

Community Dashboard

Dorset & Wiltshire Fire and Rescue Service

Swindon Local Performance & Scrutiny

Committee 01/04/2018 - 30/06/2018



DORSET & WILTSHIRE
FIRE AND RESCUE

Swindon

Priority 1: Making safer and healthier choices

KLOE 1: How are we working with our partners to reduce fire and other community risks to improve the well-being and independence of vulnerable people?

Actions

Action Code	Action Name
1.1.1.37	How are we working with our partners in Swindon to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p>Progress comment:</p> <p>The local safe and well advisors are working closely with a number of agencies to try and generate further high risk safe and well visits. Some recent activity has been with the Avon and Wiltshire mental health teams (Swindon Memory Service). During June and July, the Memory Service linked once more with Westlea Fire Station to host a six-week group session for members of the community with early onset of dementia. The course also informs the carers about what is available to them through community services including safe and well visits.</p> <p>The Group Manager sits on the Swindon PREVENT board and has recently managed to secure training for local crews and safe and well advisors in identifying signs of radicalisation. The Group Manager also attends the Swindon Community Safety Partnership board which assist in information sharing and ensuring we are reaching the most vulnerable and hard to reach community members. The board is presented with a report from us highlighting Accidental Dwelling Fires, Deliberate Fires, Fatalities and injuries from Fire and also data on Road Traffic Collisions. Following a meeting in June the partnership decided to look at ways that the data provided could be better used to ensure appropriate outcomes rather than just being numbers.</p> <p>We recently made contact with the new provider of drug and alcohol services (Turning Point) for Swindon Borough Council (SBC). We are due to meet the managers in August to look at ways that we can gain referrals for safe and well visits amongst the community's most vulnerable. We also have a link in with the Domestic Abuse Strategy Lead in the SBC. This has been a useful link for those at risk from fire setting due to domestic abuse. Visits to these sites continue to be carried out by our Safe and Well advisors. We continue to deal with referrals made through Multi Agency Risk Assessments Committee (MARAC) with regards to threats of arson. This work will be carried out in conjunction with our partners. Additionally, this information is placed within our mobilising system so that crews are aware of the issues prior to attending. Local managers are currently in the early stages of another Domestic Homicide Review and will be assisting the independent chair to see if lessons can be learnt by the various agencies.</p> <p>Local managers and safe and well advisors continue to work with the local authority regarding the migration fund for the Broadgreen area. This work started during January 2018 and will continue for a further 18 months.</p> <p>Recently local managers met with Families First team to try and look at further opportunities to work together. We currently work with them providing Salamander opportunities for the families. However, we could also offer the free safe and well visits to high risk families to ensure their safety from various risks. A watch from Westlea have also looked at further opportunities to reach the most vulnerable members of the community. The watch presented to First City Care who provide care in the community. Following the visit, we have started to see a steady stream of referrals from them. Additionally, another watch is making progress in referral streams from Swindon Carers and Swindon Down Syndrome Group. This is in the early stages but one that needs to progress due to the potential risk to that community from fire.</p> <p>Within Q1 we have seen significant activity from operational watches in safe and well visits. During this period 314 visits were carried out by watches, along with further attempted interventions and leaflet drops.</p>	

