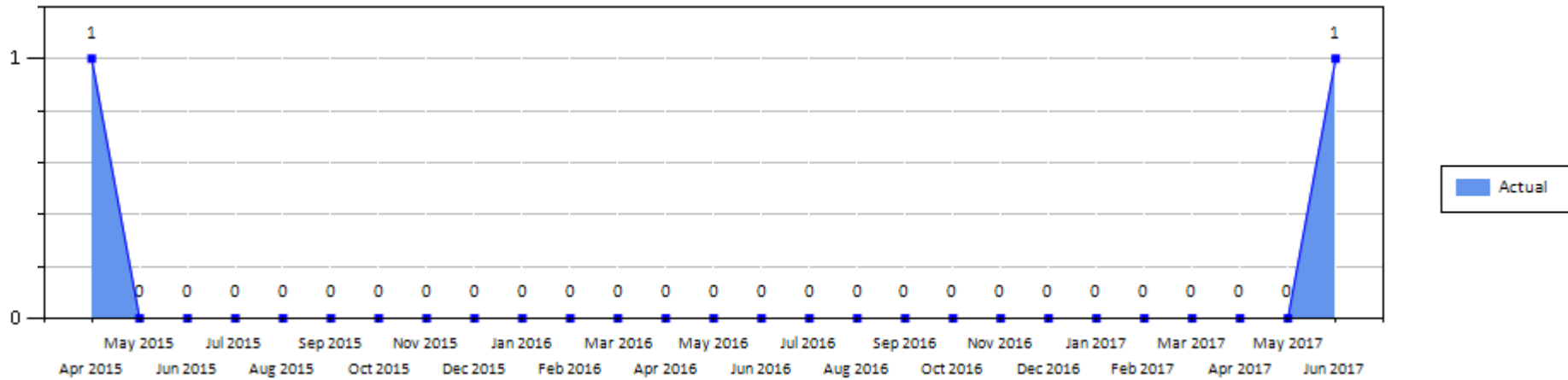


PRE01-Number of fire related deaths - Wiltshire

Month

Jun 2017

1

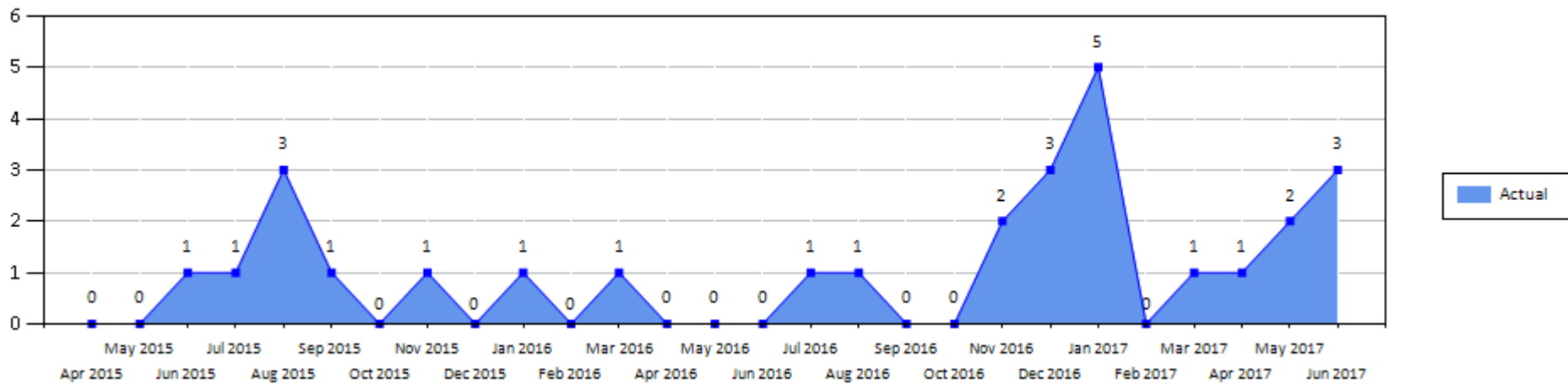


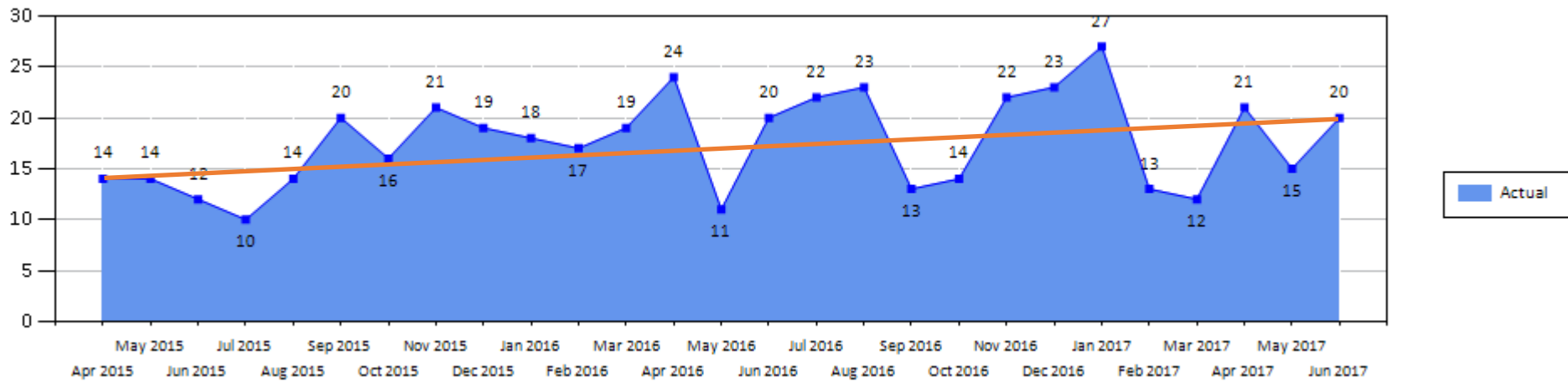
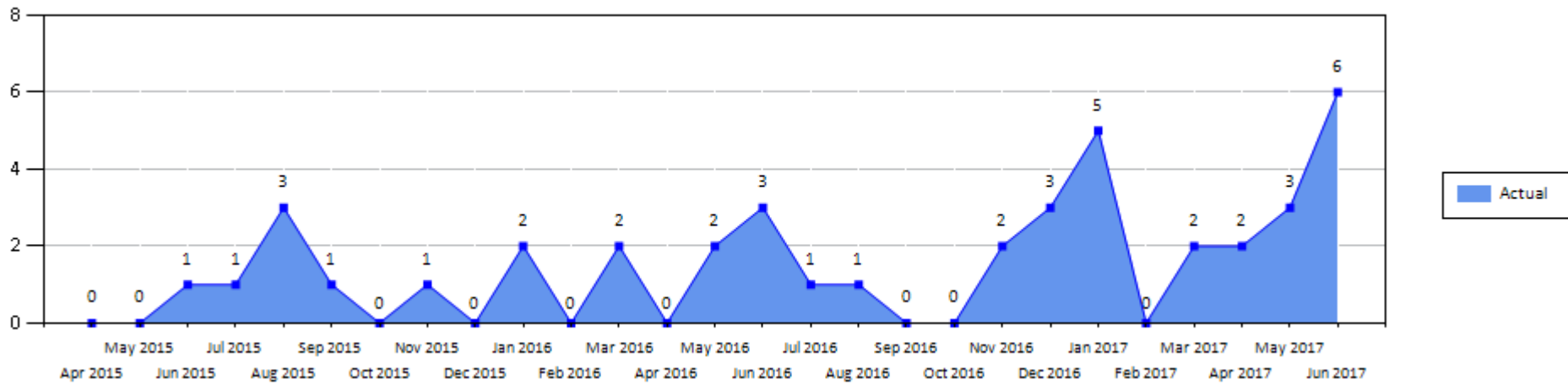
PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire

Month

Jun 2017

3





Priority 2 : Protecting you and the environment from harm

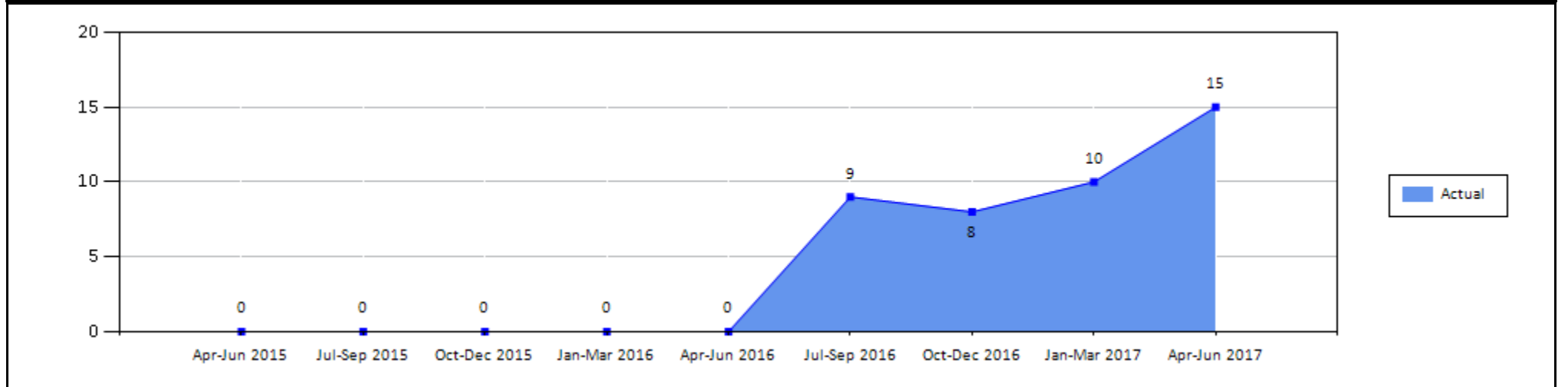
KLOE 5: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

Actions

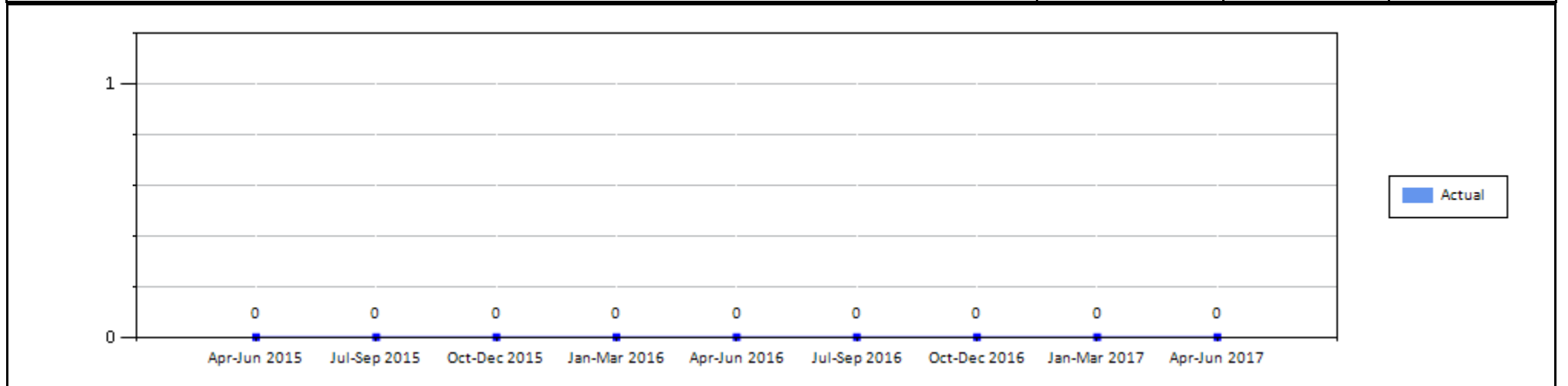
Action Code	Action Name
1.2.1.9	How are we effectively working with our partners in Wiltshire to safeguard the vulnerable people we come into contact with?
<p>Progress comment:</p> <p>The safeguarding Coordinator attends a monthly meeting with other Safeguarding Leads from external agencies, where we share best practice and receive peer support and supervision. 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>The Area Manager continues to represent the service on the Wiltshire safeguarding board. The safeguarding Coordinator has contacted the Wiltshire Board Manager to arrange awareness training for Duty Area Managers and Deputies that sit on Local Boards.</p> <p>We have contributed to the WSAB (Wiltshire Safeguarding Adult Board) recent report. Reporting on how we fulfill our role in safeguarding adults in Wiltshire, Key achievements, training and priorities for the coming year.</p> <p>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 incidents in other Services. 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 - Wiltshire	Quarter	Apr-Jun 2017	15



