

Appendix A – 1st Quarters Performance Report Dorset Local Performance & Scrutiny Committee

Dorset & Wiltshire Fire and Rescue Service

Dorset

01/04/2017 - 30/06/2017



DORSET & WILTSHIRE
FIRE AND RESCUE

Dorset

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 Dorset to use a wider range of information to improve the well-being and independence of vulnerable people?
<p>Progress comment:</p> <p>The Protection team have procured misting units capable of alerting Fire Control when activated and will be deployed to improve the well-being of vulnerable people. The relaunch of Pinpoint will improve the amount of partnership data available for our crews and safe and well advisers to identify vulnerable people in our community. The system is undergoing a complete overhaul with improved layer searches available from early winter 2017.</p> <p>Data held on current areas of heath-land are being assessed by subject matter experts to ensure that all relevant information is updated and held within the Mobile Data Terminals within appliances. This assessment will ensure that access points, water supplies and known hazards are cross mapped to any response plans produced by the owners of the heath-lands to provide meaningful information for crews in order to quickly and safely resolve heath-land fires.</p> <p>We are working in partnership with a police photographer to produce a 360-degree virtual reality experience to support road safety awareness campaigns. This work will be taking place at fire stations over the coming months.</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 Dorset which support families, children and young adults to achieve their potential and strengthen our communities?
<p>Progress comment: 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 allocated to them and the surrounding schools. Central Dorset (excluding Sherborne) West Dorset, Weymouth and Portland: Education officer is based at Poundbury. North Dorset, East Dorset, Sherborne and Bere Regis: Education officer is based at Wimborne</p> <p>Education visits totals April 2017 = 880 May 2017 = 188 June 2017 = 853 Quarterly total = 1,921</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. 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. 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. A bespoke safety leaflet is being developed to give to parent/ carers should firesetting be suspected.</p> <p>There have been 5 firesetter cases in Dorset between April and June '17</p> <p>Weymouth SafeWise Centre is well attended by schools, the majority coming from Weymouth, Portland West and North Dorset but some do come from further afield. This year sessions have been developed for, and are being delivered to pre-schools and reception and Key Stage 1 children (previously sessions were only delivered to Key Stage 2 (the majority of visits) and some key stage 3 and 4, post 16 groups and adults. A new temporary Education officer is in role to cover the substantive role which is seconded until December 2017.</p> <p>Youth Intervention Dorset update:</p> <ul style="list-style-type: none"> • SPARC course was delivered at Dorchester Fire Station during the May Half Term. This five-day course was part funded by Dorset PCC for vulnerable young people and a total of 11 young people started and finished the course gaining the AQA Award in Fire Services training. Referrals for this course came from Dorset Young Carers, local Schools and the Troubled Families support workers. A number of the group had a real lack of confidence at the start of the course and some had witnessed domestic violence in their homes recently. The post course questionnaire highlighted 91% of the group felt they had gained confidence on completion of the course, 82% believed they had developed their leadership skills and 91% had felt their problem solving skills had increased. • Looking forward - Initial plans have been discussed with Youth Coordinator (Dorset) and Instructors for Dorset's next twenty-week programme. Blandford Fire Station is a popular location and North Dorset has never had a Fire Cadet unit before so would be a good introduction to the local area. Plans will be firmed up in September, ready for the start in January 2018. 	

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 Dorset to reduce the risk of road traffic deaths and injuries?
<p>Progress comment: In the first 6 months on 2017 there have been 9 fatalities and a total of 158 Killed and Seriously Injured. Year end for 2016 was 16 fatalities and 383 KSI's. Last year was an all-time low and this year's trend is very similar.</p> <p>Safe Drive Stay Alive Events: 28th September Ferndown Upper School 4th October Highcliffe 7th November Sherborne School (Boys) 14th November Gryphon School 20th November Weymouth Pavillion (covering 3 schools) 13th December Purbeck 22nd January Gillingham School 30th January Thomas Hardy covering 11 schools with 2,000 attendees from Dorset area</p> <p>The Safe Drive Roadshows is currently undergoing a comprehensive review and the fire service has set up a working group to help develop the presentation contents and to bring more schools into the programme. We are looking to move away from individual schools visits and base the roadshow in central locations around the county, providing free transport to and from the venue. This will reduce the number of days a team is required to support the show and will allow at least two shows to run in one day. We aim to make the show more of a partnership initiative and have representatives from Dorset County Council, Poole Borough, Bournemouth Borough and Dorset Police in the working group.</p> <p>The first ever Dorset Safe Drive for the Army will be delivered at Allenby Barracks (Bovington) on the 25th July. Engaging with 300 soldiers</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> <p>We are continuing to work in partnership with Dorset Police to deliver the Community Road Safety Education sessions. These are targeted towards the general public who would like more information and advice around driving Around 30-40 people turned up to each of the first 3 pilot sessions. The session is delivered by police, fire and kwik fit. Police provide a general road safety presentation, Kwik Fit cover basic car maintenance and checks and DWfire's role is to provide advice on first on scene first aid care/what to do. The dates are as follows and we are looking for support from the Area Management Team to arrange fire crews to attend and provide the input.</p> <p>06/05/2017 SafeWise Bournemouth</p>	



27/05/2017	Shaftesbury Fire Station
10/06/2017	Dorchester Fire Station
08/07/2017	Lyme Regis Fire Station
26/08/2017	Ferndown Fire Station
16/09/2017	Christchurch Fire Station
14/10/2017	SafeWise Bournemouth

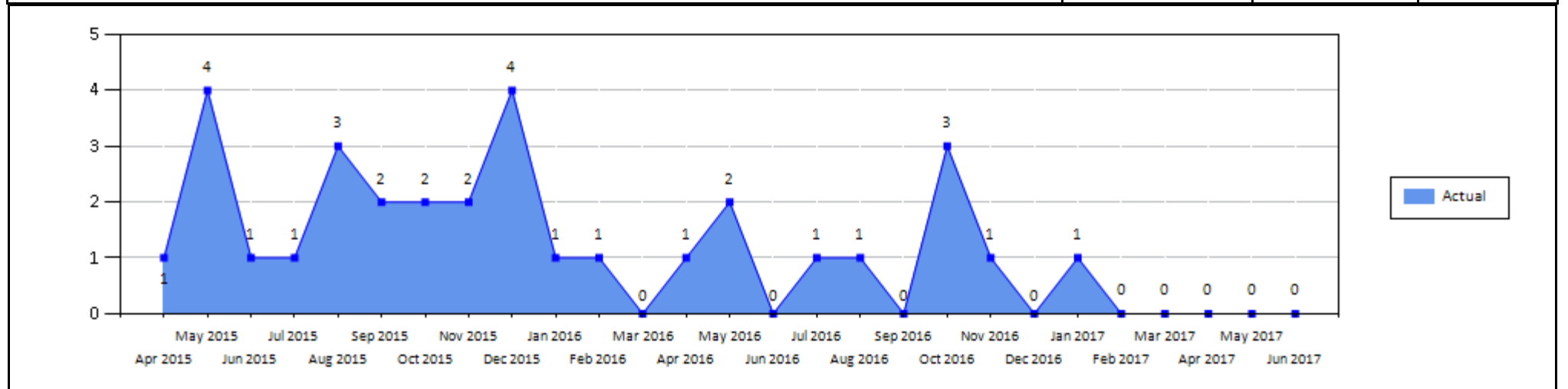
The roadshow will be offered out to employers as we have had success with Burmah, Network Rail, Siemens Rail, Scottish Electric.

We recently received a presentation from Leicestershire Fire and Rescue Service on the use of virtual reality and how they are used as an education and engagement tool. The Dorset Road Safe Partnership were impressed with the technology and are now looking to purchase headsets (Leicestershire FRS have made the video free to others). There is the opportunity of us delivering extra education after Safe Drive in schools using this system to re-enforce the message.

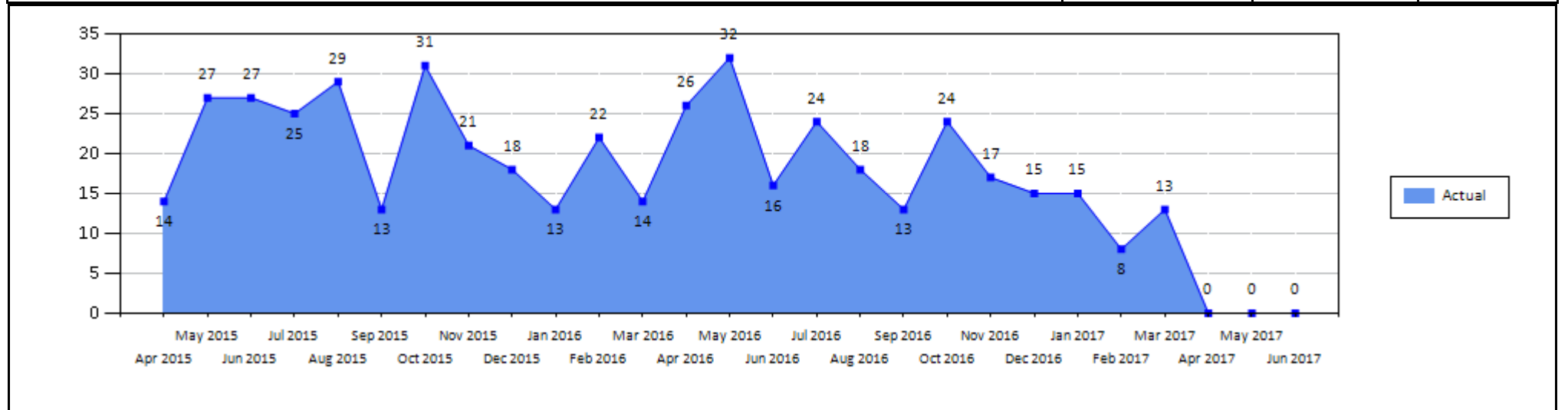
There are two initiatives available to older drivers through the partnership. The Older Drivers Forum will be launched in October. This provides access to a wealth of information and courses for older drivers, leaflets are being prepared for launch. Dorset Driver Gold provides an opportunity to update driving skills and confidence on the roads, information can be obtained from the Safety Centres. DWFRS can help promote these initiatives.

Key Performance Indicators

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



KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions – Dorset	Month	Jun 2017	0



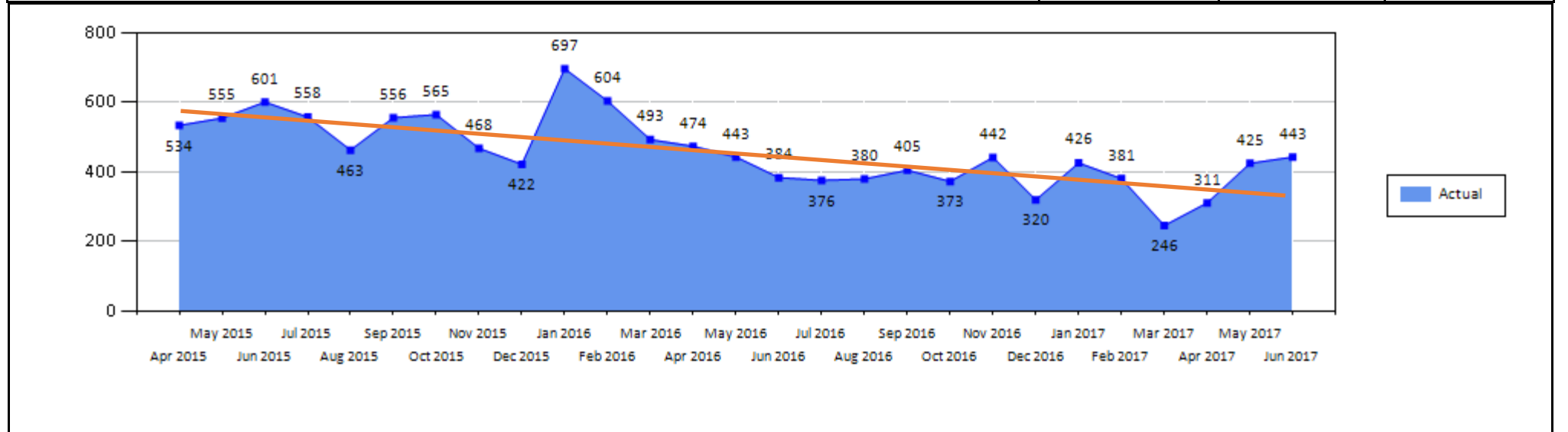
KLOE 4 : How are vulnerable people receiving the level of support, advice and information they require to drive down their risk of fire?