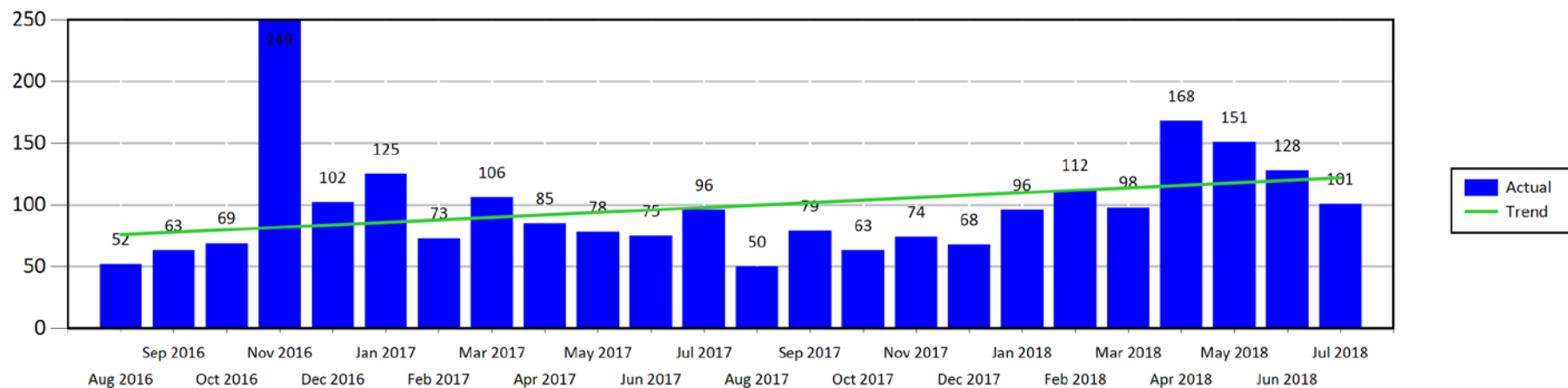
KLOE 2: How are vulnerable people receiving the support, advice and information they require reduce their risk of fire?

Actions

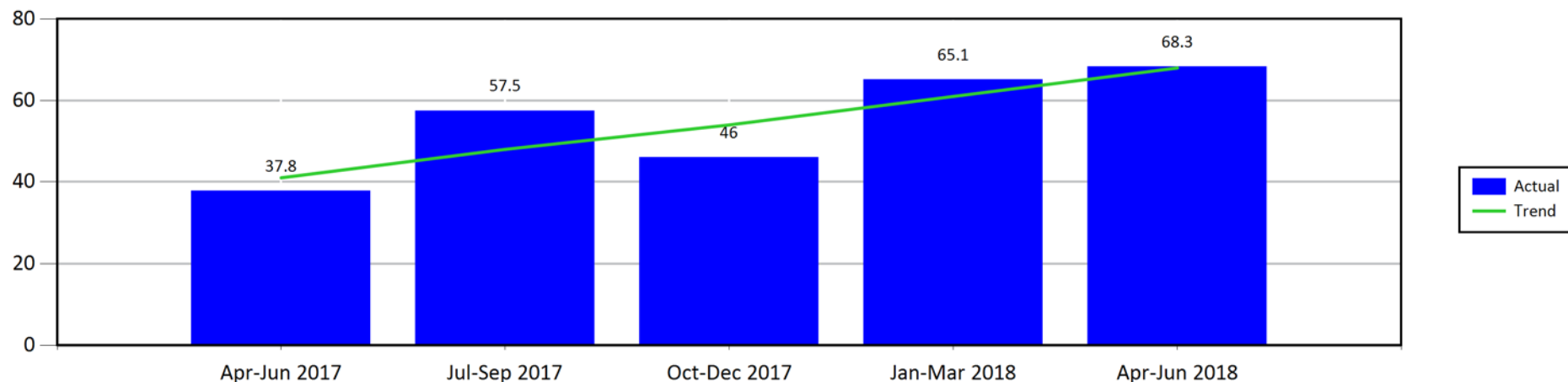
Action Code	Action Name
1.1.5.13	How are vulnerable people in Swindon receiving the support, advice and information they require to reduce their risk of fire
<p>Progress comment:</p> <p>We are committed to making a real difference to the lives of people in Dorset and Wiltshire. Our aim is to reduce the level of risk and harm to our communities from fire, targeting those most vulnerable within our community, this is achieved through our Safe and Well visits.</p> <p>Safe and Well within Swindon has now been established for over two years and we continue to work with existing partners to build a stream of referrals for those individuals most at risk, and to identify new partner referral pathways.</p> <p>We have been working partners to identify people within the community who may be hoarding.</p> <p>Our teams visit households to fit smoke detectors and provide information to raise awareness of potential risks in their home. The visit normally lasts one hour and covers areas such as:</p> <ul style="list-style-type: none"> • Electrical safety • Cooking safety • Making an escape plan • What to do in the event of a fire • Good practice, such as a night time routine • Identify any need for SAIL (Safe and Independent Living) referrals. <p>Where are we at the moment?</p> <p>We are able to support individuals with their varying needs and were able to supply them with fire retardant bedding and, if appropriate, spray a fire-retardant spray around the beds, chairs etc. The spray ensured that if the individual was smoking in the property and had a history of not disposing of cigarettes properly then additional protection was afforded. Referrals were being made to Hearing and Vision teams for specialised alarm equipment to be installed. A review is currently underway to ensure that appropriate resources are available.</p> <p>447 Safe and Well visits were carried out in Q1. There was a 187% increase on Safe and Well jobs completed within Swindon when quarter Q1 is compared to Q1 in 2017, when 238 were completed. These visits were carried out by our team of Safe and Well Advisors as well as operational duty crews.</p> <p>Advisors work closely with Environmental Health and Housing Officers by carrying out joint visits when attending properties. They have received training and are aware of the processes in place through the Safeguarding Adults Guide for staff produced by Swindon Borough Council for cases of hoarding and self-neglect. The Clutter Image Rating Scale is used to determine the level of hoarding and, where necessary, Advisors signpost to other agencies and alert the Safeguarding Co-Ordinator of any concerns.</p> <p>One Advisor continued to carry out weekly joint visits with the CGL Drug & Alcohol Liaison Officer. Our Advisors continued to work with SBC and Environmental Health Officers in Broadgreen, for the Migration Project carrying out visits where appropriate. Two referrals were received for the month of May via SAIL.</p> <p>We continued to receive high volumes of referrals from South West Ambulance Service (SWAST) where hoarding had been identified from the incidents that they attend. Advisors continued to deal with these as a high priority and provide advice and guidance on keeping safe from fire.</p> <p>Where are we going in the future?</p> <p>Fire & Rescue crews will be attending properties that are now within their ten-minute response time from station and will make referrals back to an Advisor, should they identify that more support is required for an individual. If an Advisor picks up a Safe and Well job within the ten-minute response time this will be passed back to the crews to complete. This enables our Advisors to focus on building relationships with key partners as well as carry out talks.</p>	