Number of child safeguarding referrals - Wiltshire	Quarter	Apr-Jun 2017	0
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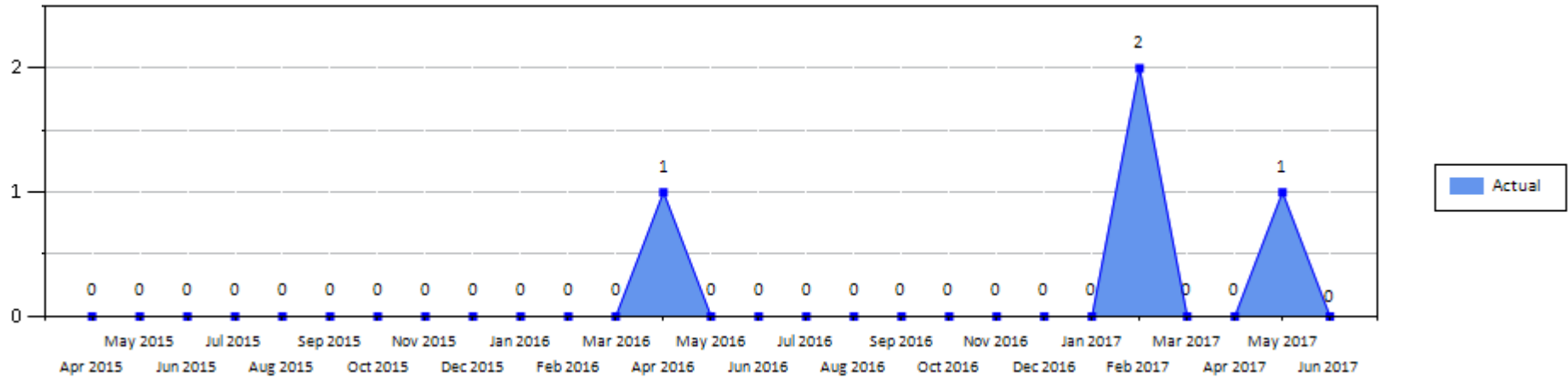
KLOE 6: How are we providing professional advice and support for local business so they can meet their legal fire safety obligations and add to the economic growth of our community?

Actions

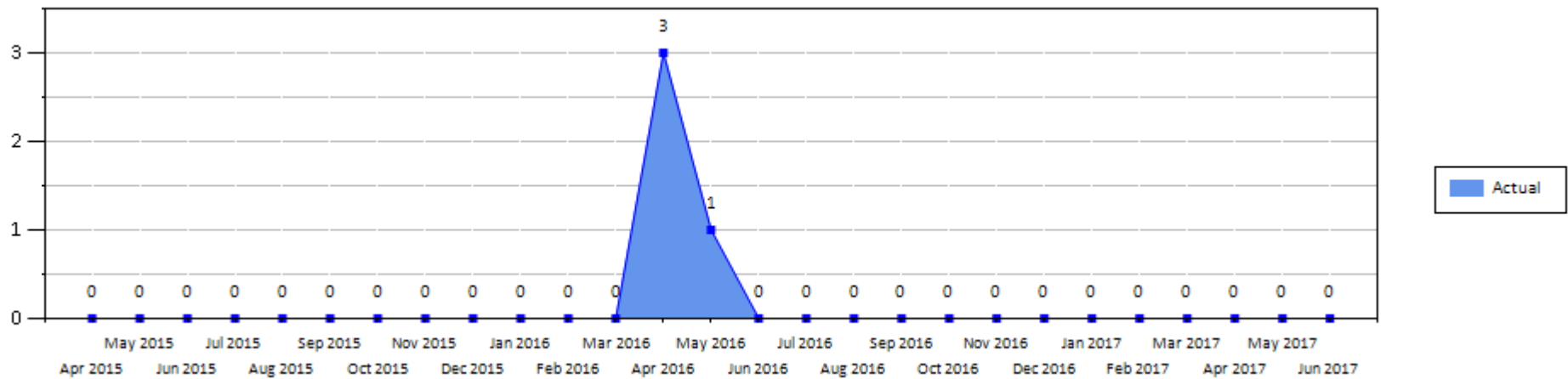
Action Code	Action Name
1.2.2.14	How are we providing professional advice and support for local business in Wiltshire so they can meet their legal fire safety obligations and add to the economic growth of our communities?
<p>Progress comment: 3 Significant commercial fires in Wiltshire all accidental 2 involving agricultural buildings. GREEN LANE, OGBOURNE MAIZEY (24.6.17) Cause: accidental. Loose straw in Barn. Passed to Rural safety WHITE HORSE INN, DOWNTON (18.5.17) Cause: accidental. Electrical fire in kitchen. Fire Safety Audit by TFS FOLLY ROAD, DEVIZES (22.5.17) Cause: accidental. Barn Fire. Passed to Rural Safety</p> <p>Technical Fire Safety (TFS) Activity</p> <ul style="list-style-type: none"> • 85 Fire safety audits completed • 71 Fire safety short audits • 38 Post fire audits • 78 Building Regulation consultations completed • 47 Licensing consultations • 25 Complaints <p>TFS inspectors attended 2 day TFS Enforcement training at 5 Rivers 25th and 26th May and a Sprinkler seminar organised by Wiltshire Council Building Control 26th June.</p> <p>Attended National Care home day event at Bemerton Lodge Salisbury and held table top exercise for staff and management on covering emergency plans and evacuation procedures 16.6.17.</p> <p>TFS advice and information provided at County Hall event for new councillors 8/5/17.</p> <p>Attended initial Better Business for all forum for Swindon and Wilts on 10.5.17. The group will identify ways of supporting the business community and it will be a good platform for offering TFS support.</p> <p>All Residential Care homes in Wiltshire now Audited in last 3 years following project to target premises not visited in that time.</p> <p>Review of Primary Authority arrangements with all our current partners including individual meetings and discussion on the best ways to support partners.</p> <p>Application process started for Primary Authority Partnerships with Magna Housing and Selwood Housing.</p> <p>Proactive work has been limited and since 14th June has been targeted at identifying and supporting responsible persons and management groups following the fire at Grenfell Tower. We have contacted Responsible persons to review Fire Risk Assessments for buildings of 5 floors or more and will be completing audits of these buildings. We have only a small number of tall buildings and TFS officers in the Wiltshire area have been supporting efforts in Bournemouth and Poole</p>	