Actions

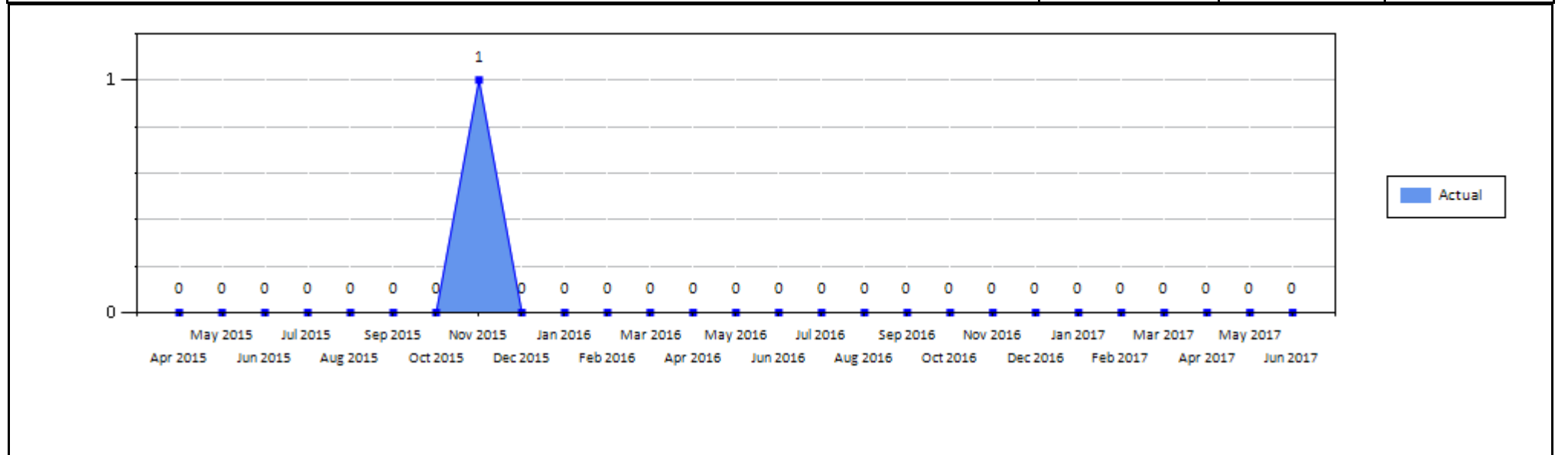
Action Code	Action Name
1.1.4.10	How are we vulnerable people in Dorset receiving the level of support, advice and information they require to drive down their risk of fire?
<p>Progress comment:</p> <p>Dementia e-learning package being progressed with Social Care Institute for Excellence and Bournemouth University.</p> <p>Safe and Well branding project is near completion. Logo is designed which will be a badge for Advisors, decal on vans and also feature on literature and media.</p> <p>S&W await the review by the local Authority to assess whether Telecare scheme is fit for purpose.</p> <p>Falls Prevention groups being attended on a regular basis by S&W Staff. S&W Manager to review best practice toolkit.</p> <p>The draft evaluation report has been received from Public Health detailing the successes over the past year of Safe and Well Delivery within Dorset. We await the final report and also continue to work with Academic Health Sciences Network to further assess the benefit of the S&W Service.</p> <p>Meeting has been held on how to simplify and streamline the Pinpoint system to make easier for advisors, crews and admin to use. This will assist in targeting referrals and leaflet drops.</p> <p>The project involving Secondment of an Advisor to a Salisbury Medical Practice is to be reviewed and hopefully replicated elsewhere. Management Team will investigate how to build similar relationships with practices elsewhere.</p> <p>The streamlining the current process relating to SWAST/SCARF referrals continues.</p> <p>S&W Coordinators continue to meet with Air Liquide to discuss issues, referrals and information sharing.</p> <p>Meetings being held with SSAFA (Soldiers, Sailors, Airmen and Families Association) to look at working relationship, mutual referrals and befriending services.</p> <p>New resources including display equipment and literature is being ordered to be used in talks and presentations by advisors to raise awareness of the service and increase referrals.</p> <p>An equipment audit is underway to ensure advisors 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 Dorset	Month	Jun 2017	443



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

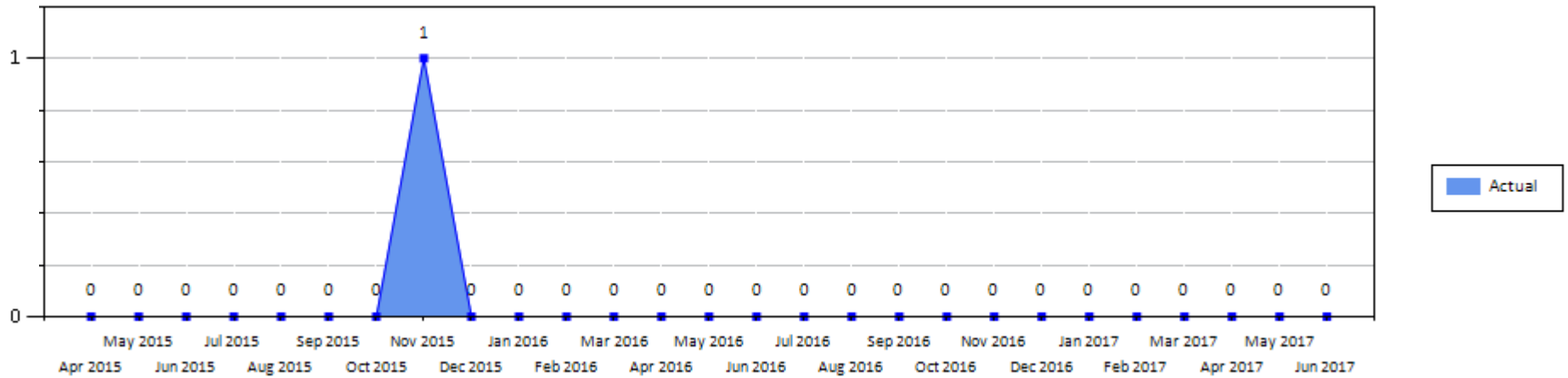


PRE01-Number of fire related deaths – Dorset

Month

Jun 2017

0

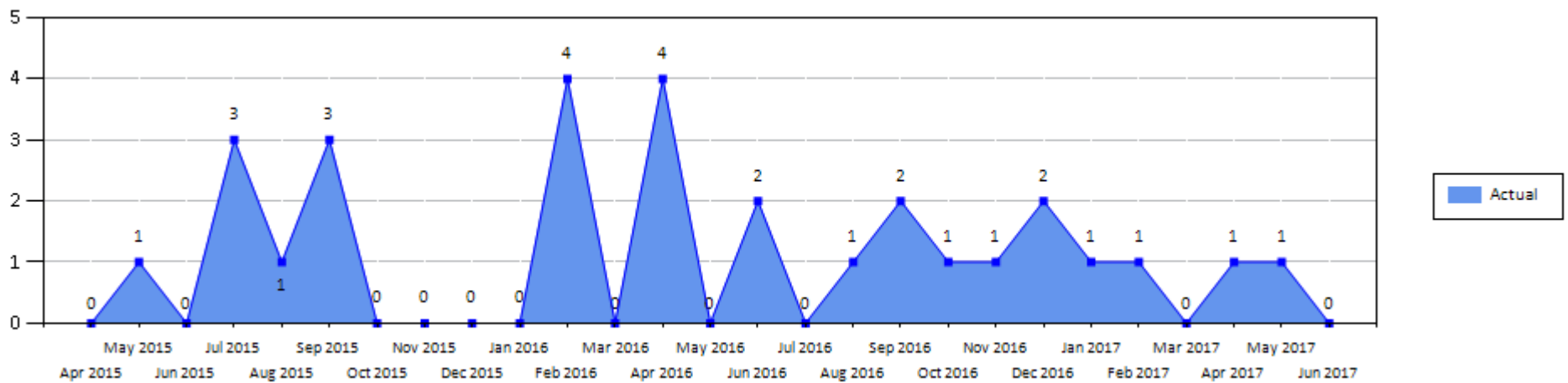


PRE02A-Total number of fire related injuries in accidental dwelling fires – Dorset

Month

Jun 2017

0

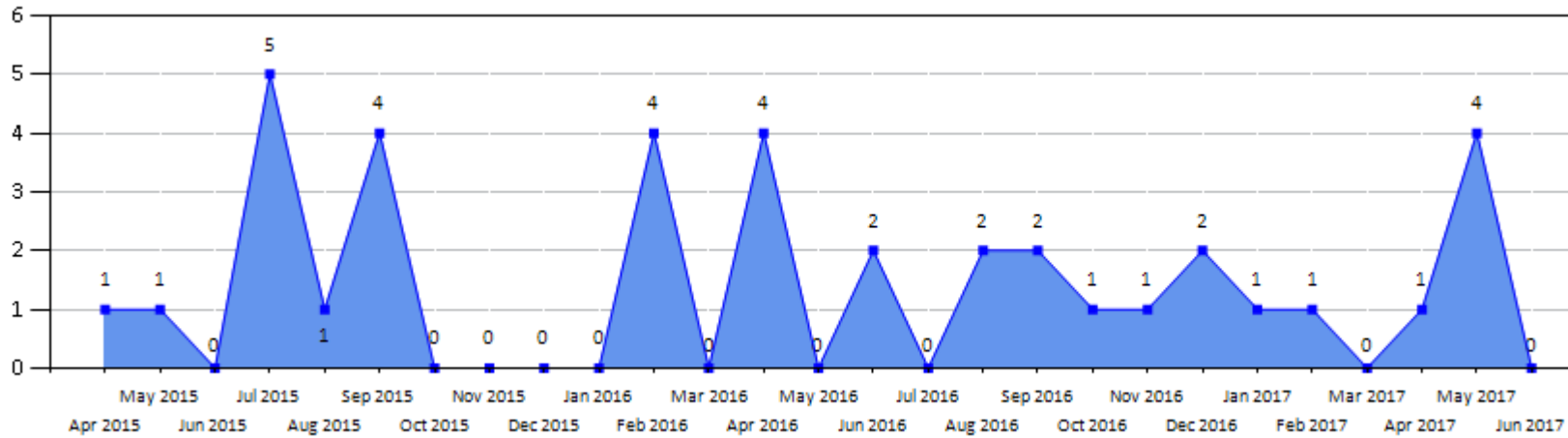


PRE02-Total number of fire related injuries – Dorset

Month

Jun 2017

0



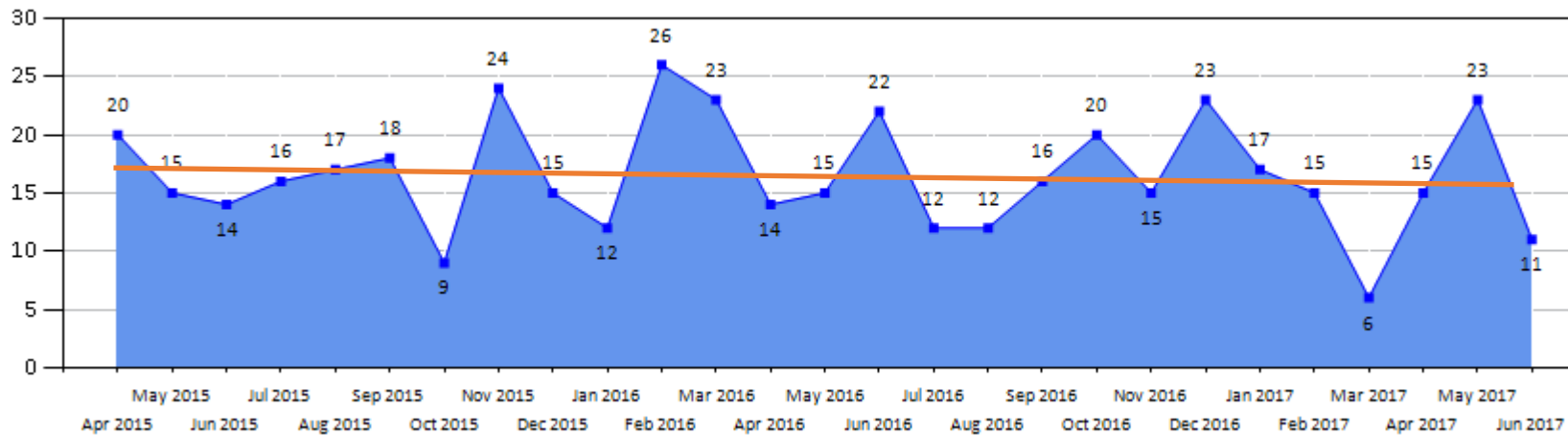
Actual

PRE03_Number of accidental dwelling fires – Dorset

Month

Jun 2017

11



Actual

Priority 2 : Protecting you and the environment from harm

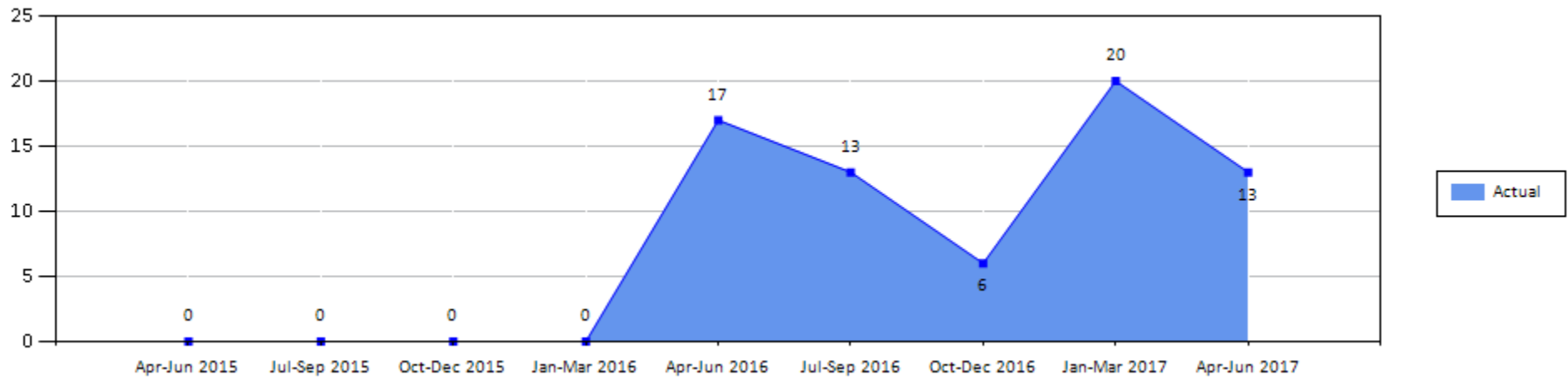
KLOE 5: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