Key Performance Indicators

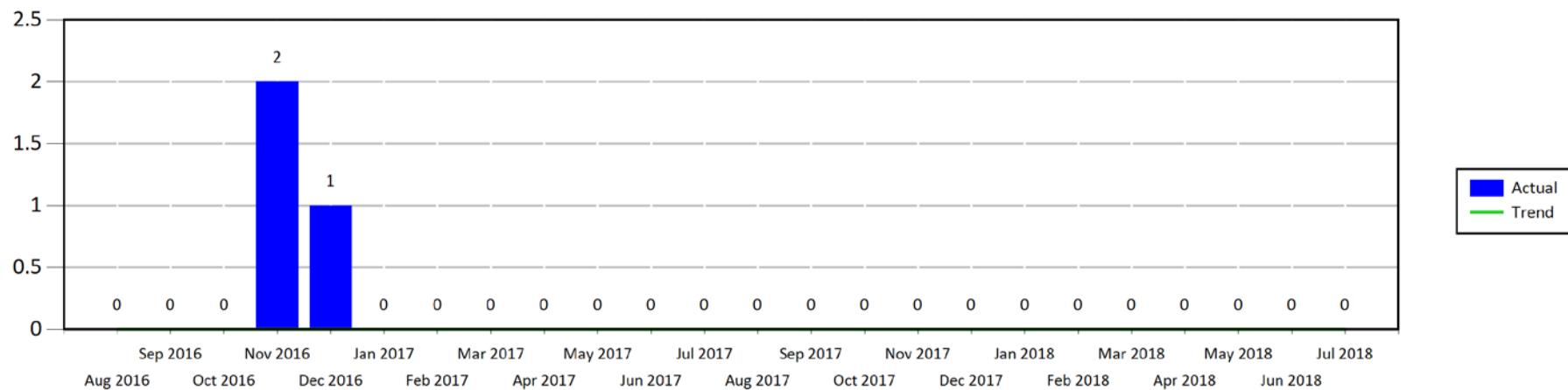
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Swindon Borough	Month	Jul 2018	101