Key Performance Indicators

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



KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Wiltshire	Month	Jun 2017	0

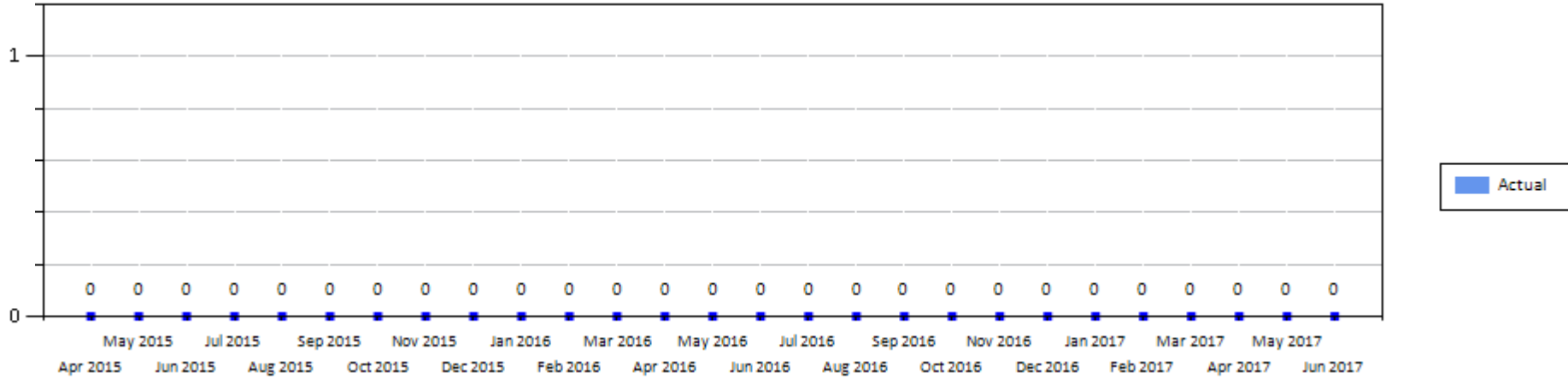


Number of prosecutions in Wiltshire

Month

Jun 2017

0

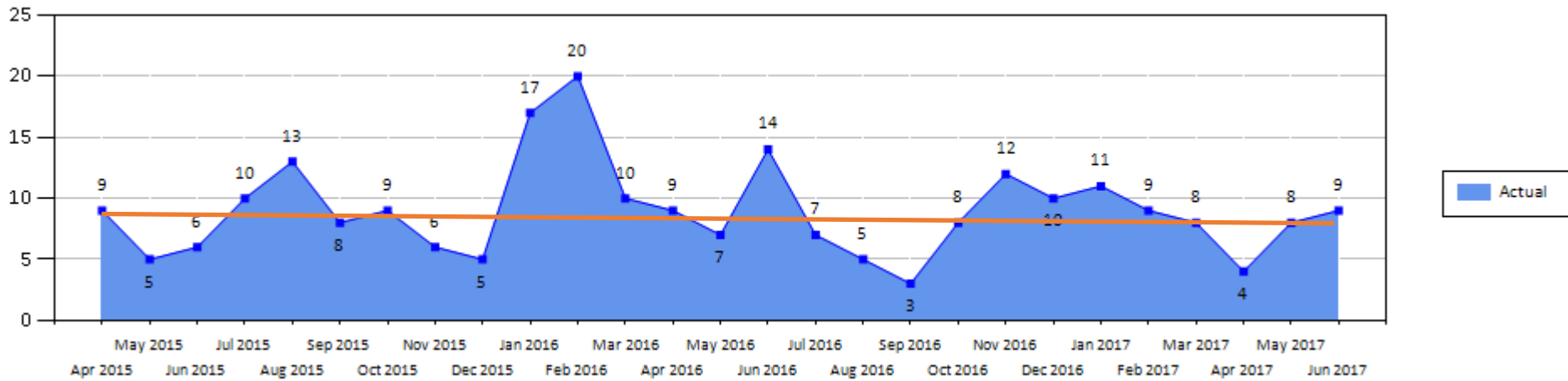


PRO01-Number of fires in Non-domestic properties-Wiltshire

Month

Jun 2017

9



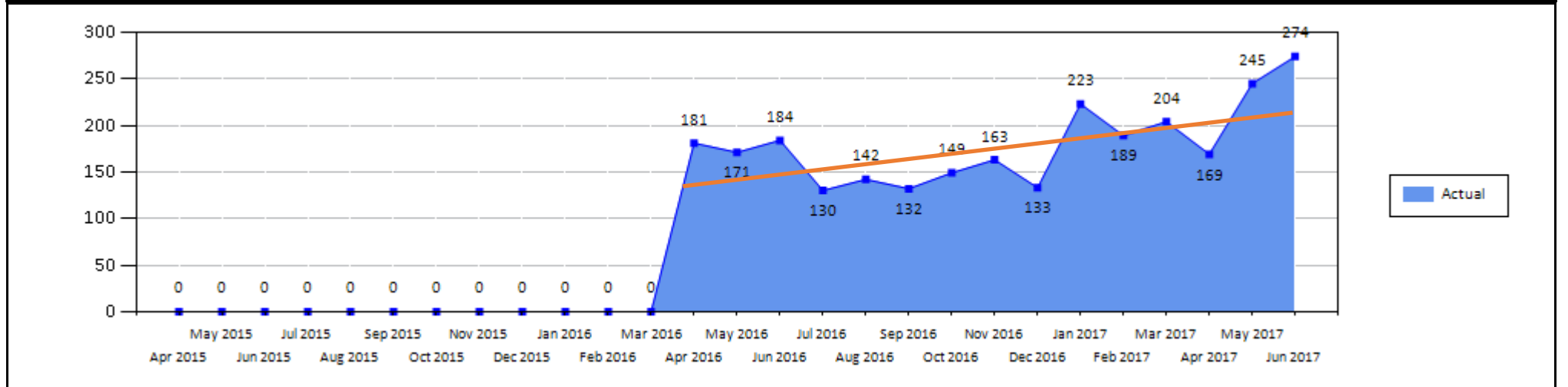
KLOE 7: How are we identifying and driving down risk risks to the community, unique heritage and environment?

Actions

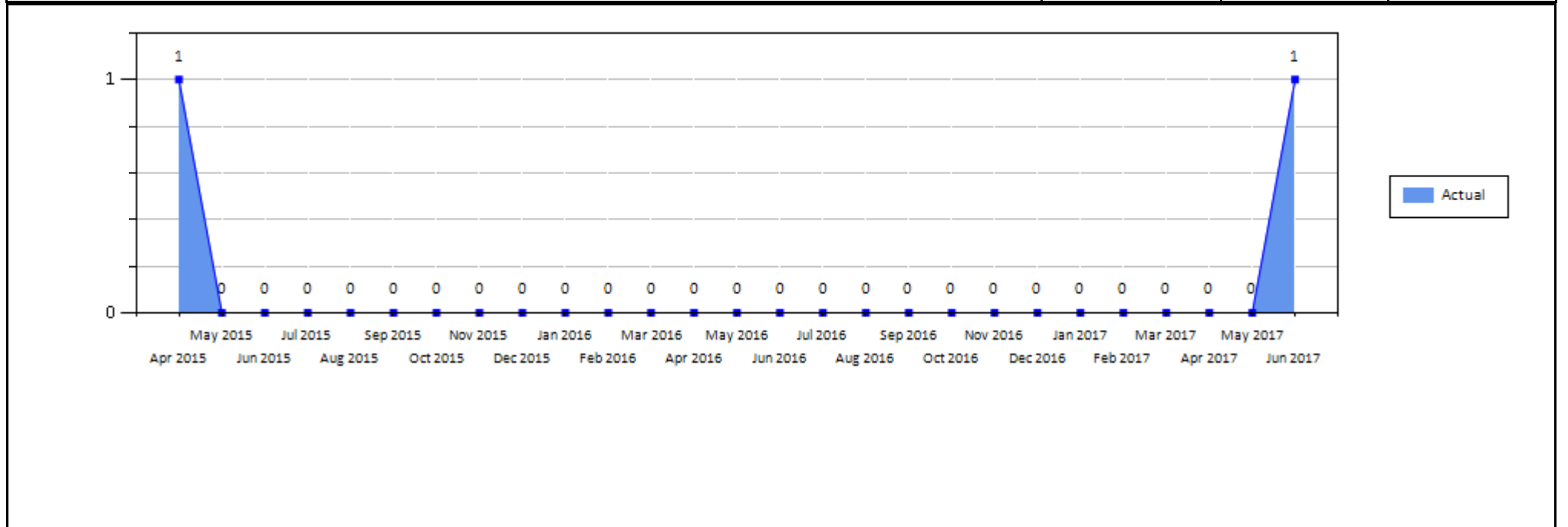
Action Code	Action Name
1.2.3.14	How are we identifying and driving down risk risks to the community, unique heritage and environment in Wiltshire?
<p>Progress comment: The risks to the community, heritage and the environment are identified and reduced within Wiltshire through a number of key workstreams.</p> <p>The Local Resilience Community Risk Register has been developed by all Category 1 responders with inputs from Category 2 responders in line with the Civil Contingencies Act. The Area is represented on the board which considers each risk in turn to ensure its currency and that the multi-agency response meets the risk. These outcomes are fully embedded in Wiltshire Area Command. These include:</p> <p>Undertaking pre-planning for flu reduction in preparation for Winter 17. Embedded into Wiltshire Council and Flood Warden initiatives Developing protocols with the Environment Agency to improve our joint response to flood warnings. Ensuring our work supports the Wiltshire Emergency Planning Officer in translating the National and Community Risk Registers into meaningful outcomes to the public.</p> <p>Work is continually undertaken across Wiltshire to identify community and operational risks to the public, the environment, premises and firefighters alike, in that:</p> <p>All premises with site specific risk information have been reviewed and updated in the past 6 months.</p> <p>All district commanders have considered the new risks within their areas of responsibility and visits have been made to all identified premises with some attracting a higher level of information capture and dissemination.</p> <p>Firefighters within Wiltshire continually promote risk awareness in the community undertaking key campaigns throughout the year in areas such as thatch and chimney fires, boat safety, farms and agricultural risks.</p> <p>A trend analysis has been conducted on operational incidents to consider any additional risks however no additional areas have been identified. Analyses of annual outputs are conducted on a quarterly basis to ensure risk concerns are highlighted at the earliest opportunity.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Wiltshire	Month	Jun 2017	274



KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Wiltshire	Month	Jun 2017	1

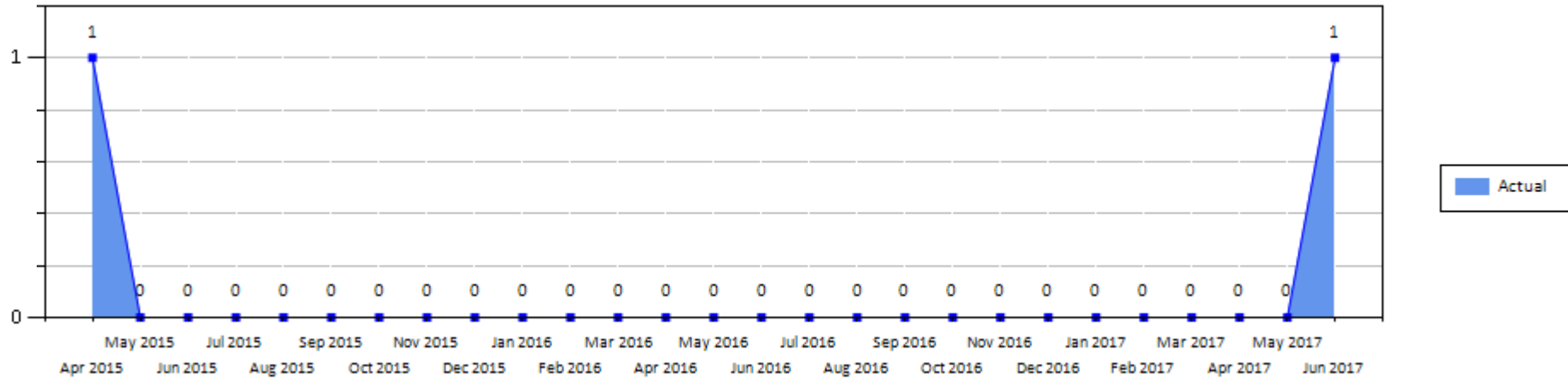


PRE01-Number of fire related deaths - Wiltshire

Month

Jun 2017

1

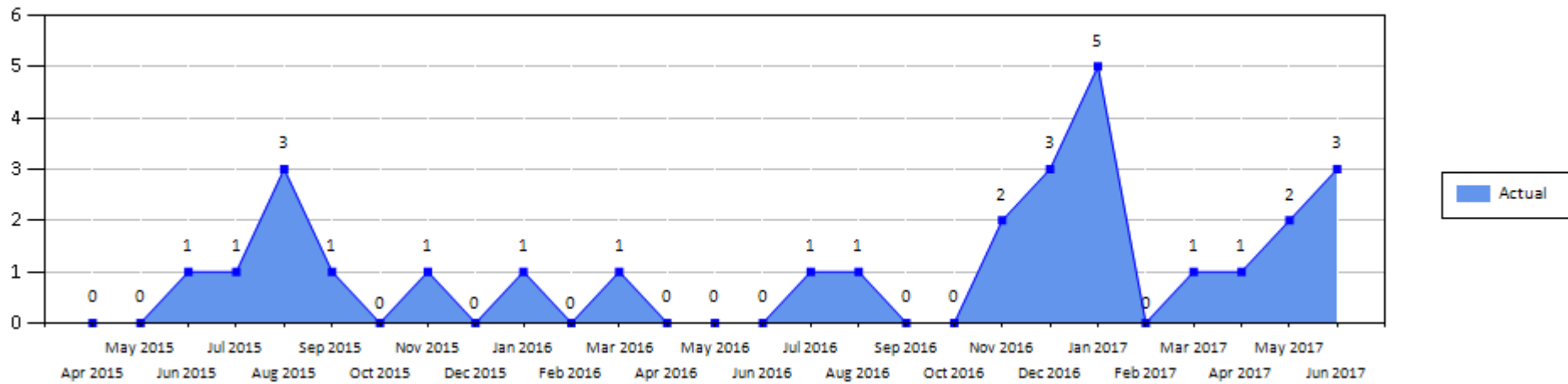


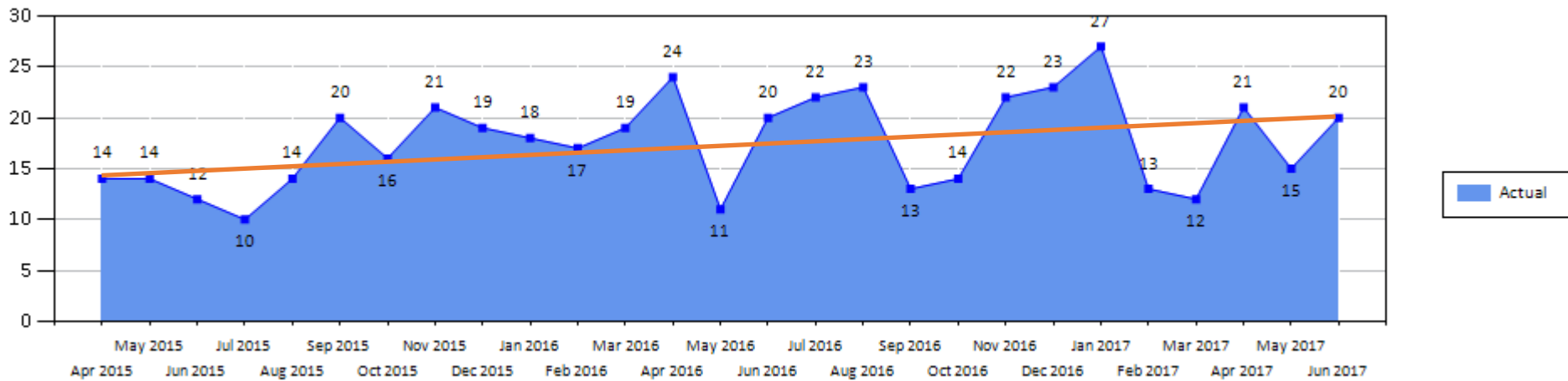
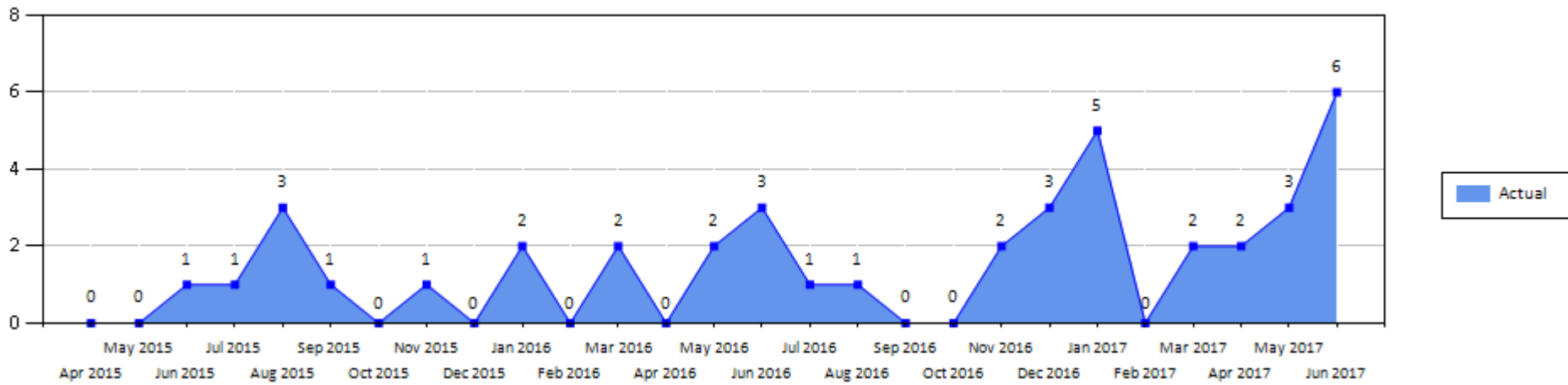
PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire

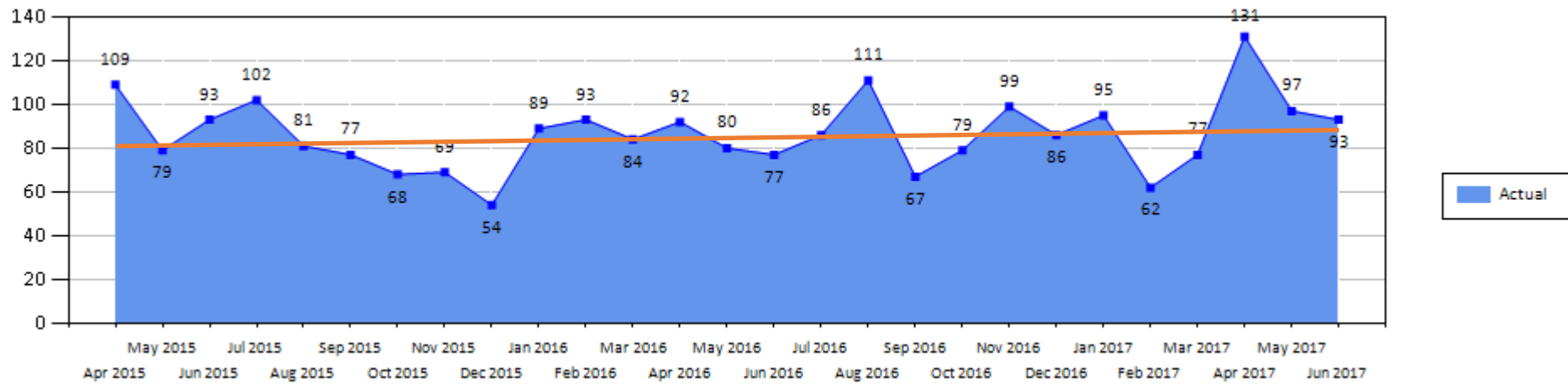
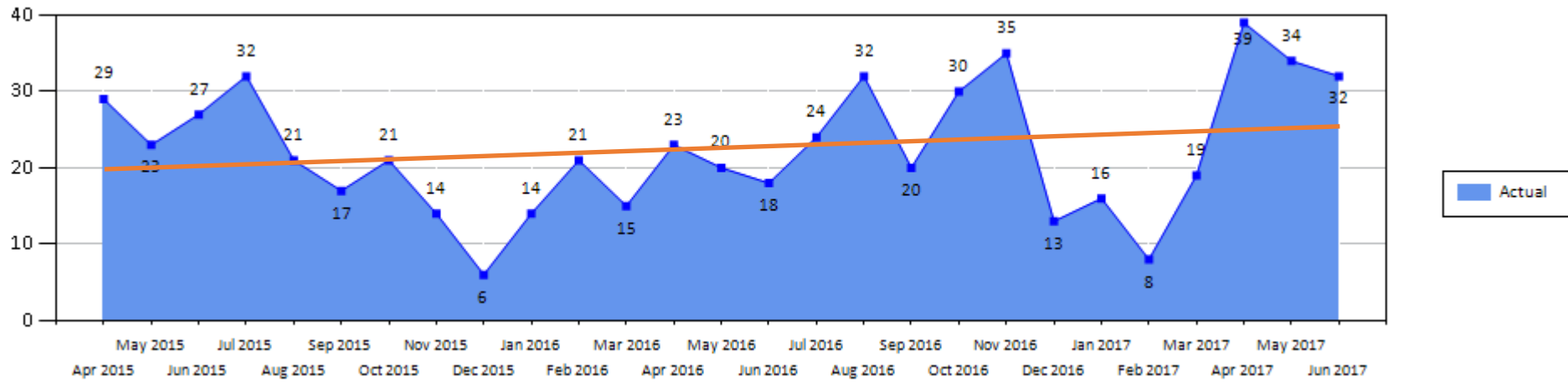
Month

Jun 2017

3







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 Wiltshire to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p>Progress comment: To evaluate the effectiveness of emergency responses and monitor the introduction of new operating guidance, DWFRS is a member of blue light groups in both Dorset and Wiltshire, these groups include members of the Police, Ambulance and Fire service. A typical meeting includes briefings on the latest threat from terrorism, VIP visits, new operational guidance and training opportunities, followed by debriefs of significant incidents where members are able to discuss from each other's perspectives and implement changes or make recommendations for improvement. The most significant learning points are raised nationally using the JESIP Joint Organisational Learning JOL system.</p> <p>Active engagement is maintained with voluntary groups in two ways;</p> <p>1) Through the LRF voluntary capability group where voluntary groups are represented by one agreed organisation (Wessex 4x4 , Mr Matt Weller), the groups represented include;</p> <ul style="list-style-type: none"> Wessex 4x4 Response British Red Cross Salvation Army DorSAR Bournemouth Borough Council Samaritans Purse Plymouth Brethren Church Wessex Flood Response Samaritans Purse Rotary WRVS St John RAYNET County Controller Maritime Volunteer Service RAYNET Deputy Controller Volunteer Centre Dorset RSPCA British Red Cross Churches Together Poole Council for Voluntary Services Dorset RAYNET Samaritans Faithworks 	

2) Through engagement with local communities which is usually designed to assist with developing a community emergency plan.

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.

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.

The Area is represented on the LRF which considers each risk in turn to ensure its currency and that the multi-agency response meets the risk. These outcomes are fully embedded in Wiltshire Area Command.

The Fire Service leads the LRF training and exercising in Wiltshire which enables operational crews to undertake multi-agency training in line with JESIP protocols.

In addition, managers undertake regular refresher multi-agency training at Operational, Tactical and Strategic level to ensure that the combined response to a major incident is effective.

As previously alluded to partnerships continue to be developed to deliver improved community resilience outcomes in line with the Local Resilience Community Risk Register such as:

Undertaking pre-planning for flu reduction in preparation for Winter 17.

Working with Wiltshire Council and Flood Wardens to maximise local knowledge and our response to flooding.

Developing protocols with the Environment Agency to improve our joint response to flood warnings.

Ensuring our work supports the Wiltshire Emergency Planning Officer in translating the National and Community Risk Registers into meaningful outcomes to the public.

Priority 3: Being there when you need us

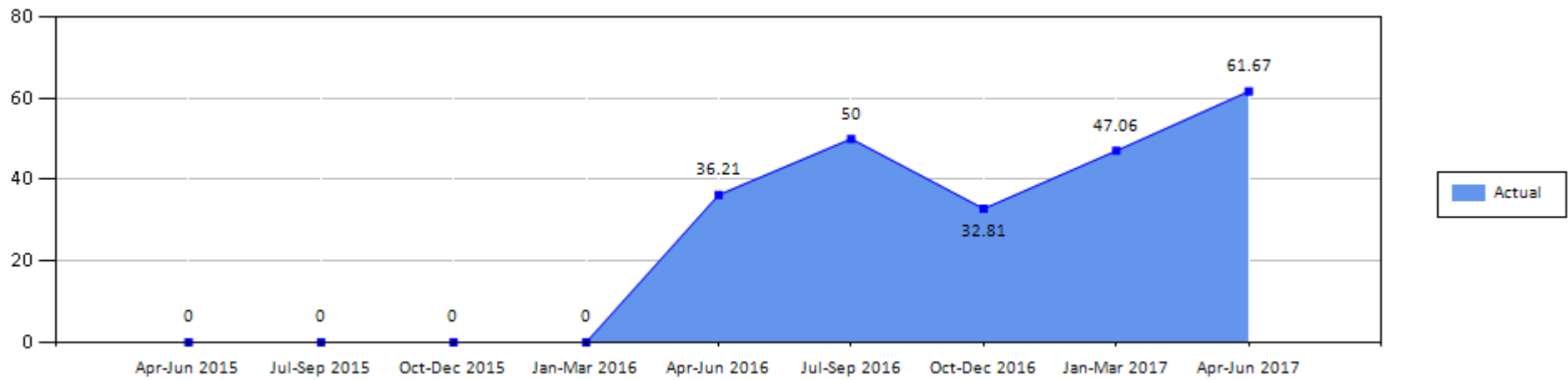
KLOE 9 : Are appliances available when we need them?