Actions

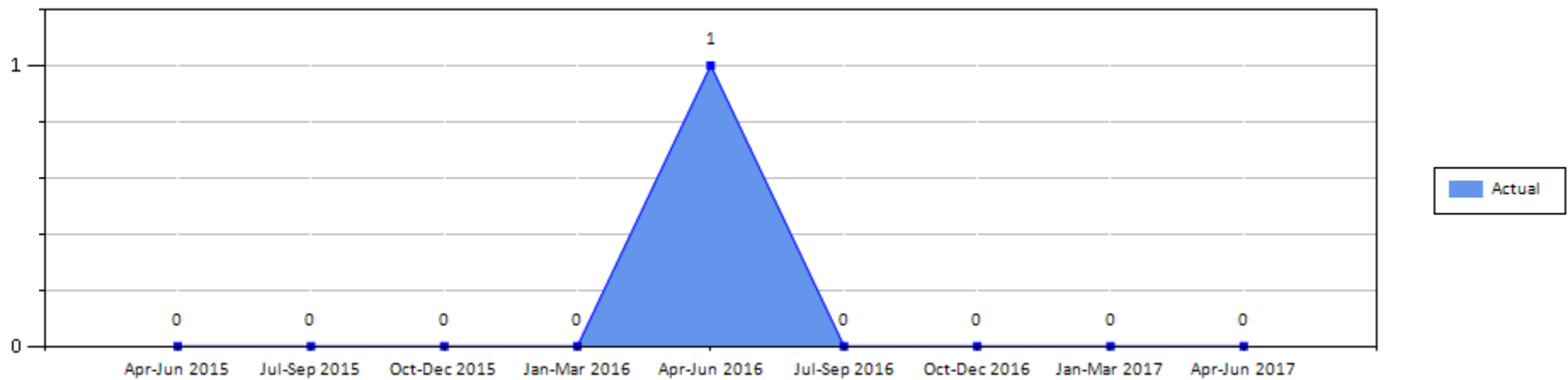
Action Code	Action Name
1.2.1.9	How are we effectively working with our partners in Dorset to safeguard the vulnerable people we come into contact with?
<p>Progress comment:</p> <p>The Safeguarding Coordinator attends a monthly meeting with other Safeguarding Leads from external agencies across Dorset. We share best practice and receive peer support and supervision.</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>The Area Manager continues to represent the service on the local safeguarding board.</p> <p>The Safeguarding Coordinator arranged for DWFRS to have an input onto 2 x MARMM (Multi Agency Risk Management Meeting) training sessions to groups across Dorset, Christchurch and the Purbecks. Working alongside Leads from Health, Police, Principle Social Workers, Adult Safeguarding Board Leads and the Lead on Mental Capacity Assessments (MCA). From having representation at these events we reached 205 people. 69 from Dorset County Council, 109 from Health and 27 others. (Others are DCC Partnership and Borough of Poole, Christchurch and East Dorset and Purbeck County Council, Police and Training Matters). By working effectively with our partners this has proven to be an excellent way to raise the service profile</p> <p>The Dorset Safeguarding Adult Board is required to complete an Annual Report each year to provide an overview and evaluation of work completed by each partner organisation throughout the year. We have contributed to this report providing a critically reflective overview of DWFRS work. This is from both a single agency perspective and multi-agency one, highlighting successes but also any challenges faced and how we propose to resolve these in the year ahead.</p> <p>We are contributing to a Line of Sight programme to demonstrate awareness of practice issues. We will be undertaking a number of visits to partner organisation observing and reviewing practice.</p> <p>We received a visit from DBPSAB Business Manager Anne Humphries who has written a very positive short reflective account of her learning. This will be shared with all staff and the Dorset board members.</p> <p>We continue to work with multi agencies: Receiving referrals from the Police SWASFT and First Point (Domestic Abuse Charity).</p> <p>We make referrals to agencies such as Children Services, GP's and NHS Teams, Social Services, Police, (CMHT) Community Mental Health and Sight and Hearing Teams. The Safeguarding Coordinator has liaised with the Red Cross to get them involved 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 an incident.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals – Dorset	Quarter	Apr-Jun 2017	13



Number of child safeguarding referrals – Dorset	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 Dorset so they can meet their legal fire safety obligations and add to the economic growth of our communities?
<p>Progress comment:</p> <p>1. Enforcement/Prohibition/Prosecution</p> <p>Enforcement One enforcement notice served in High East Street. Dorchester on 07 June for poor Means of Escape.</p> <p>Prohibitions One Prohibition notice served on the same premises as it had one staircase that discharges into a commercial kitchen; so we prohibited sleeping on the second floor. The adjacent property we prohibited sleeping due to the fire loading on the ground floor. A fire will trap people on the upper floors. Served 15th May 2017.</p> <p>Prosecutions None in the command area</p> <p>2. Q1 - Significant Fires- Number of commercial fires and cause</p> <p>8 Significant fires in Dorset area (7 Accidental, 1 Deliberate). Four significant fires in April. CHURCH LANE, FRAMPTON - industrial unit - smoking materials into rubbish HOLTON ROAD, HOLTON HEATH TRADING PARK, POOLE, Accidental misuse of heating equipment. This is a metal coating company. They have vats of solid dye and use portable heaters to liquefy the product. A worker turned the heater on without placing it in the vat of dye and set fire to rubbish nearby. PIDDLEHINTON CAMP, CHURCH HILL, PIDDLEHINTON, - caravan fire, accidental COMPTON ROAD, YEOVIL, Barn, deliberate, attended by D&S</p> <p>Two significant fires in May. STOUR ROAD, CHRISTCHURCH, accidental ignition with matches REAR OF PUBLIC TOILETS/ (STREET RECORD), THE ESPLANADE, WEYMOUTH, accidental fire caused by water leaking into light fitting.</p> <p>Two significant fires in June SEABOROUGH MANOR FARM, SEABOROUGH. Accidental, spark from building work causing straw to ignite WESSEX WATER, MARINE PARADE SEWAGE TREATMENT PLANT, HIGH STREET, SWANAGE. Accidental, overheating electric motor.</p> <p>Twenty-Nine Non Significant fires (Less than 5Msq) in the Dorset Area. 17 Accidental, 12 Deliberate. (10 of 12 deliberate fires were in Prison) Incidences of careless disposal, unattended cooking and faults in electrical goods. Note: The Enforcement team continue to research fires over past three years involving white goods. Where we identify trends we will liaise with Trading Standards to reduce the incidence of fires in the home.</p> <p>3. Q1 Audits number and trends</p>	

101 Building Regulations consultations completed however the same team responsible for completing the Bournemouth and Poole building regulations work. In addition:

20 Fire Safety Complaints (100% attended within 24 hours)

36 Post fire audits.

35 Fire Safety Audits with approx. 10 each month being completed as CFOA Short Audits

40 Licencing applications

5 Residential high rise building inspections

The team have also dealt with approx. 20 enquiries regarding residential high rise blocks

Common findings of audits completed in Q1 2017.

Common failings that fire safety inspecting officers find are: The failure to have completed a Fire Risk Assessment, wedged open or poorly maintained fire doors, Inadequate education of staff in what to do in the event of fire, Poor records relating to weekly fire alarm and monthly emergency lighting tests, Out of date fire extinguishers.

4. Proactive Events – Supporting Business/ Educational/Training events, Workshops, Seminars, CFOA calendar events

Under new leadership the Department for Business Innovation and Skills (BIS) Regulatory Delivery Guide: Fire Safety inspectors seek to educate business in fire safety to allow them to attain voluntary compliance. This follows the previous BRDO approach to attain consistent regulation, improving the professionalism of front-line regulators and gives ownership to businesses in their own regulation.

The South team 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.

Since the 14th June the South Team have been fully engaged in residential high rise work since the post Grenfell Tower fire. In all there are seven high rise residential blocks in the Dorset area.

Head of Fire Safety has established new forums and attended meetings with all Dorset Local Authority Building Controls, DCC Buildings Manager and smaller housing associations to exchange information on buildings at risk and offer best practice on management of housing stock.

The South team are looking to establish greater links with Local Enterprise Partnerships in the Dorset area to offer support to a wide range of businesses in fire safety. This will take place over the year at planned events with other teams such as Trading Standards, Environmental Health and Building Control.

5. Unwanted Fire Signals

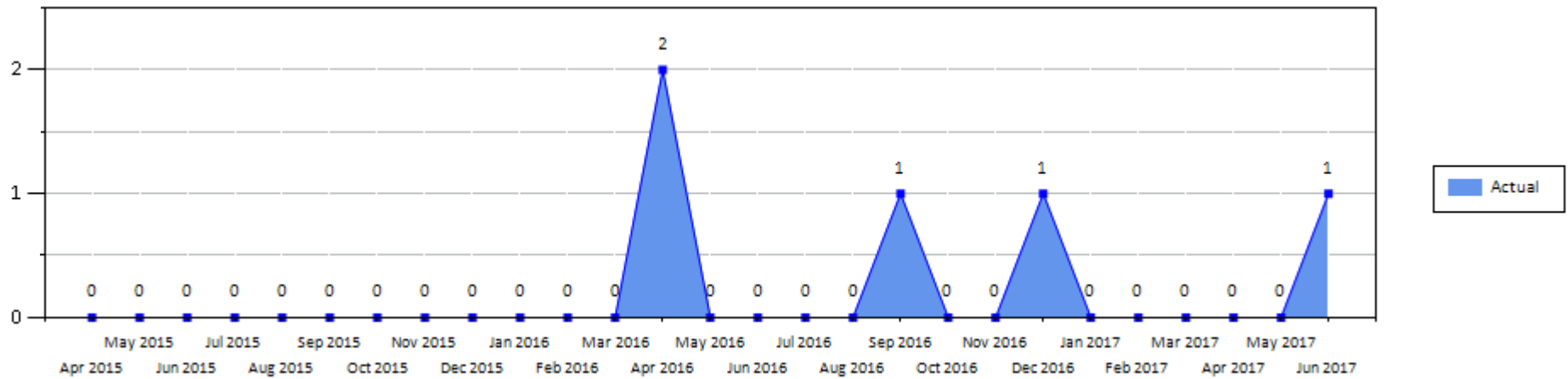
This quarter 131 false alarms caused by the detection equipment in non-domestic properties, of which 27 are an unknown cause which is 20.6%. District Commanders work with crews to pass on the need to accurately reflect cause of alarm so that Fire Safety can work with the Responsible Person if needed.

4. Other Planned Work (Education/SAG events etc.)

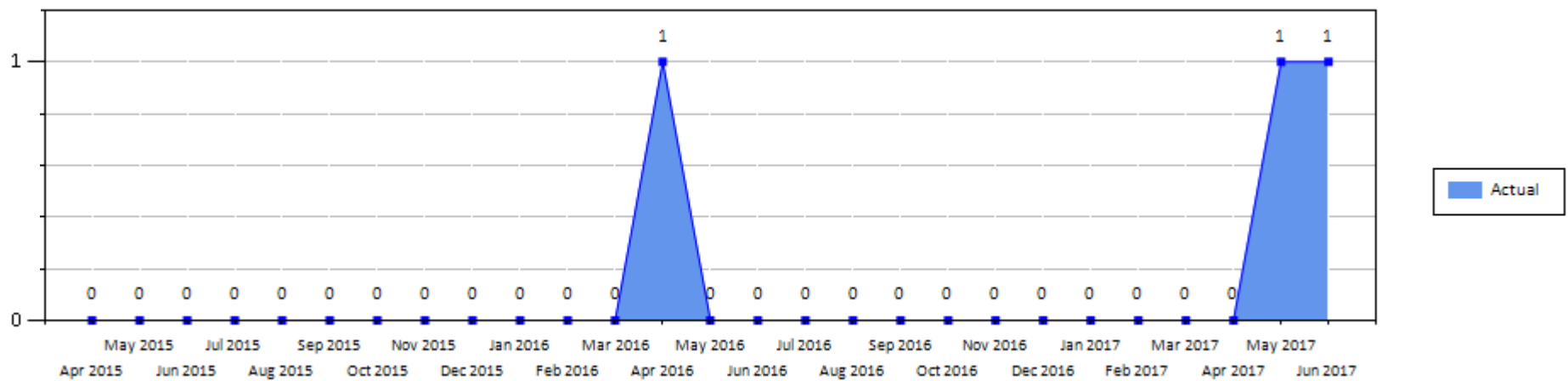
Station Fire Risk assessments programme in place on a rolling 3-year plan