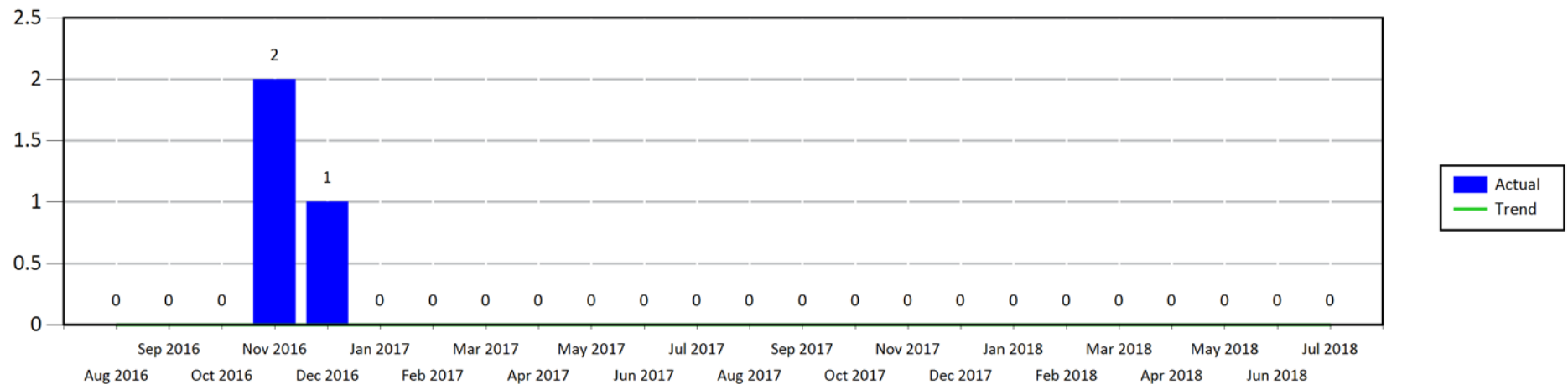
KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken to high risk households in Swindon	Quarter	Apr-Jun 2018	68.3%