Actions

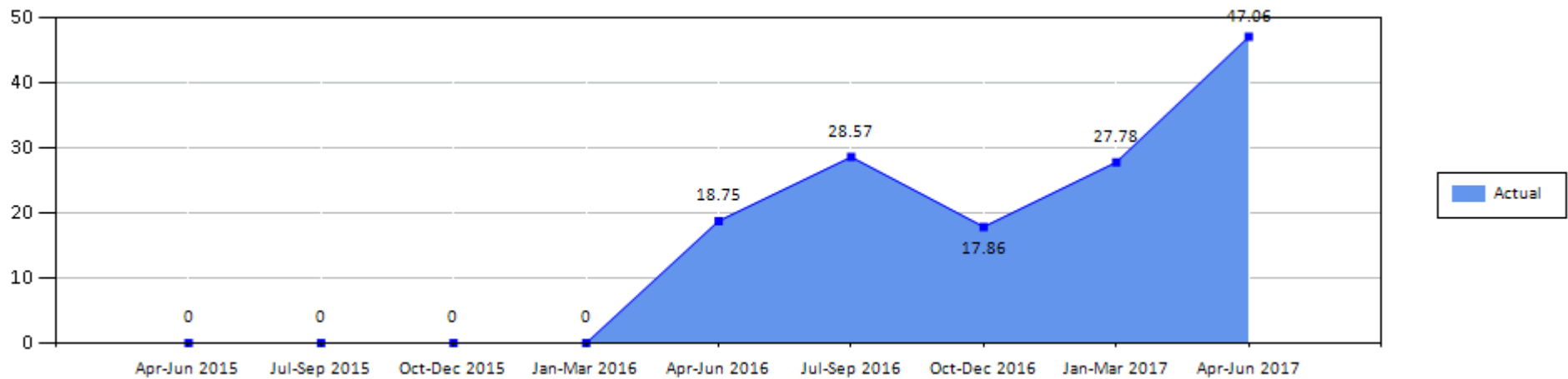
Action Code	Action Name
1.3.1.8	Are appliances in Wiltshire available when we need them?
<p>Progress comments:</p> <p>The availability of appliances and personnel across Wiltshire are actively monitored and managed on a daily basis, with immediate crewing shortfalls remedied by:</p> <ul style="list-style-type: none">The relocation of fire fighters from other stations,Use of the crewing shortfall process,Use of wholetime overtime <p>The crewing shortfall procedure is actively managed across Wiltshire to maximise appliance availability whilst ensuring fiscal propriety.</p> <p>Significant work has been undertaken to identify areas of crewing shortages and accordingly implement targeted recruitment campaigns across Wiltshire. This has resulted in an increase in interest, applications and new recruits into the Service. However, due to the necessary length of the recruitment and training process this is an on-going priority for the Area Command.</p> <p>Furthermore, a mentoring scheme is in development to ensure that interested parties are fully supported throughout the application process and training regime and thereby improve retention rated amongst new firefighters.</p> <p>Wiltshire Area Command are working with stations and the HR department to review contractual hours in preparation for implementation of the on-call salary scheme across the Service over the coming year.</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- Wiltshire	Quarter	Apr-Jun 2017	61.67%



RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Wiltshire	Quarter	Apr-Jun 2017	47.06%
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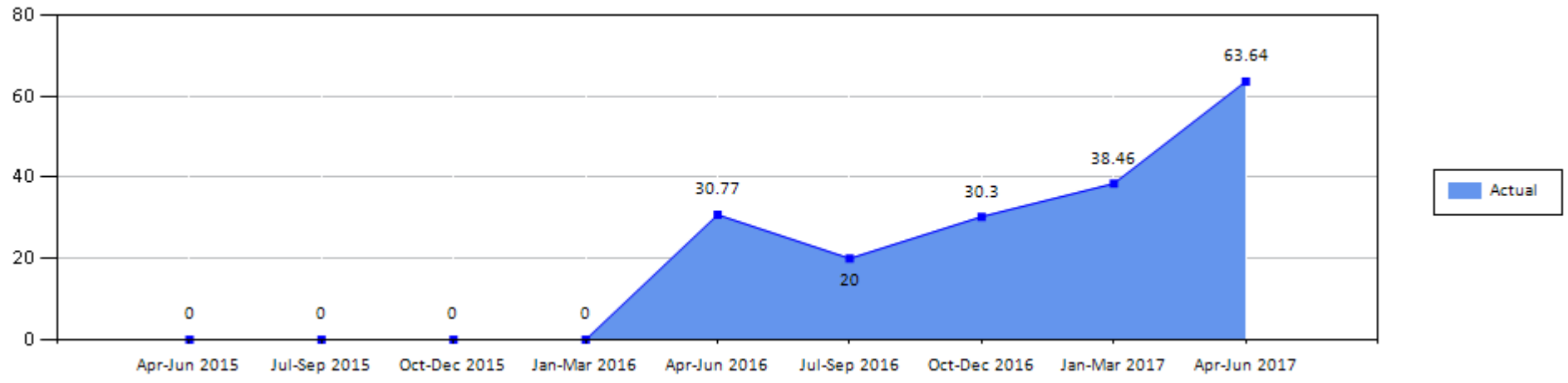


RES03-Percentage of incidents to other properties where the first appliance met the response standard-Wiltshire

Quarter

Apr-Jun 2017

63.64%

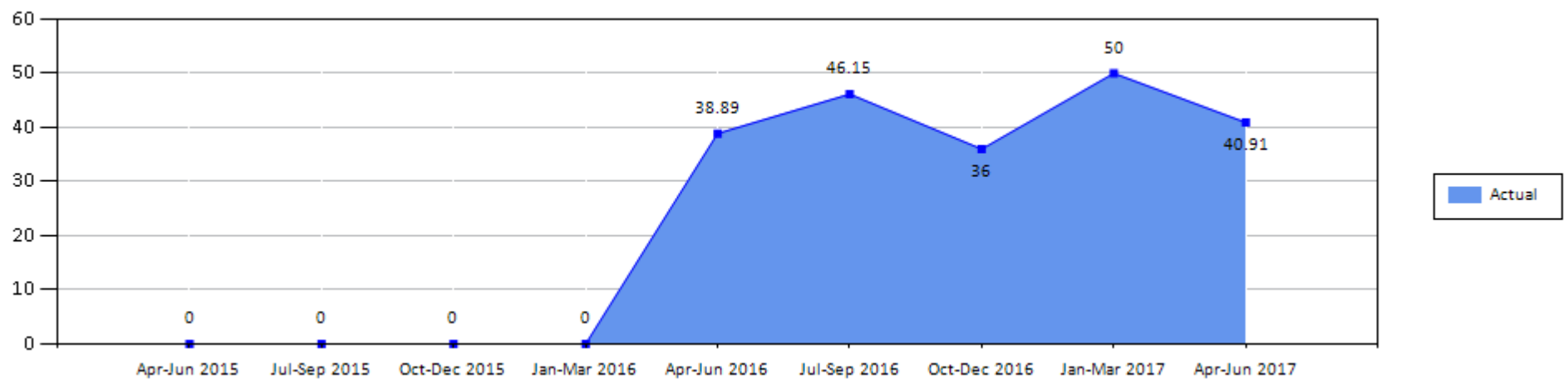


RES04-Percentage of incidents to other properties where the second appliance met the response standard-Wiltshire