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Dorset	Month	Jun 2017	1



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

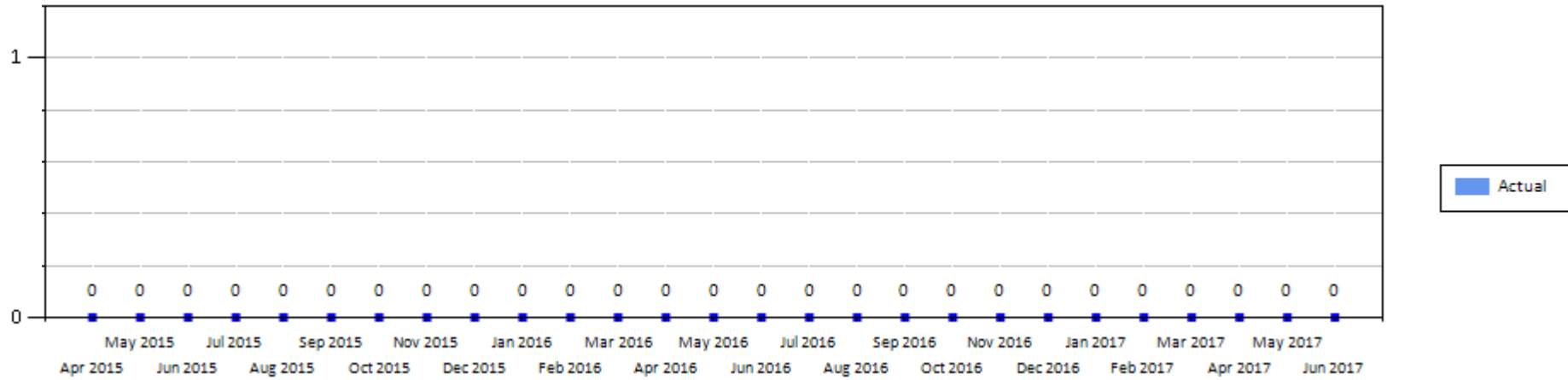


Number of prosecutions in Dorset

Month

Jun 2017

0

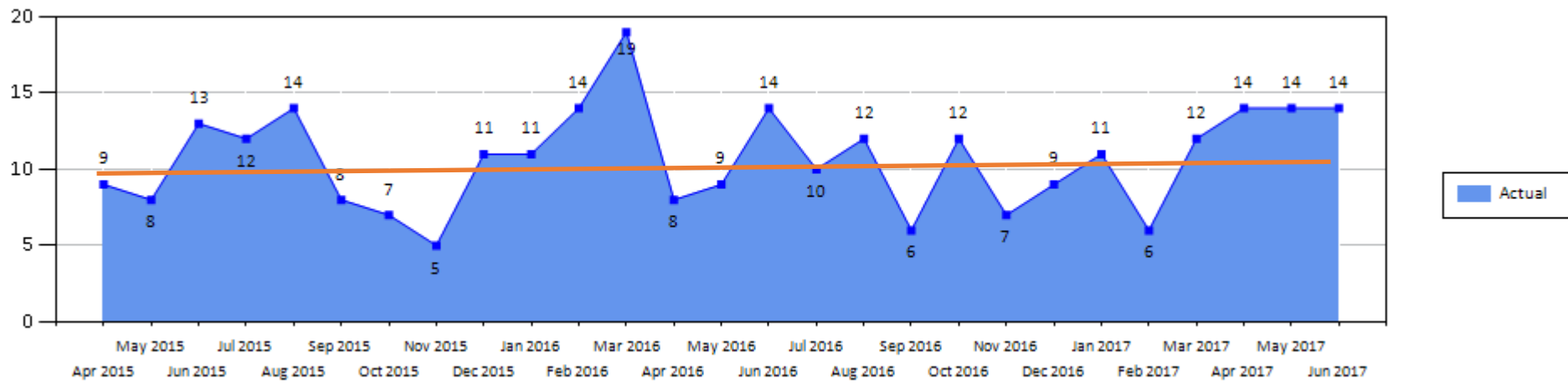


PRO01-Number of fires in Non-domestic properties- Dorset

Month

Jun 2017

14



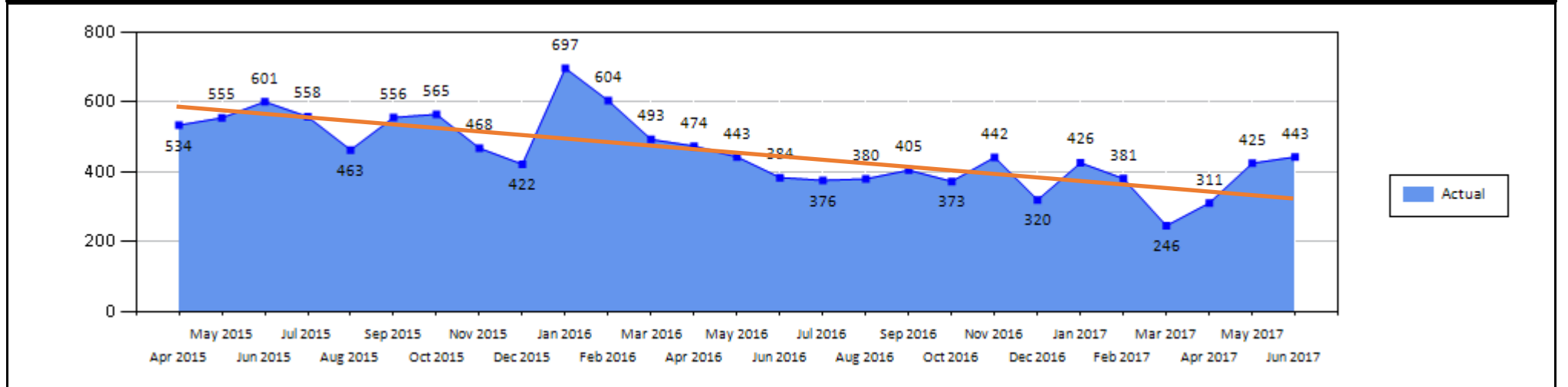
KLOE 7: How are we identifying and driving down risk risks to the community, unique heritage and environment?

Actions

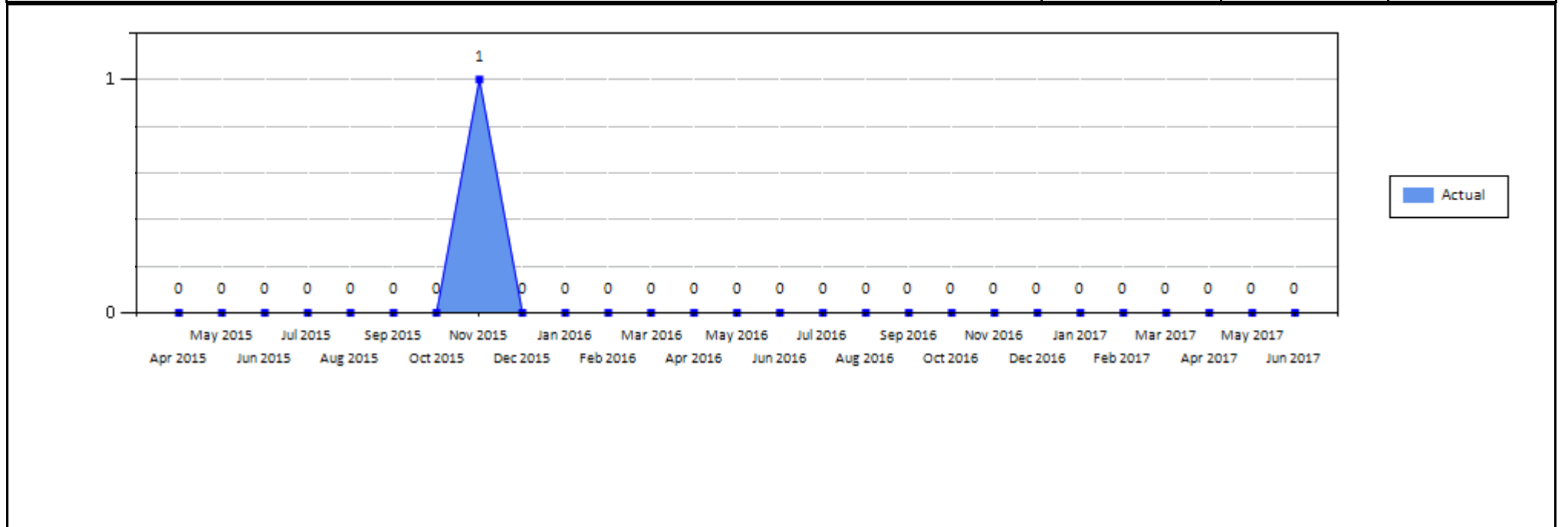
Action Code	Action Name
1.2.3.14	How are we identifying and driving down risk risks to the community, unique heritage and environment in Dorset?
<p>Progress comment:</p> <p>We have a system and process for identifying and assessing operational and community risk, this is called Site Specific Risk Information. In Dorset we liaise and coordinate with partners and risk owners/occupiers to produce information and guidance on the risk. This can include; tactical fire plans, salvage plans and environmental protection plans. Winfrith is located within a heathland/SSSI area and we continue to liaise with the site especially now they no longer have their own fire and rescue response. We continue to run table top exercise to ensure their emergency plans are tested as part of their licencing processes for the site and are in the process of assisting with the planning of a practical exercise in the autumn.</p> <p>We are reviewing our plans and maps for heathland areas to give crews the best possible information to deal with incidents and reduce their impact.</p> <p>We continue to work with Trigon Waste Management and revise our operational plan as necessary.</p> <p>We work with the local authority to integrate plans to deal with issues on the South West coast path and potential cliff collapse.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Dorset	Month	Jun 2017	443



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

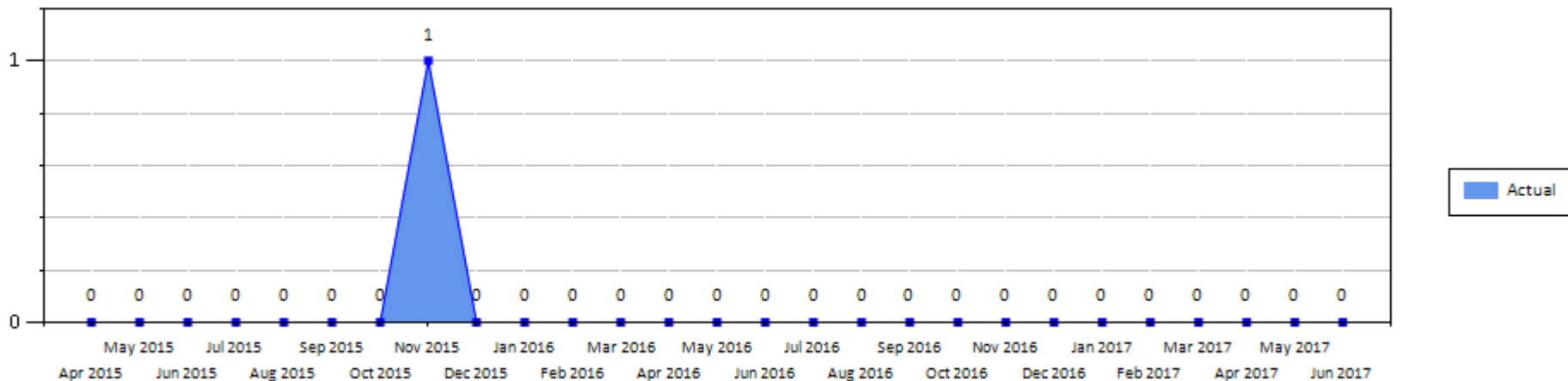


PRE01-Number of fire related deaths – Dorset

Month

Jun 2017

0

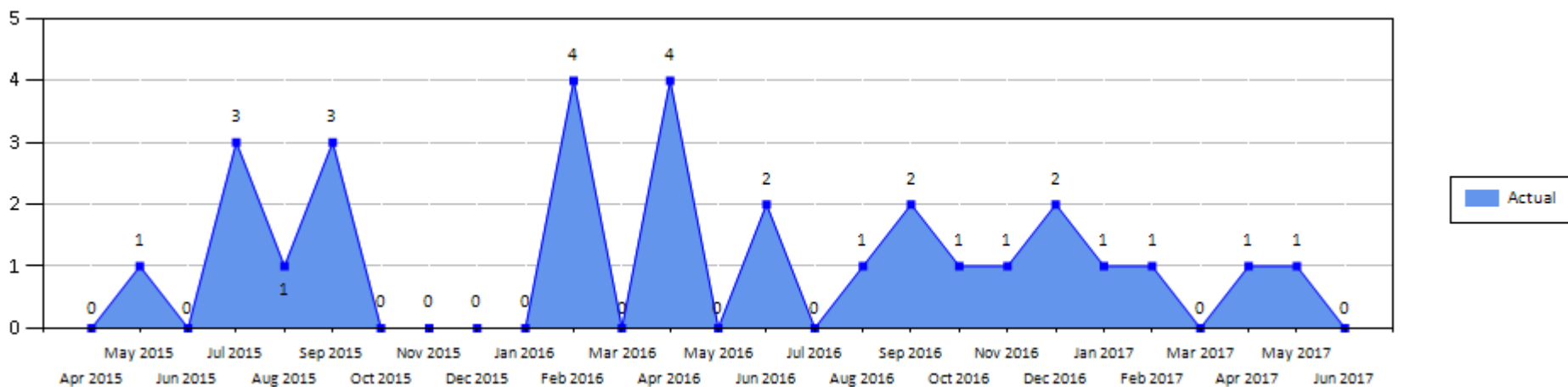


PRE02A-Total number of fire related injuries in accidental dwelling fires – Dorset