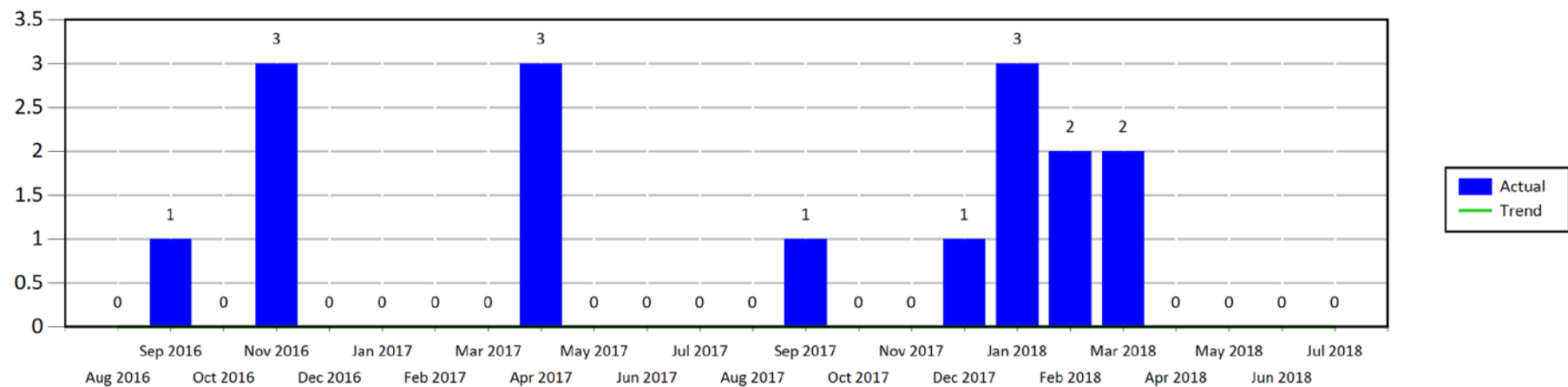
PRE01A-Number of fire related deaths in accidental dwelling fires - Swindon Borough	Month	Jul 2018	0
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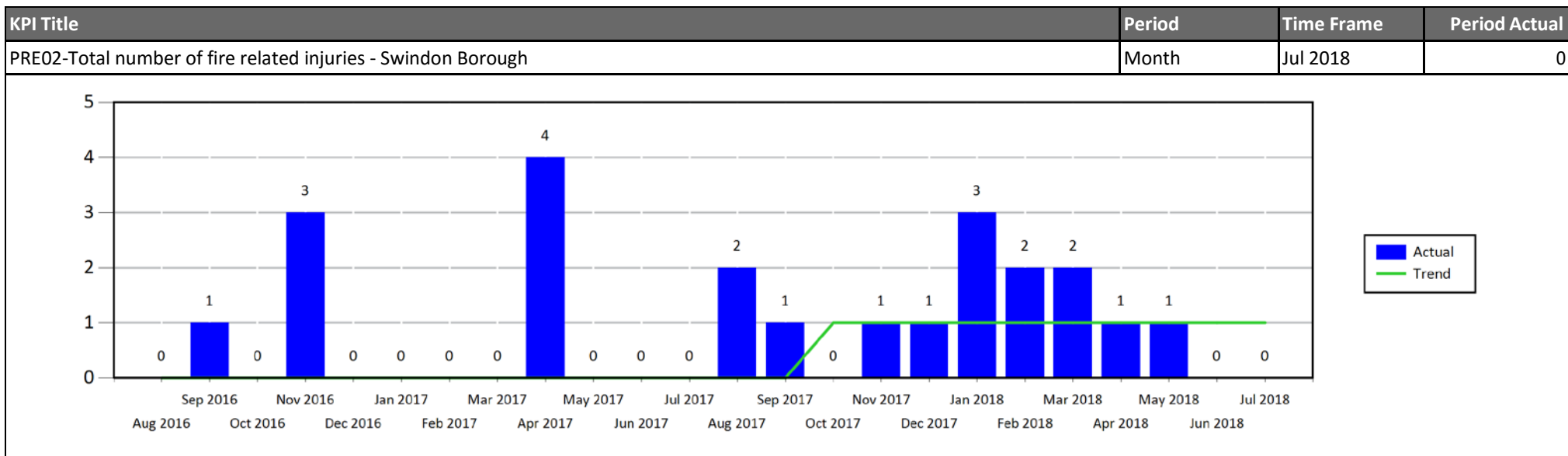


KPI Title	Period	Time Frame	Period Actual
PRE01-Number of fire related deaths - Swindon Borough	Month	Jul 2018	0