Quarter

Apr-Jun 2017

40.91%

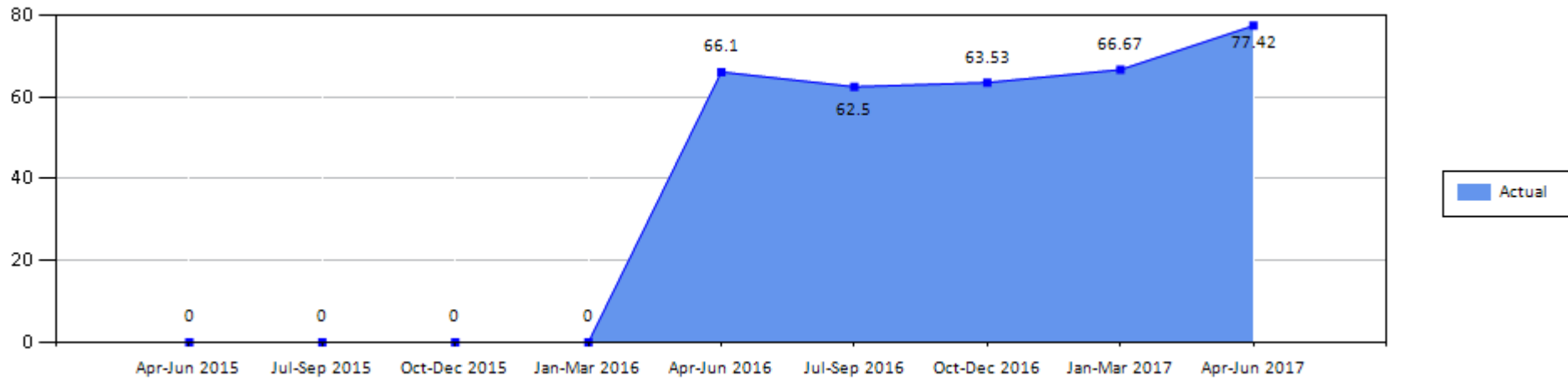


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Wiltshire

Quarter

Apr-Jun 2017

77.42%

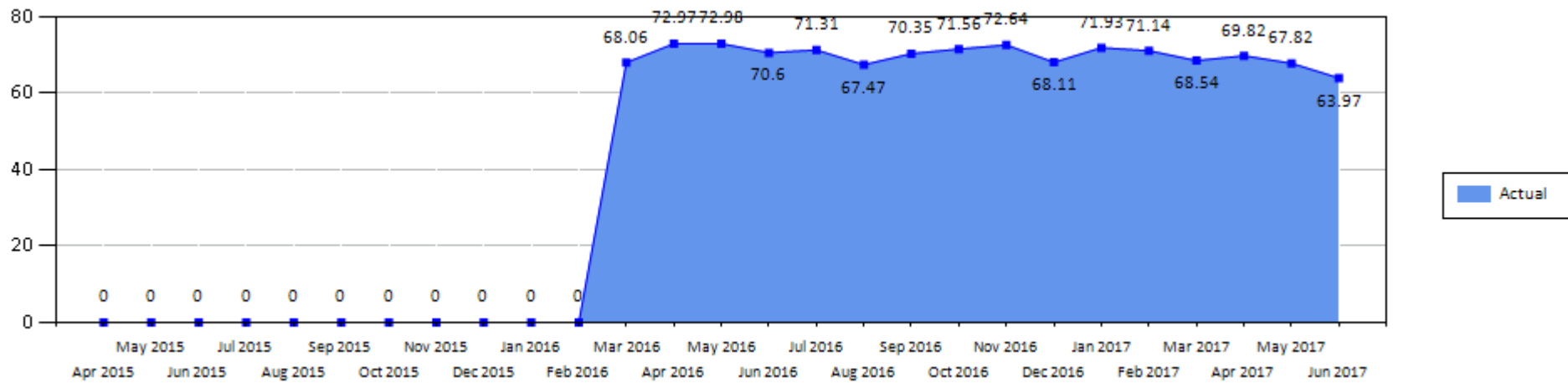


RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)- Wiltshire Area

Month

Jun 2017

63.97%



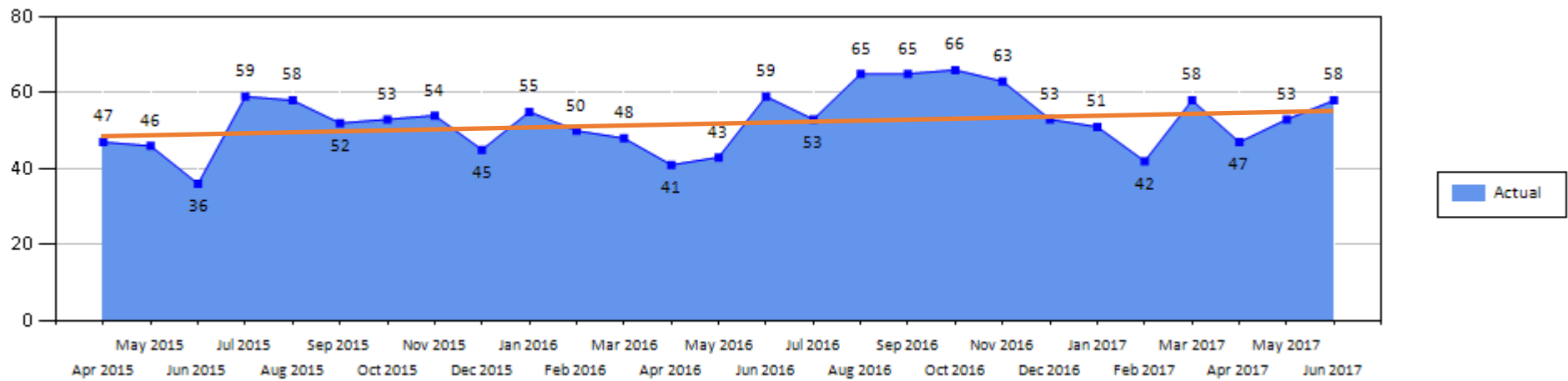
KLOE 10 : How effective and efficient are our response arrangements for dealing with the range of incidents an medical emergencies we attend?

Actions

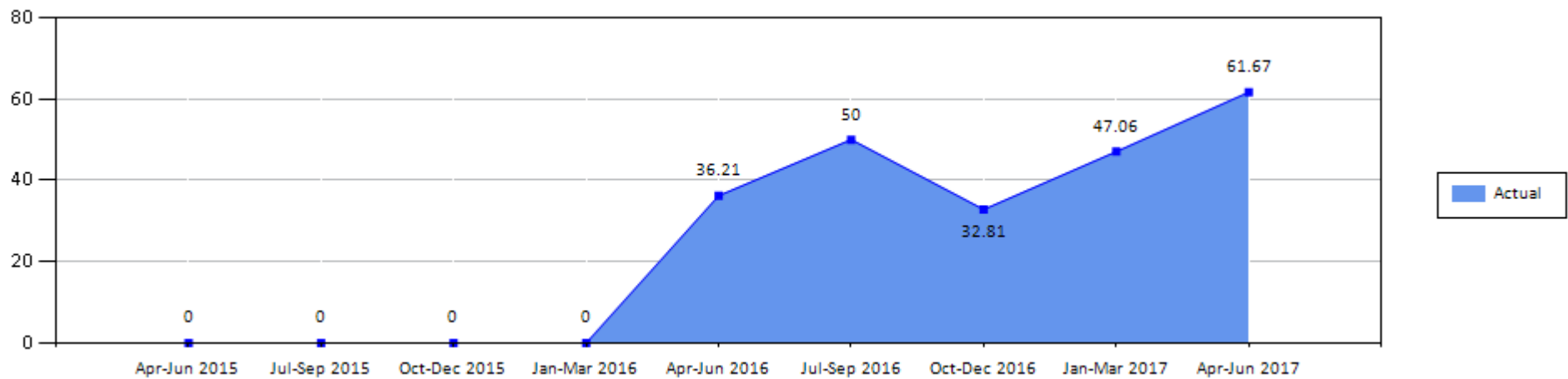
Action Code	Action Name
1.3.2.21	How effective and efficient are our response arrangements in Wiltshire for dealing with the range of incidents and medical emergencies we attend?
<p>Progress comment: As part of the Integrated Risk Management Plan (IRMP), the Wiltshire AMT is fully supporting the review of our current arrangements with SWASFT for co-responding and to explore the potential for increased collaboration between ourselves and the Ambulance Service in both an emergency and non-emergency capacity.</p> <p>This review is being undertaken in tandem with the internal appliance review to ensure that the response arrangements are as effective and efficient as possible.</p> <p>The Emergency Response Team have developed much needed guidance to ensure that co-responding meets the needs of the public, the Ambulance and Fire Service alike and are being implemented with immediate effect.</p> <p>This will ensure that the improved response within Wiltshire in support of Ambulance colleagues provides the best possible outcome for the public and Fire Service staff.</p> <p>Work to maximise collaboration within the emergency services has resulted in the Service responding to concerns for welfare which has the advantage of utilising fire service equipment to make entry to a premises. This has been fully embedded within Wiltshire Area Command.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Wiltshire	Month	Jun 2017	58



KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Wiltshire	Quarter	Apr-Jun 2017	61.67%

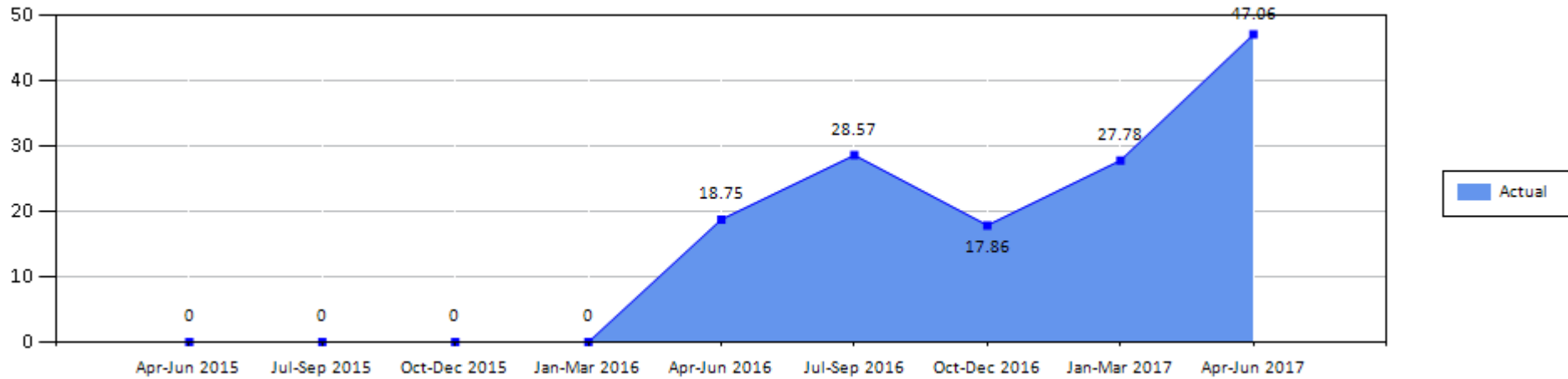


RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Wiltshire

Quarter

Apr-Jun 2017

47.06%

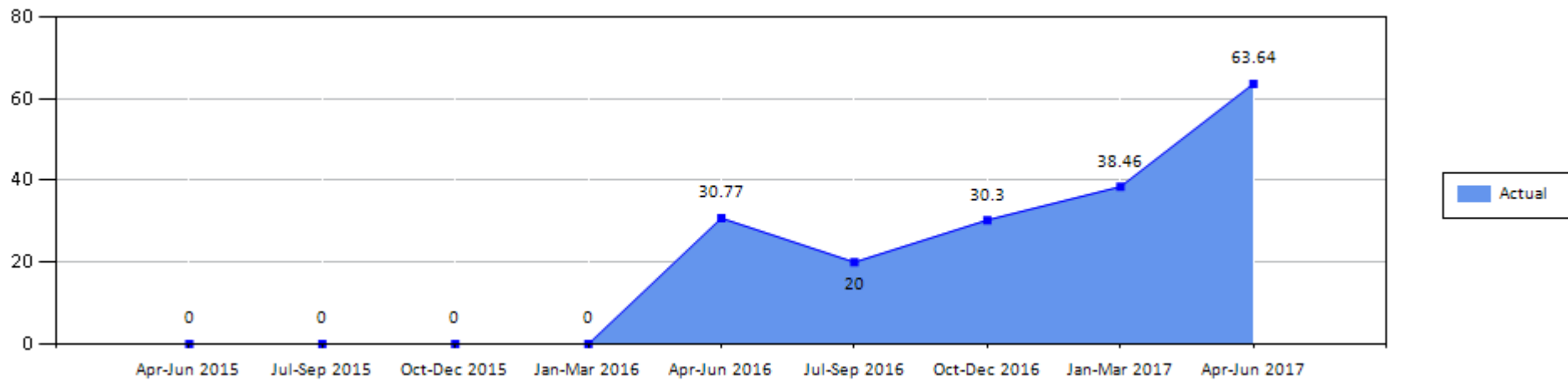


RES03-Percentage of incidents to other properties where the first appliance met the response standard-Wiltshire

Quarter

Apr-Jun 2017

63.64%

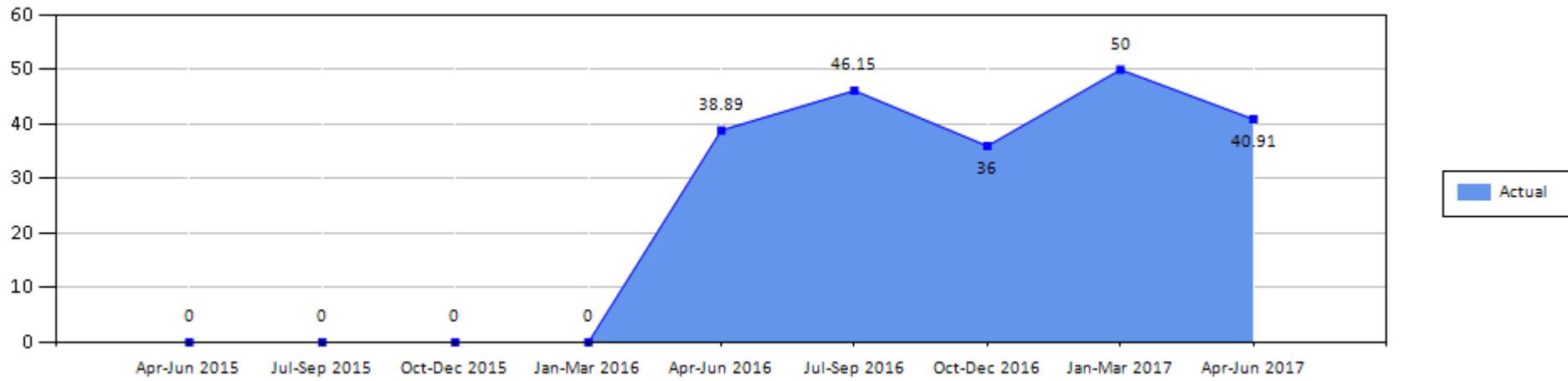


RES04-Percentage of incidents to other properties where the second appliance met the response standard-Wiltshire