Month

Jun 2017

0

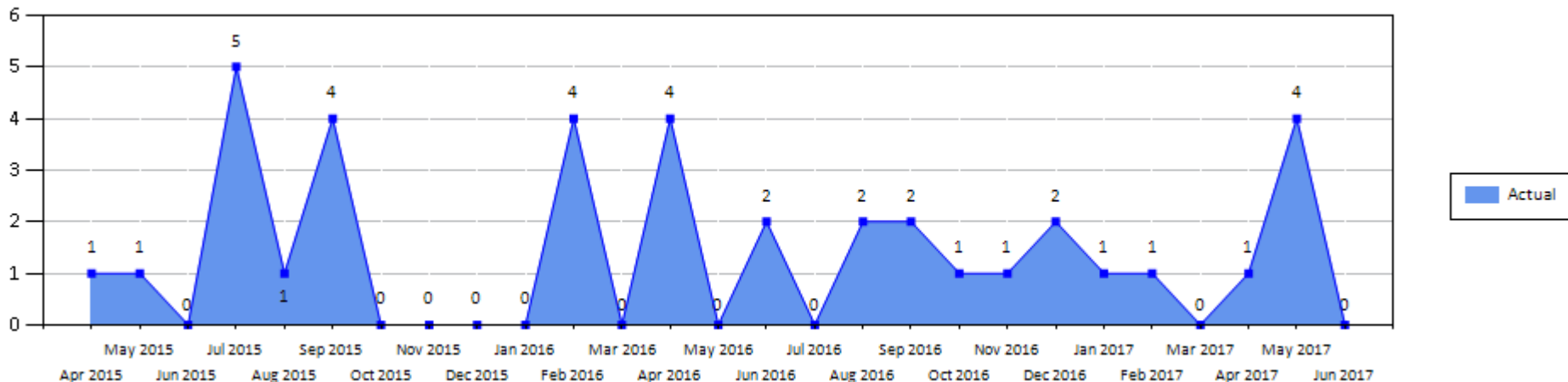


PRE02-Total number of fire related injuries – Dorset

Month

Jun 2017

0

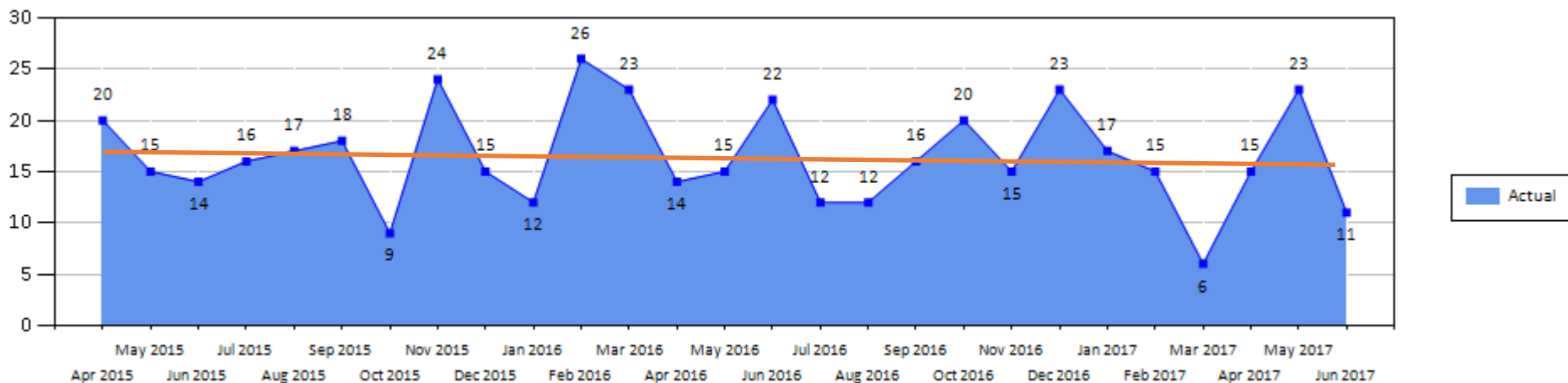


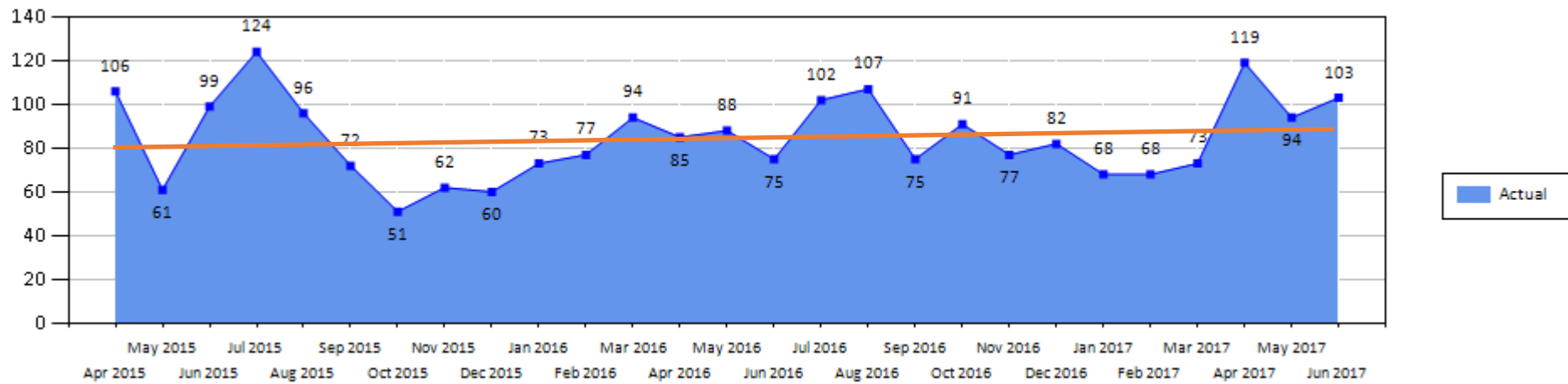
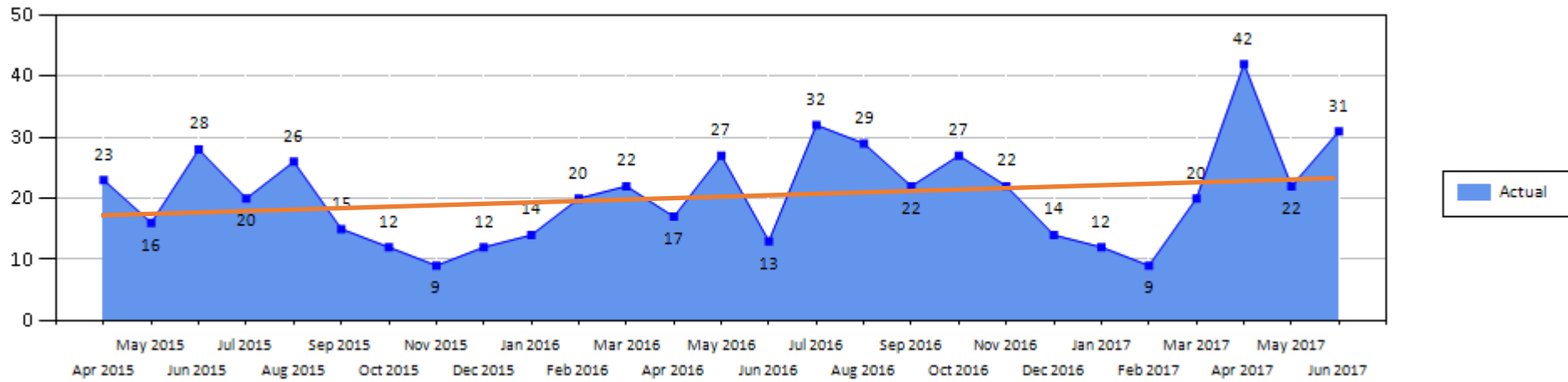
PRE03_Number of accidental dwelling fires – Dorset

Month

Jun 2017

11





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 Dorset to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p>Progress comment:</p> <p>Staff are working with the Civil Contingencies Unit (CCU) and contributing to the Community Risk Register.</p> <p>Officers have attended meetings of the pan Dorset Prevent Meetings.</p> <p>Officers are an integral stakeholder in the recently formed 'Melcombe Regis Board' which is looking at creating opportunities for improvement in retail, housing, crime, health and environment in the Weymouth area. At the last meeting it was decided that DWFRS would also commit to part of the funding for this initiative.</p> <p>The District Commanders attend the Partnership Coordination Groups (PCG) in Weymouth, Purbeck, North, East and West Dorset. Where appropriate the safe and well coordinator has also attended these meetings to promote the work of the service and to look at how we can support partners.</p> <p>Officers attend the Pan Dorset Early Help board which seeks to identify and assist the most vulnerable in the community, focusing specifically on loneliness and transportation. The newly updated SAIL process is integral to this partnership approach.</p> <p>An increased focus on rural crime and disorder is being addressed by Dorset Police Rural Crime Team with Dorset officers included in this approach. The principal of the group is to drive down rural crime, educate farms and businesses in rural areas on crime prevention including arson.</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 Dorset available when we need them?

Progress comments:

Current Performance is remains high with 82.6% RDS availability for the Dorset area this quarter.

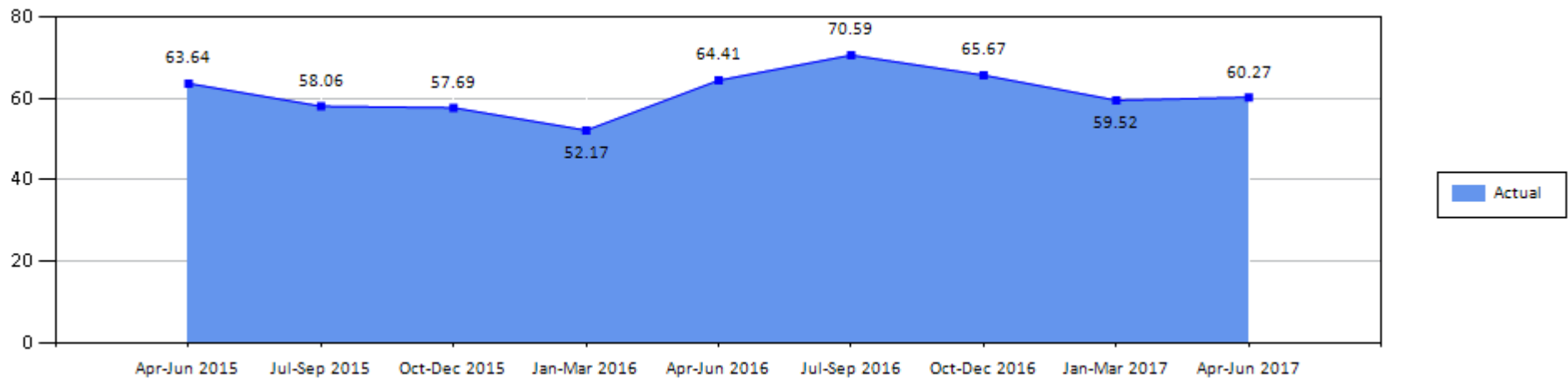
This figure remains stable as cover for shortfall is provided by RDS Liaison Officers working with station commanders to predict issues in advance. In addition, the area has developed an overtime management system, managed by the RDS Support Officers, which provides cover outside of office hours.

Some RDS sections provide 100% availability in addition to the wholetime stations.

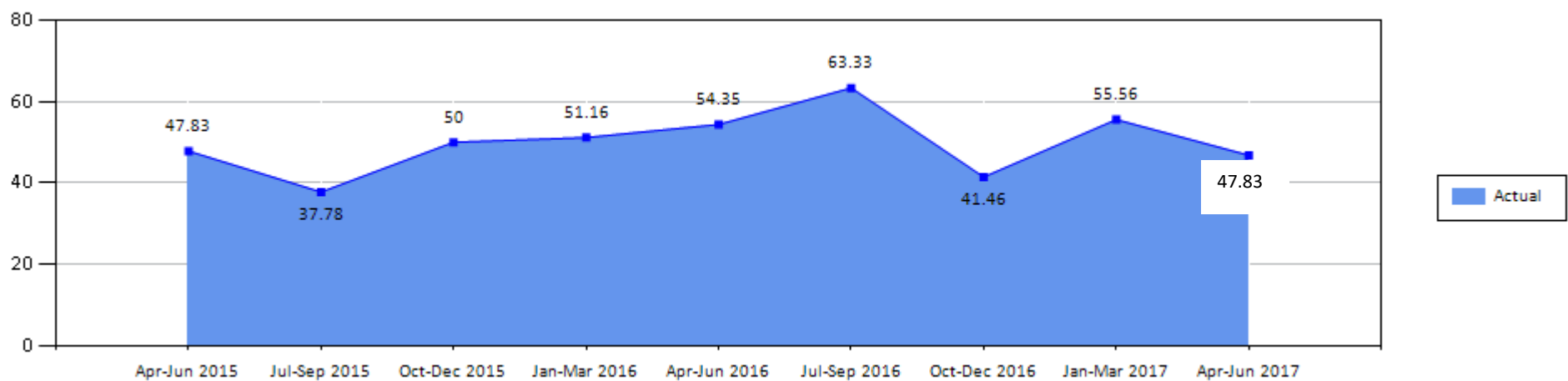
We are reviewing the RDS and Service degradation plan to prioritise station crewing when staff numbers are low. We are aware that, RDS retention is becoming increasingly challenging with knock-on effects in training and developing new drivers and supervisory managers.

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard- Dorset	Quarter	Apr-Jun 2017	60.27%



RES02-Percentage of sleeping risk properties where the second appliance met the response standard- Dorset	Quarter	Apr-Jun 2017	47.83%
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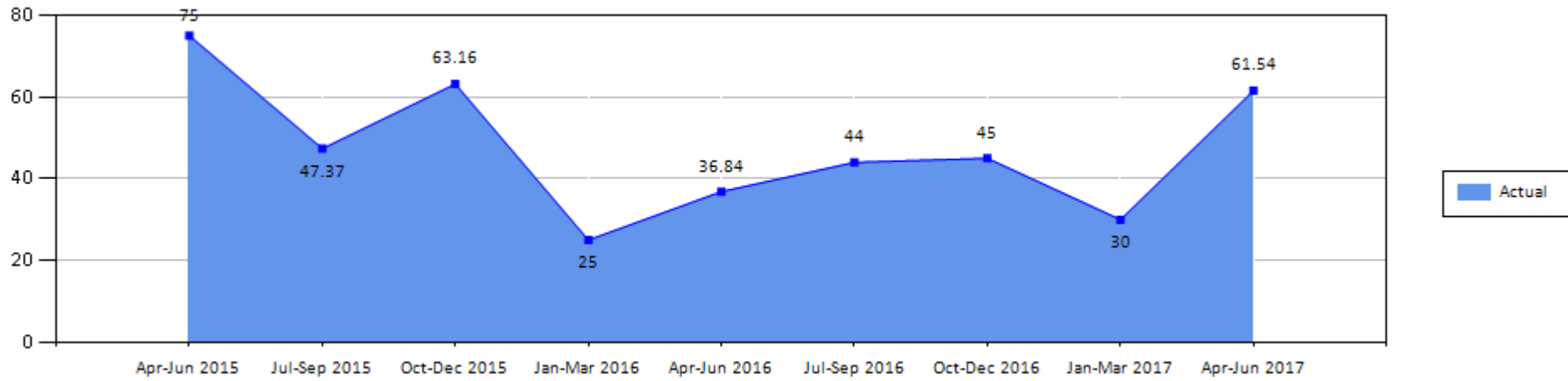


RES03-Percentage of incidents to other properties where the first appliance met the response standard- Dorset