Quarter

Apr-Jun 2017

40.91%

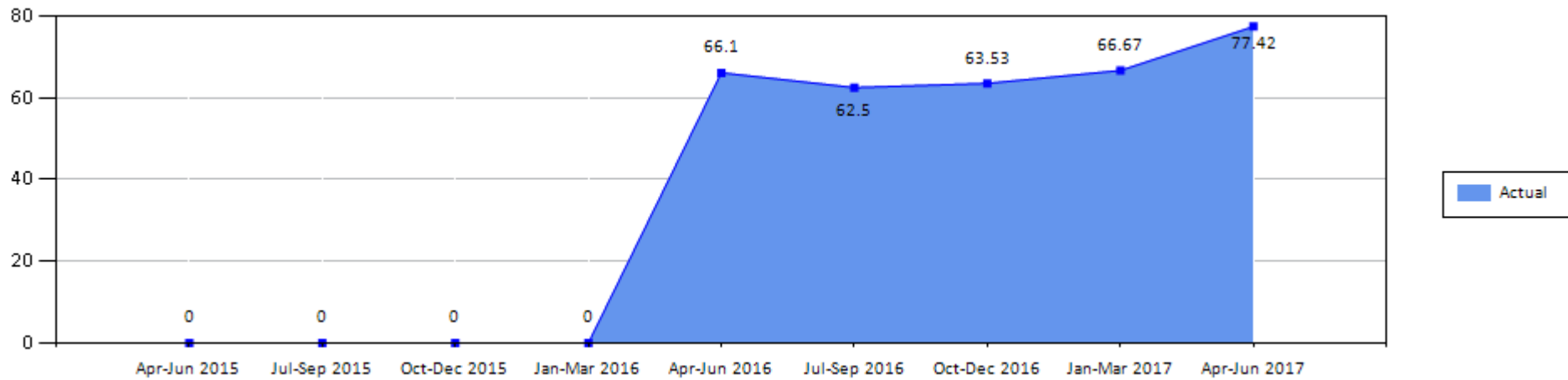


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Wiltshire

Quarter

Apr-Jun 2017

77.42%

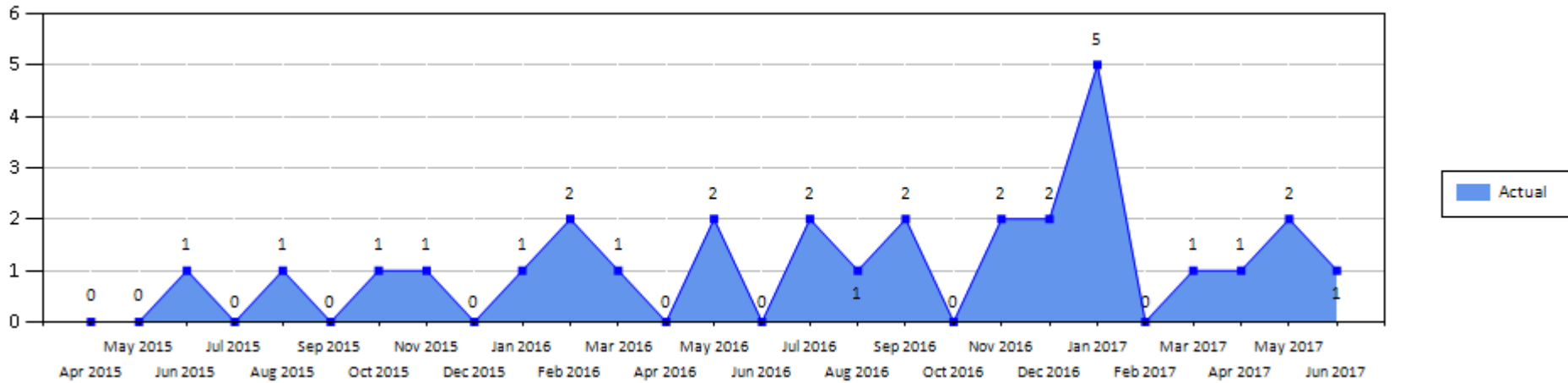


RES11-Number of people rescued at fire related incidents-Wiltshire

Month

Jun 2017

1

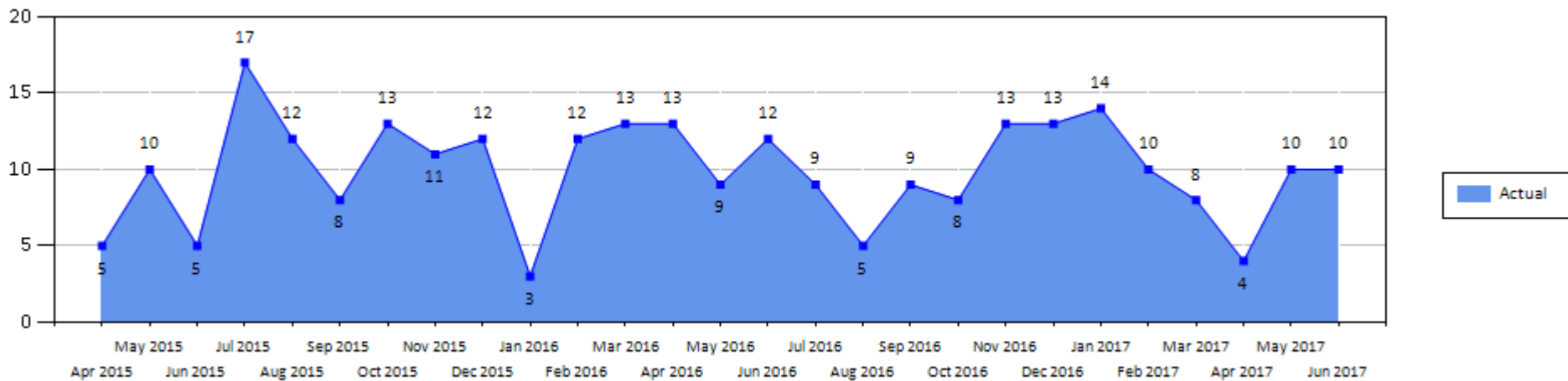


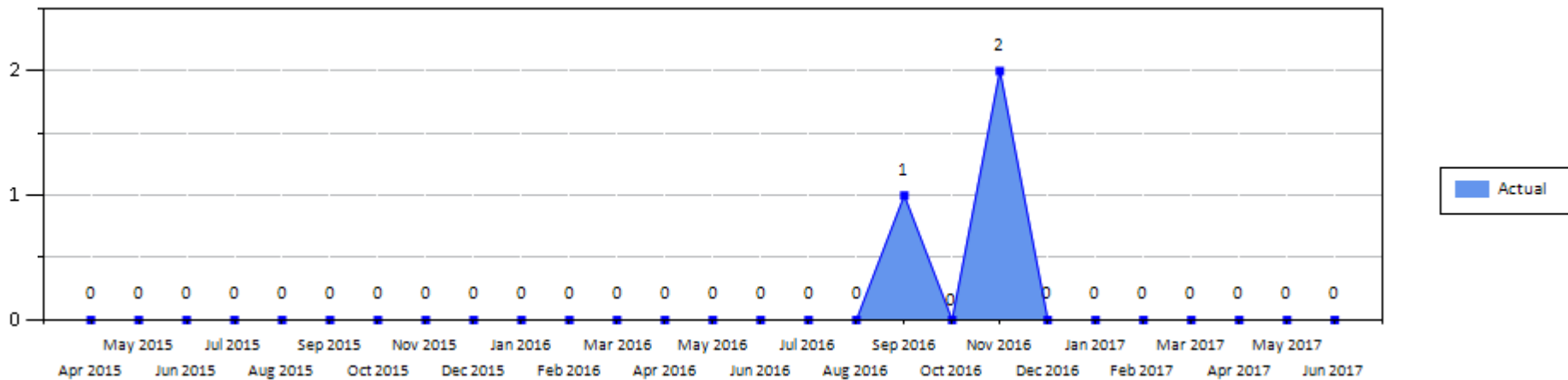
RES12-Number of people rescued from RTCs-Wiltshire

Month

Jun 2017

10





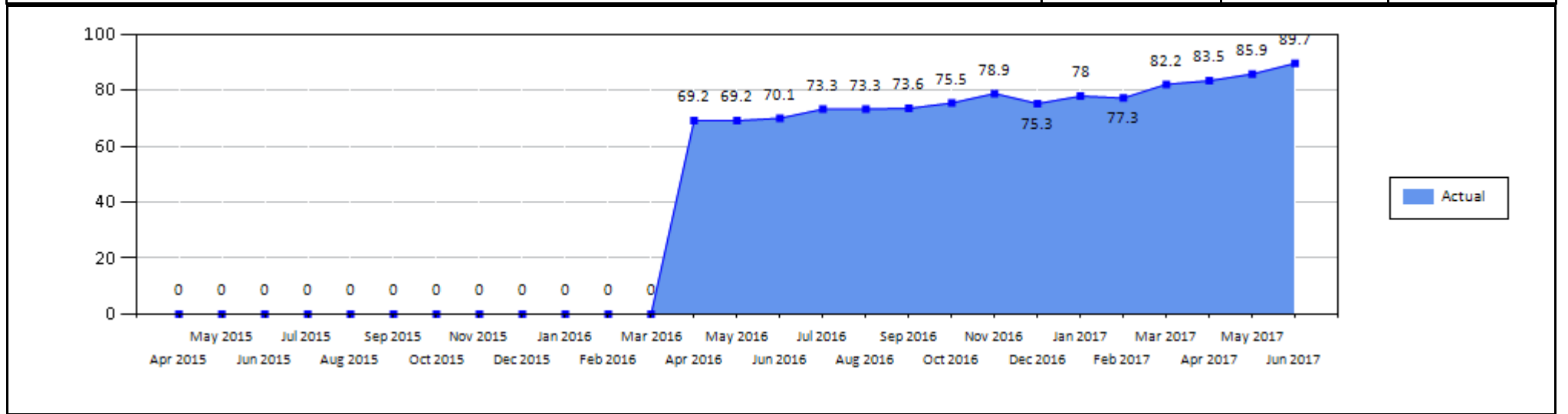
KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they attend?