Quarter

Apr-Jun 2017

61.54%

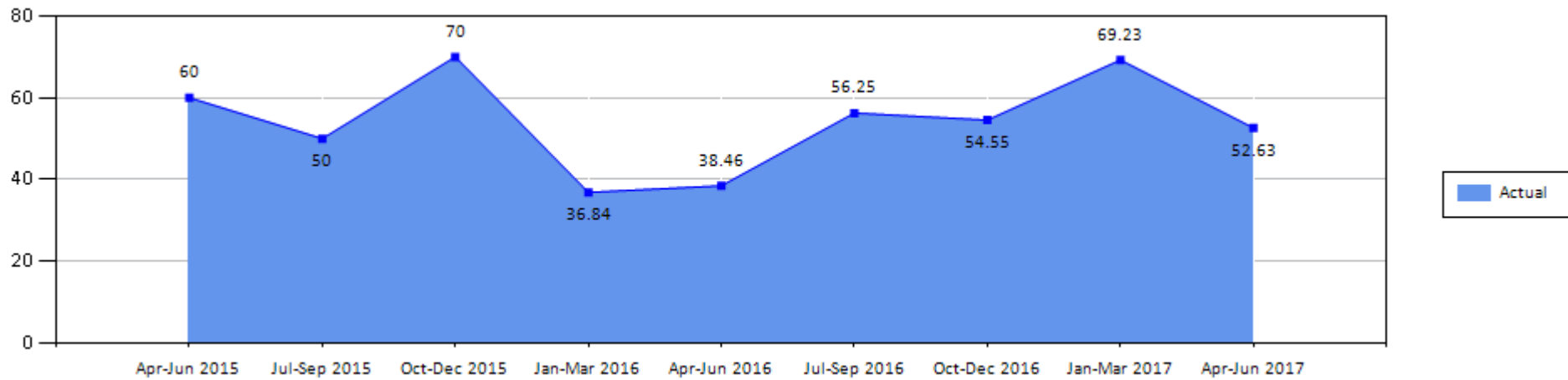


RES04-Percentage of incidents to other properties where the second appliance met the response standard- Dorset

Quarter

Apr-Jun 2017

52.63%

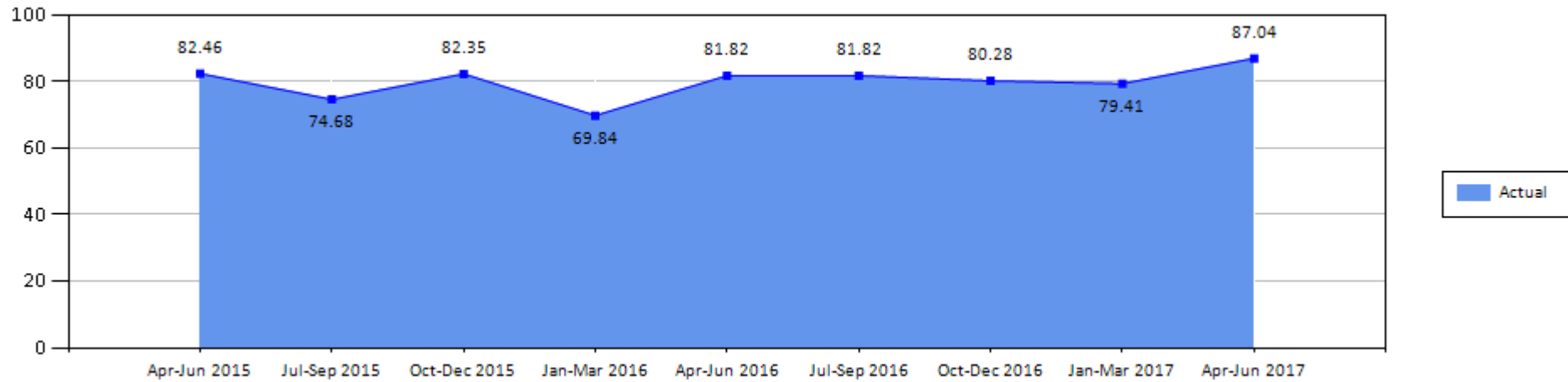


RES05-Percentage of road traffic collisions where the first appliance met the response standard- Dorset

Quarter

Apr-Jun 2017

87.04%

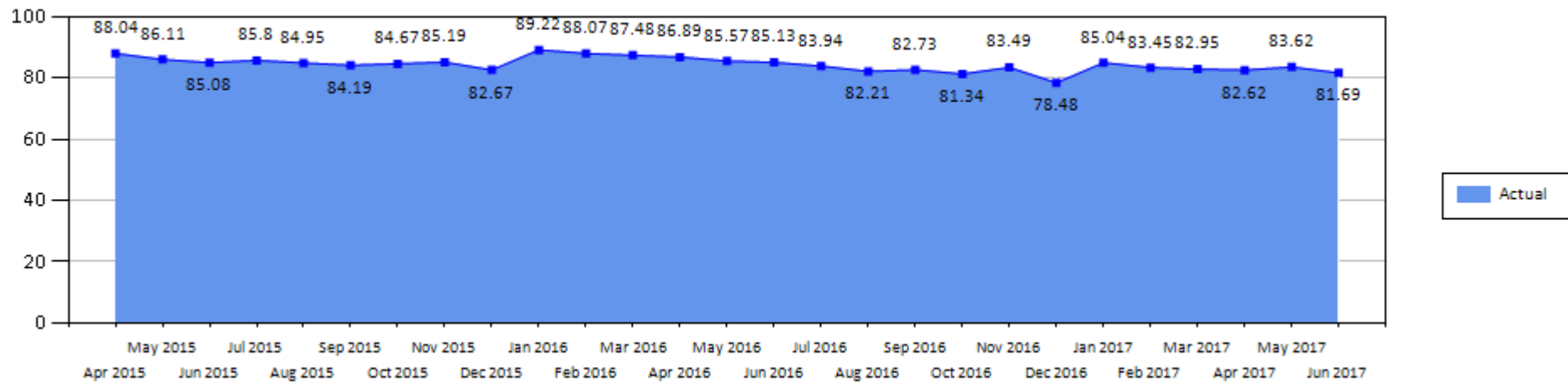


RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)- Dorset

Month

Jun 2017

81.69%



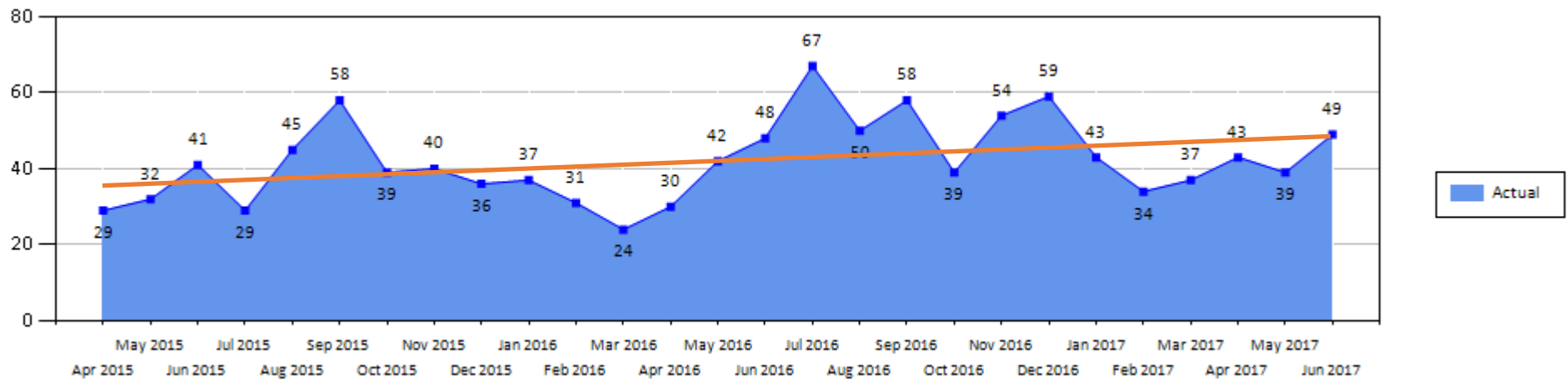
KLOE 10 : How effective and efficient are our response arrangements for dealing with the range of incidents an medical emergencies we attend?

Actions

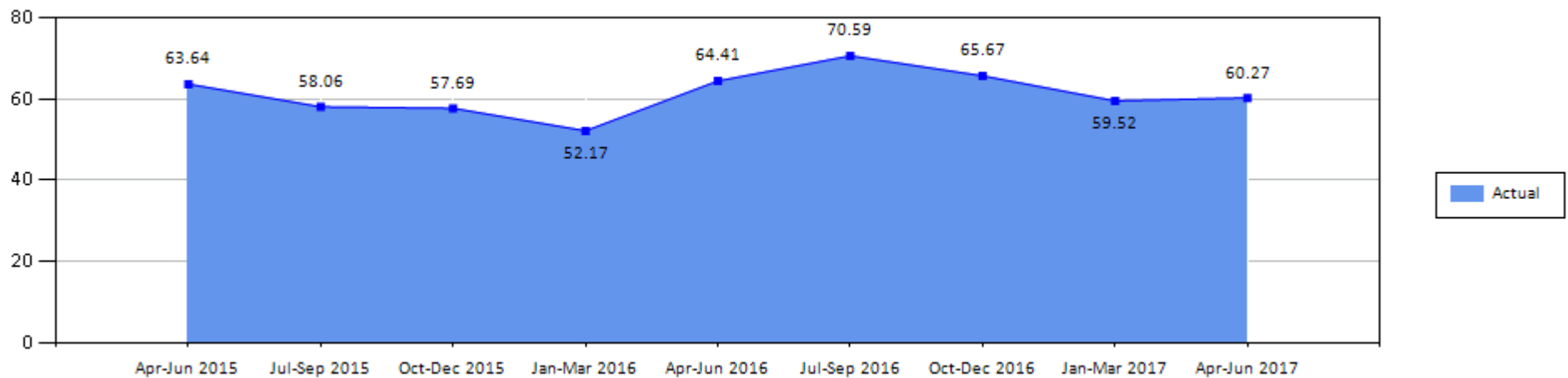
Action Code	Action Name
1.3.2.21	How effective and efficient are our response arrangements in Dorset for dealing with the range of incidents and medical emergencies we attend?
<p>Progress comment:</p> <p>Dorset Area's availability and performance against the response standards are good, especially when considered against the backdrop of supporting predominantly rural locations. Current performance to sleeping risks in quarter 1 is just over 60%, and an improved performance to RTCs achieving just over 87%.</p> <p>Officers review our performance against the service response standards and look to rectify any issues that impede our performance to individual incidents, such as traffic congestion, to wider service issues around mobilising technology. Where patterns emerge, specific plans are developed to reduce the impact.</p> <p>In Dorset there are five stations participating in the South West Ambulance Service Trust co responding scheme. These are Lyme Regis, Beaminster, Gillingham, Swanage and Cranborne and they attended 181 incidents in the first quarter which represents an increase from previous quarters. This is currently a SWAST trial.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises- Dorset	Month	Jun 2017	49



KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard- Dorset	Quarter	Apr-Jun 2017	60.27%

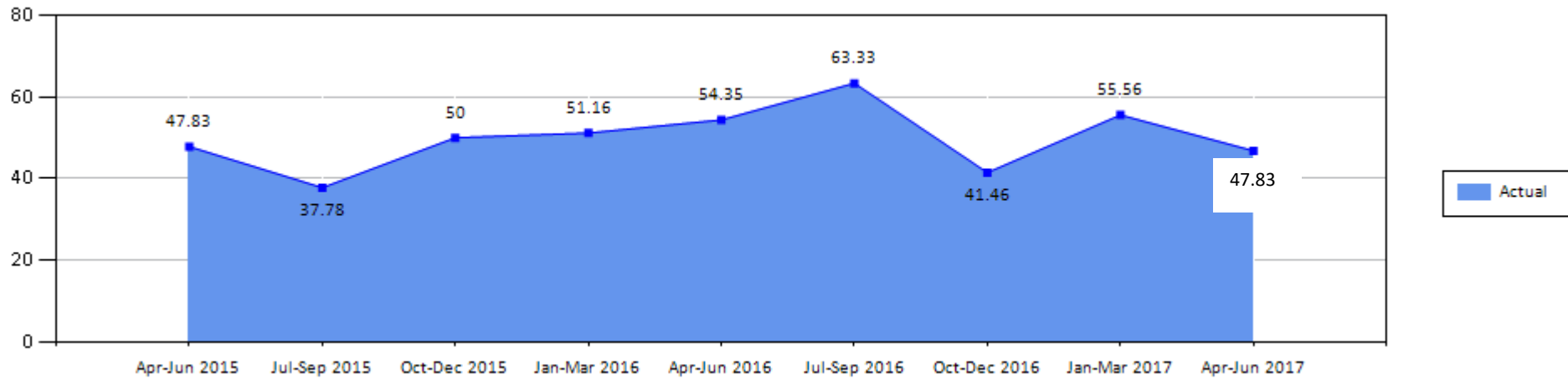


RES02-Percentage of sleeping risk properties where the second appliance met the response standard- Dorset

Quarter

Apr-Jun 2017

47.83%

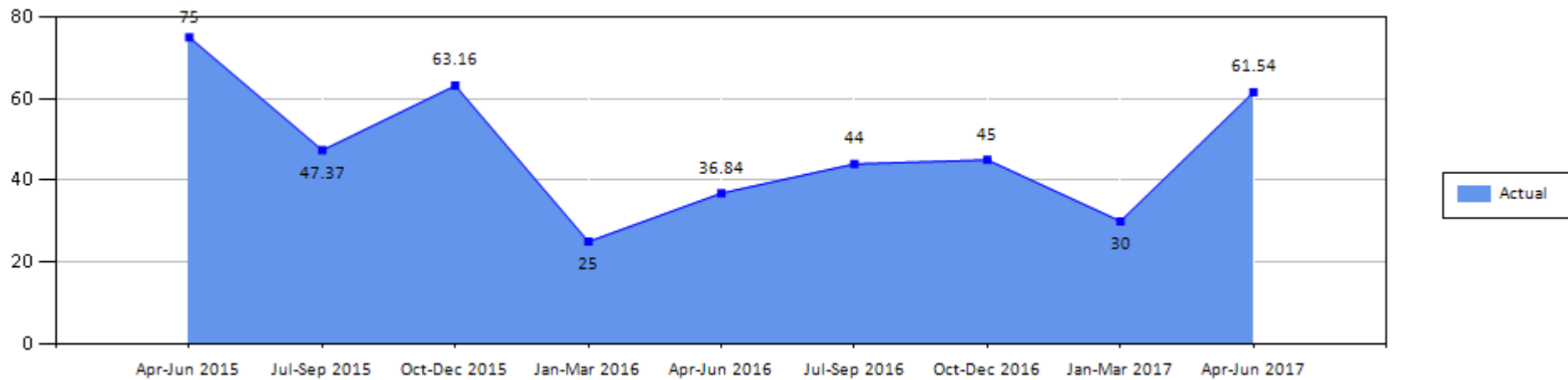


RES03-Percentage of incidents to other properties where the first appliance met the response standard- Dorset