Actions

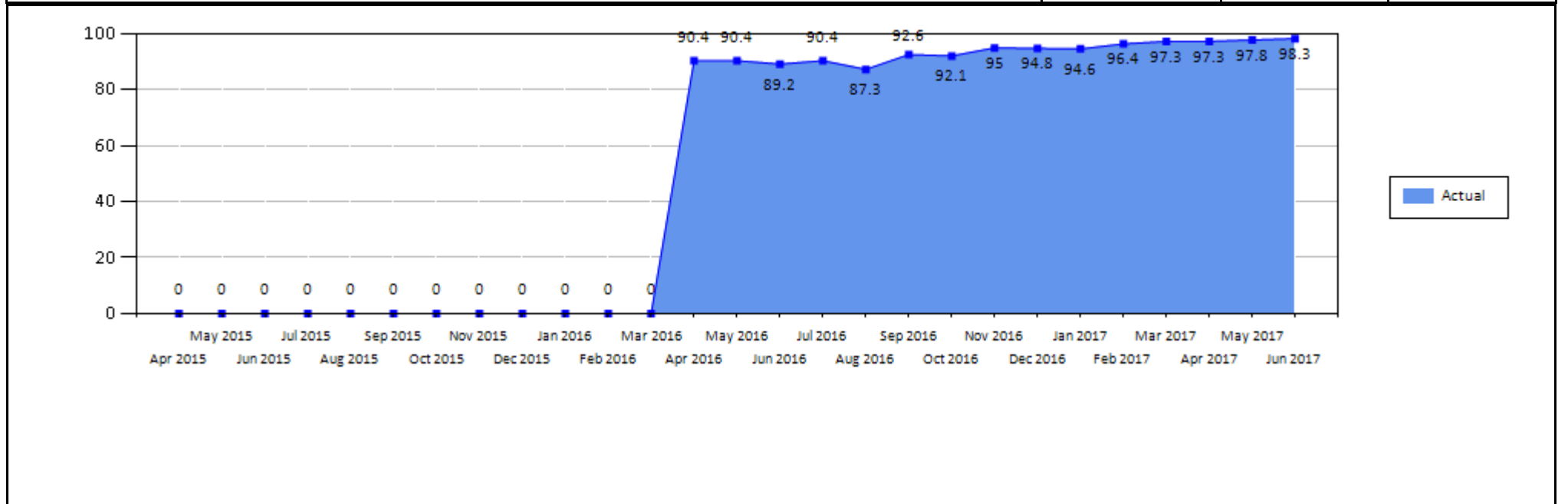
Action Code	Action Name
1.3.3.33	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Wiltshire?
<p>Progress comment: Extensive work has been undertaken to ensure that all operational personnel are afforded the opportunity to maintain an appropriate level of competence that is necessary for them to undertake their role efficiently, effectively and safely.</p> <p>Operational training has been a key focus of Wiltshire AMT to ensure that all firefighters are competent within their respective roles.</p> <p>As a direct result of this focus, operational licence figures have shown continual improvement over the past 12 months with the overall figure for all Wiltshire operational staff at 92.2%. Wiltshire AMT strive to achieve its own ambitious target of 100%.</p> <p>Outcomes from premises and environmental risk inspections and reviews are promulgated to all operational crews to ensure that there is a common understanding of the relative risks across Wiltshire.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence – Wiltshire Area Stations RDS	Month	Jun 2017	89.7%



KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Wiltshire Station WDS	Month	Jun 2017	98.3%

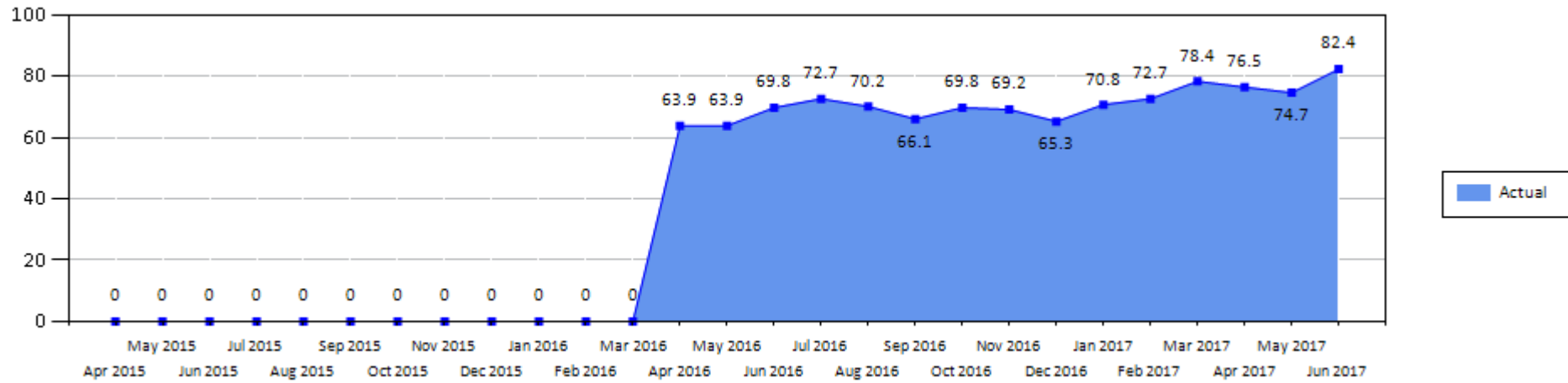


Percentage competent in the BA modules of the Operational Licence – Wiltshire Area RDS

Month

Jun 2017

82.4%

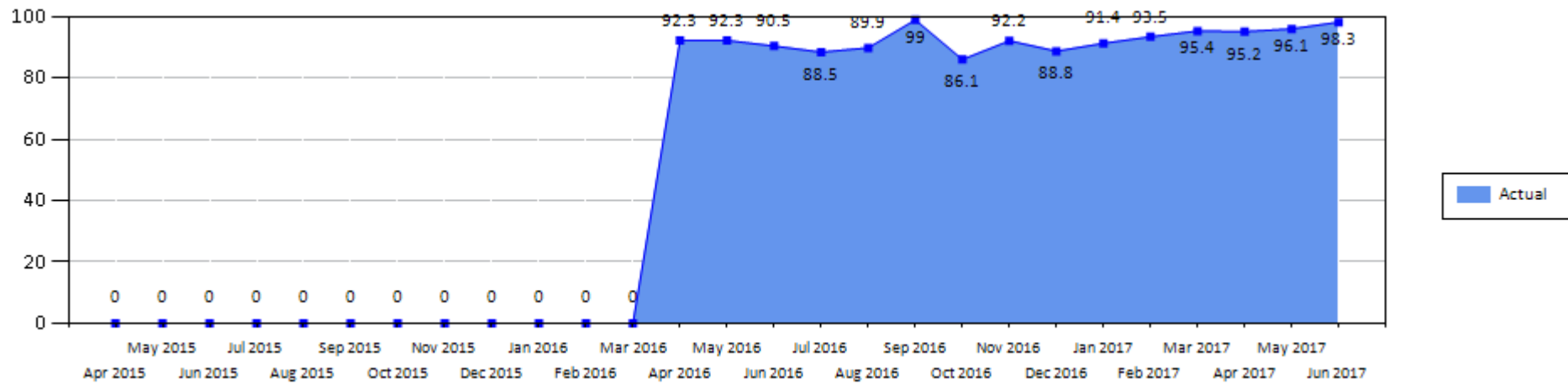


Percentage competent in the BA modules of the Operational Licence – Wiltshire Area WDS

Month

Jun 2017

98.3%

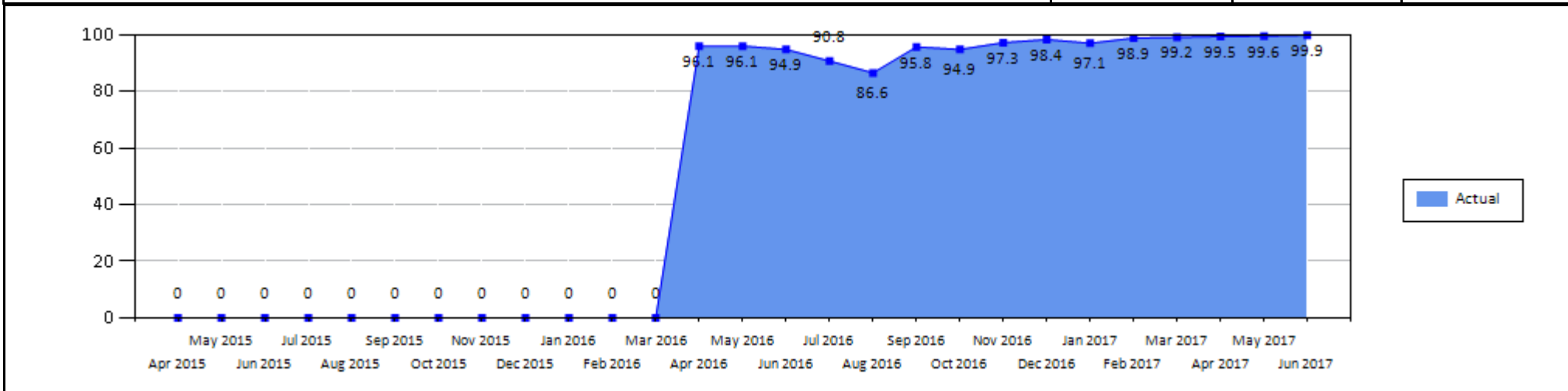


Percentage competent in the RTC modules of the Operational Licence – Wiltshire Area WDS

Month

Jun 2017

99.9%

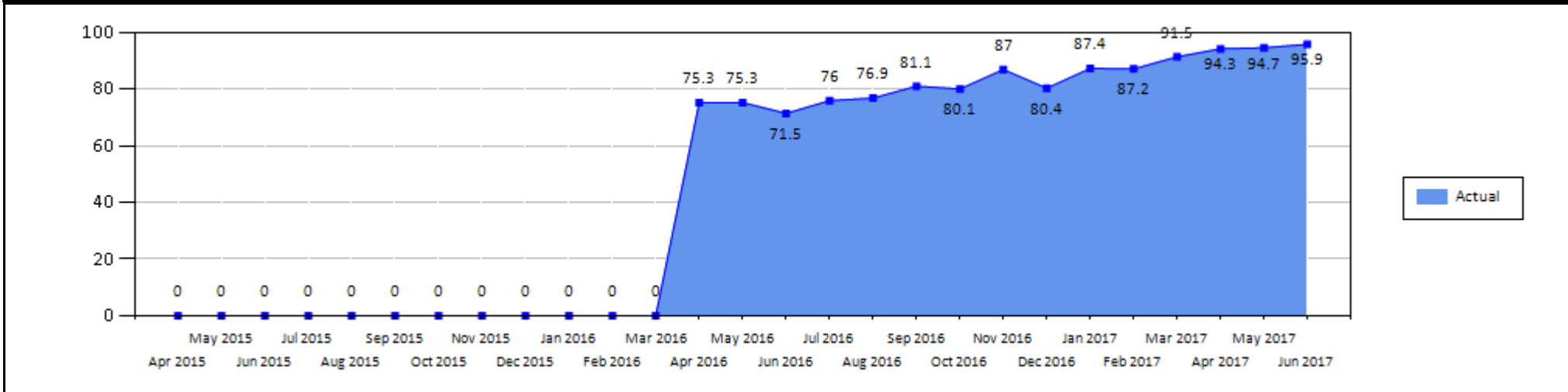


Percentage competent in the RTC modules of the Operational Licence – Wiltshire Area RDS

Month

Jun 2017

95.9%



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 Wiltshire; to improve the response services we provide?
<p>Progress comment: Outcomes from multiple risk identification work streams inform the wider Service of the necessary inputs in order to mitigate and where possible reduce the risk to the public and firefighters.</p> <p>This includes a review of the operational training to meet the risk, provision of risk information to responding crews to ensure consistency in understanding and a review of the weight of response thereby ensuring that the most appropriate vehicles with the correct number of trained firefighters are mobilised in the first instance.</p> <p>Managers are automatically mobilised to significant incidents to carry out operational quality audits. This learning is utilised to inform future training through directed training, future procedural and equipment changes.</p> <p>Furthermore, all personnel participate in incident debriefs immediately after an incident as well as structured debriefs for significant or notable events.</p> <p>These are achieved through command debriefs which are organised by the AMT for larger incidents and any operational learning is fed back into the Service to attain organisational development and improvement.</p> <p>Incident audits and debriefs continue to be a key driver for change in operational response, for example a business case was developed to secure additional equipment for trench and confined space rescue.</p> <p>All of Wiltshire AMT are trained in the use of the Operational Effectiveness database which is being rolled out across Wiltshire to enable effective reporting of notable practice as well as areas of operational improvement.</p> <p>WAC are ensuring that this system is fully utilised by undertaking monthly reviews of submissions and outcomes in conjunction with Response Support.</p>	