Quarter

Apr-jun 2017

61.54%

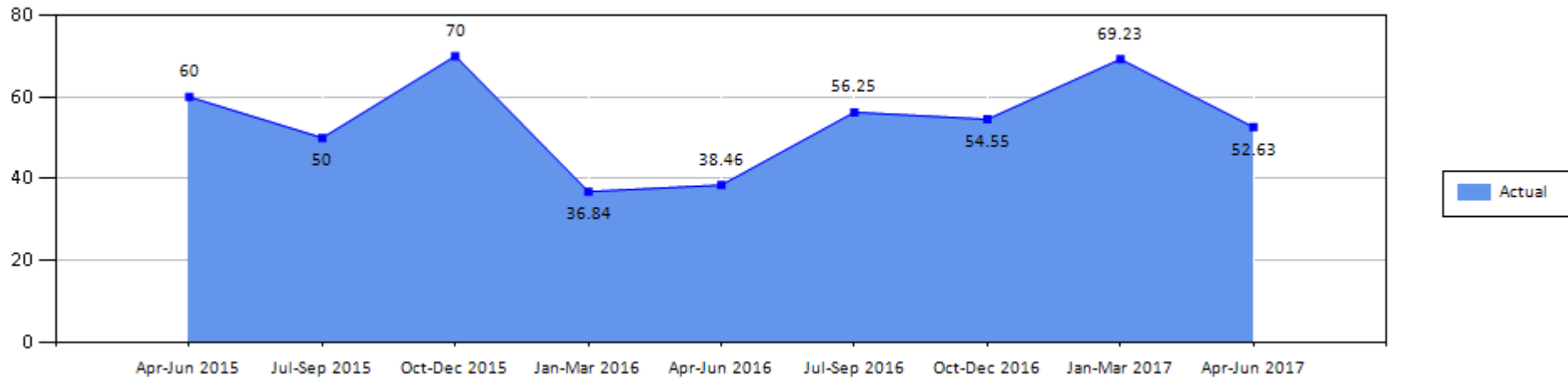


RES04-Percentage of incidents to other properties where the second appliance met the response standard- Dorset

Quarter

Apr-Jun 2017

52.63%

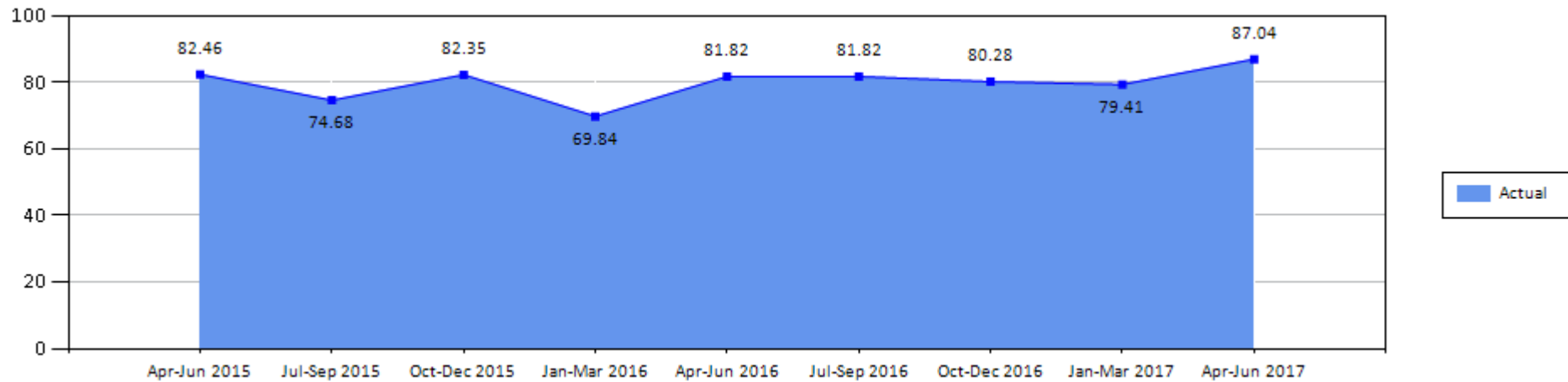


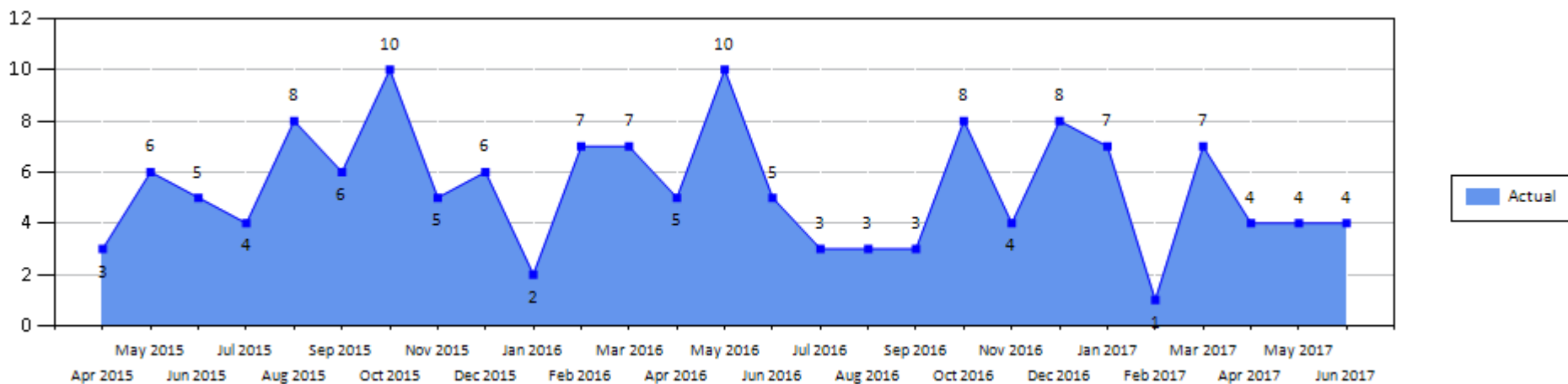
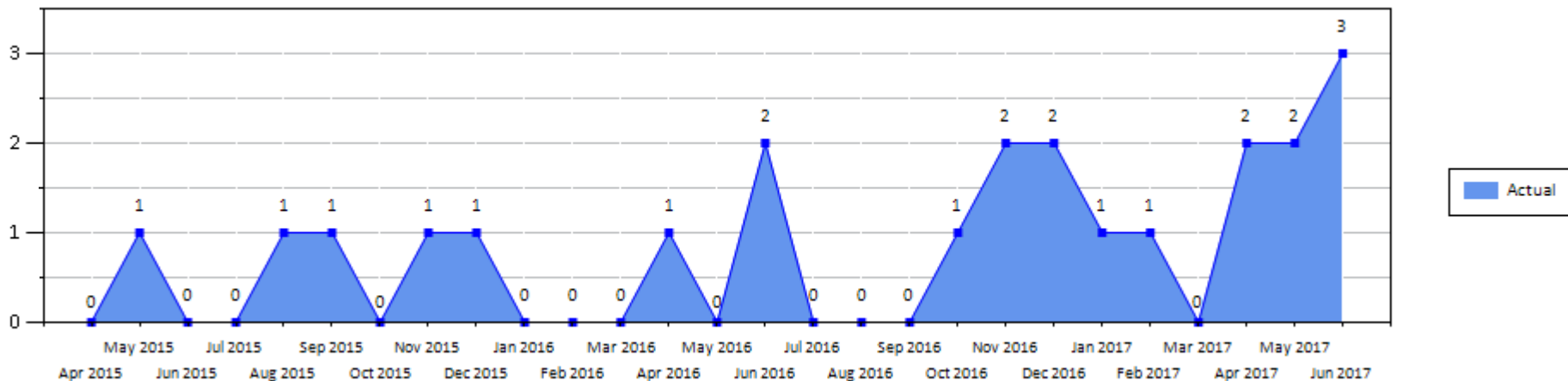
RES05-Percentage of road traffic collisions where the first appliance met the response standard- Dorset

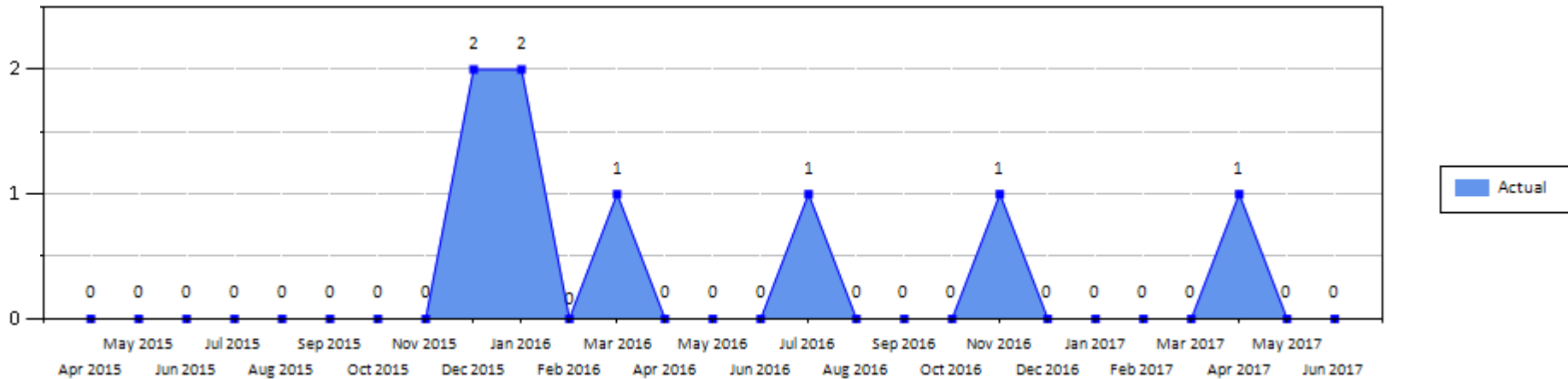
Quarter

Apr-Jun 2017

87.04%







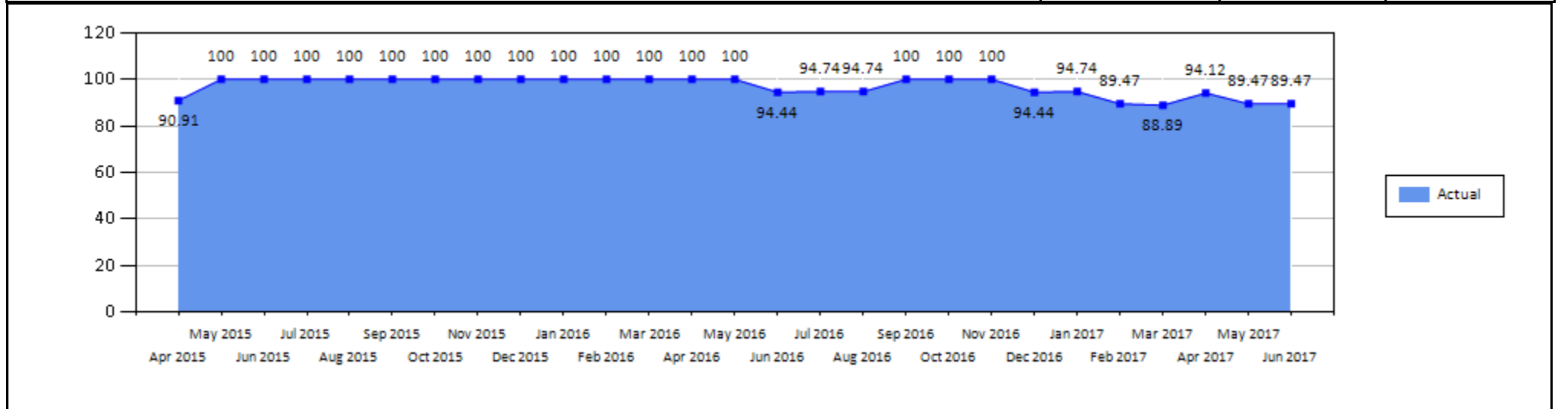
KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they attend?

Actions

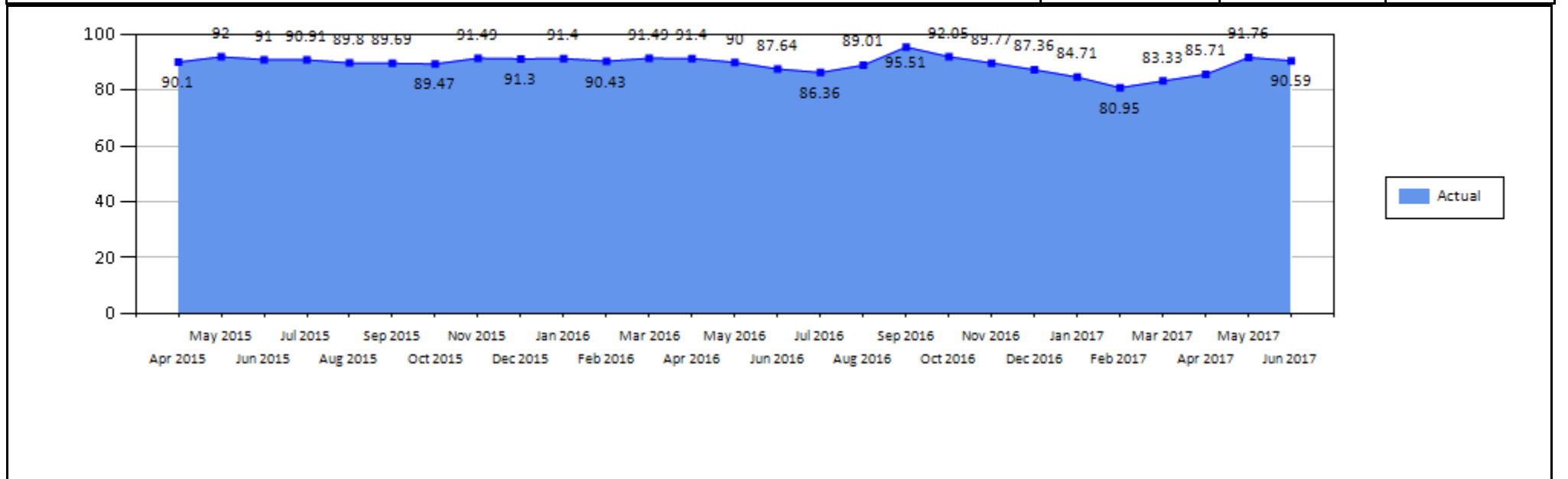
Action Code	Action Name
1.3.3.33	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Dorset?
<p>Progress comment: We proactively manage and monitor our staff's operational competence, including attendance on courses and other events. The current performance against the elements of the operational licence measures are generally high although unavoidable cancellation of some supervisory incident management courses has affected this figure temporarily while the courses are rescheduled. Training continues to be planned quarterly for the RDS and this includes combined training between stations and district exercises. This supports the maintenance of competence; current levels are 78% (RDS) 95%(WDS)</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Dorset Area Stations (WT)	Month	Jun 2017	89.47%



KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Dorset Area stations RDS	Month	Jun 2017	90.59%

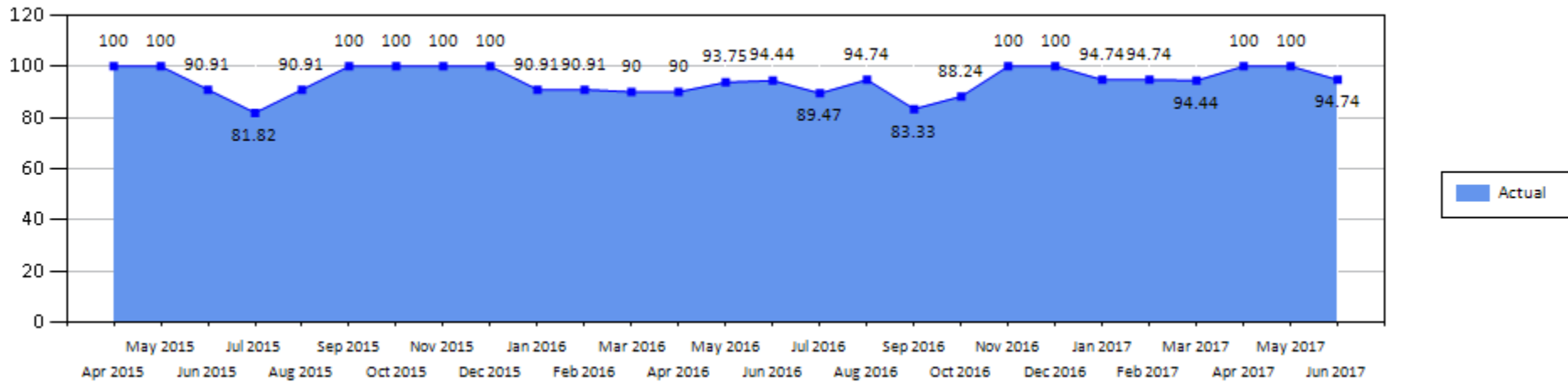


PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence – Dorset Area Stations (WT)

Month

Jun 2017

94.74%

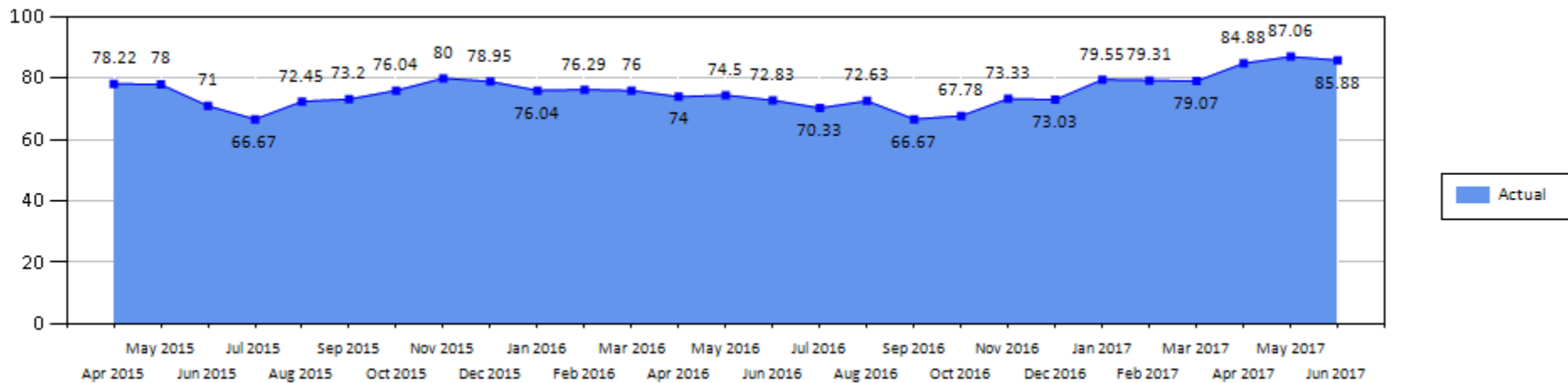


PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence – Dorset Area Stations RDS

Month

Jun 2017

85.88%

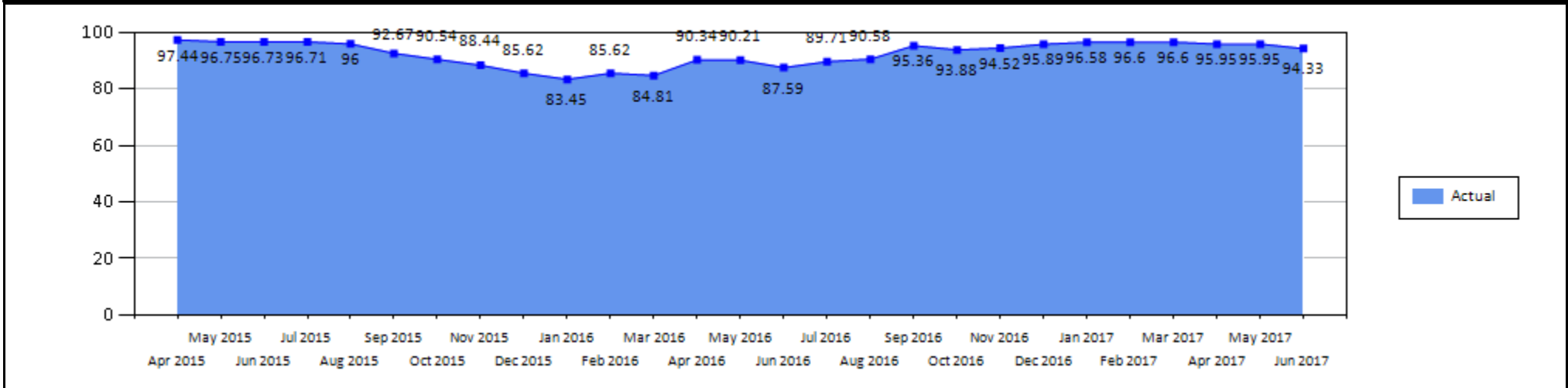


PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence- Dorset Area Stations (RDS)

Month

Jun 2017

94.33%

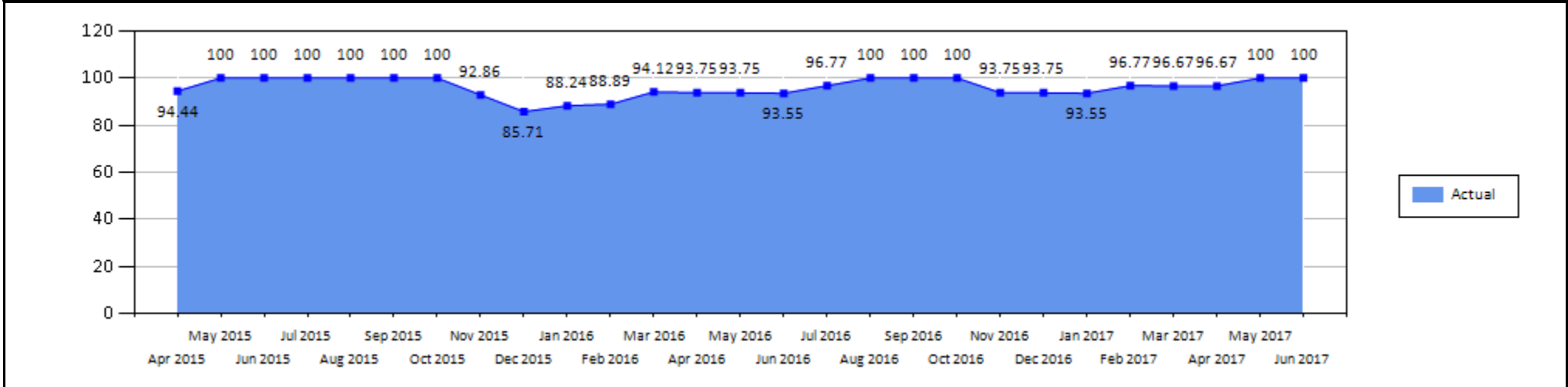


PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence- Dorset Area Stations (WDS)

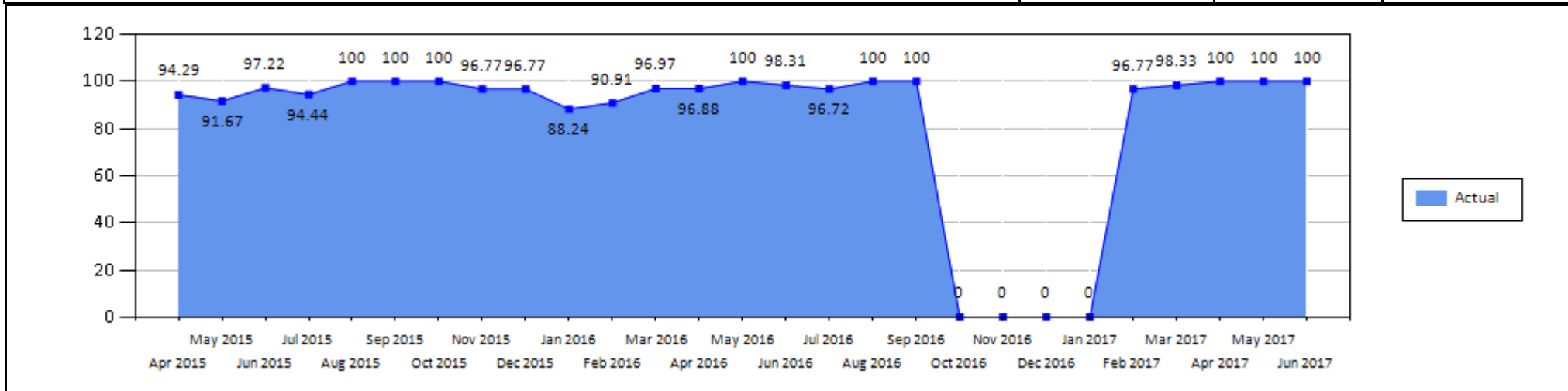
Month

Jun 2017

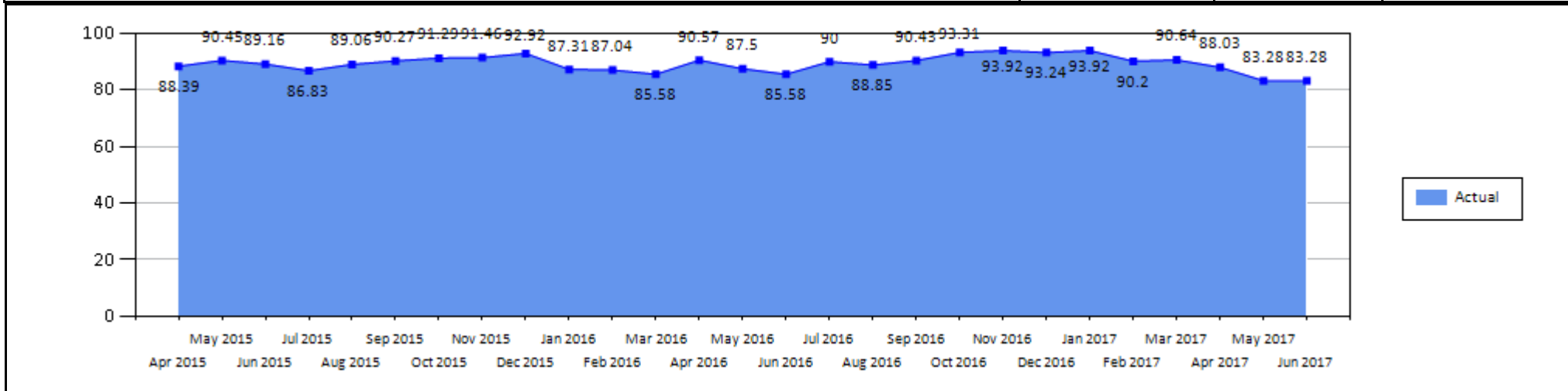
100%



PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence – Dorset Area Stations (WT)	Month	Jun 2017	100%
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PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence – Dorset Area Stations RDS	Month	Jun 2017	83.28%
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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 Dorset; to improve the response services we provide?
<p>Progress comment: For larger incidents and those of special interest we hold formal, and sometimes multi-agency debriefs to determine any learning points and to build on good practice. In addition, we have an operational effectiveness procedure to capture learning points and organisational improvements from incidents inside and outside the service. Following the fire at Guys Marsh Prison in Shaftesbury there were two command debriefs undertaken, a multi-agency one organised by the Civil Contingencies Unit and an internal one to learn lessons from the operational tactics and plans.</p>	