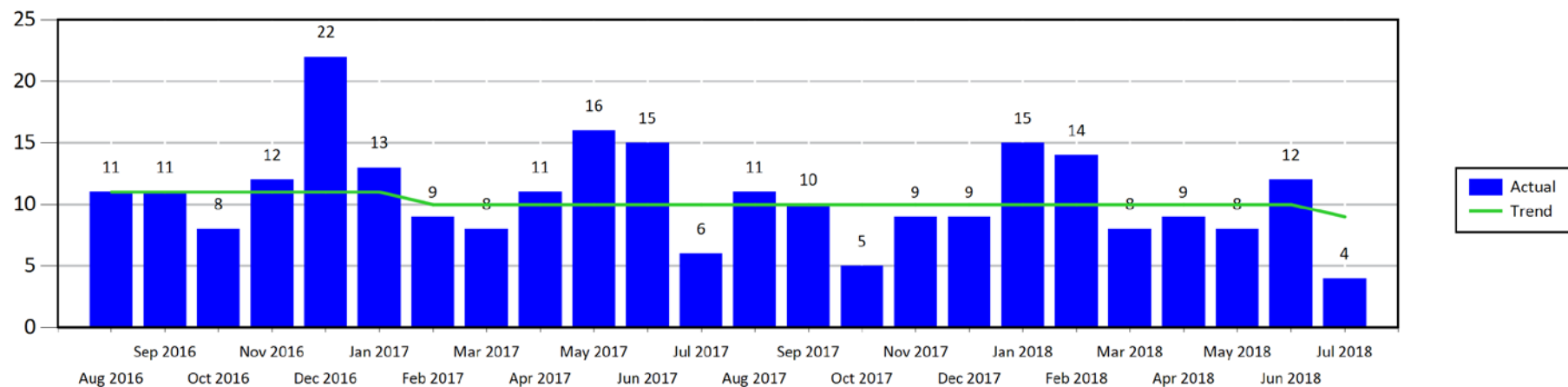


PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon Borough	Month	Jul 2018	0
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KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Swindon Borough	Month	Jul 2018	4



KLOE 3: How do we deliver our safety education to children, young people and communities, helping them build safer and healthier lives?

Actions

Action Code	Action Name
1.1.6.14	How do we deliver our safety education to children, young people and communities in Swindon, helping them build safer and healthier lives?
<p>Progress comment:</p> <p>First quarter April to June 2018</p> <p>Education Officers continue to target specific year groups in each school. Reception, Year 2 and Year 5/6 are the classes we focus on. Each Education officer has a list of schools that they focus on/target each quarter (for them it is a list for the Term that is autumn/winter, spring term and summer term each being punctuated by a school holiday).</p> <p>We visit schools that have children with Special Educational Needs and Disabilities (SEND) by request.</p> <p>Secondary Schools and Home educated children are visited by request and actioned when there is capacity.</p> <p>Prevention Educational Talks for adults will be delivered on a risk analysis basis and delivered by either Education Officers or Safe and Well Advisers/volunteers.</p> <p>Where are we now – the first quarter</p> <p>Education delivery totals have been affected by holidays during this quarter due to Standard Attainment Tests (SAT) and four weeks of Junior Good Citizen. The education officers are noticing that in the months leading up May National Tests. The Primary Schools spend their mornings doing the formal curriculum covering literacy, mathematics and science to help prepare them for the tests and have not wanted any visits. Bookings have become more difficult to arrange and getting past the School office or business managers have led to Education officers visiting the Schools in person to arrange a fire safety session with year six children. We are considering the reasons why this is occurring during the summer break review meetings.</p> <p>Totals April to June Quarter 2018:</p> <p>Total number of settings/schools visited = 13</p> <p>Total number of children receiving a dedicated hour-long fire safety session = 501</p> <p>We are reviewing those schools that are making it much more difficult for us to visit in the Spring term. We compiled a report after a meeting to discuss the reasons why it was becoming more difficult to get into some primary schools during the Summer holidays, part of which will be some solutions to how we can provide fire safety sessions that fit in with School commitments and pressures on the curriculum.</p> <p>We work collaboratively with our operational colleagues to help support them when they identify risks in their area and work on solutions that will help the young people identified. The Junior Good Citizen event is designed to help Year Six students (10- and 11-year-olds) avoid putting themselves at risk of accident or injury, by raising their awareness of risky situations. It encourages them to respond appropriately to emergency situations and shows how being a 'good citizen' can create a safer community. This year resulted in 1,742 pupils attending the event.</p> <p>Our Education Officers have run a scenario with an electrical loading calculator this year. The pupils learn about the dangers of overloading sockets and how to understand the electrical loading in the home. Also, what is good, safe practice. The emphasis is on the children having an interactive, learning experience before moving from primary to secondary school, then taking home a rule that can help keep them safe and avoid being a statistic (6000 electrical fires in the UK each year). It is a multi-agency event with colleagues from Wiltshire Police, Road Safety and Environmental health, Selwood Housing, and British Railway police, through a carousel of activities either in a morning or afternoon session. Swindon Celebrated its 30-year anniversary this year and invited guests attended and joined in the celebrations with a specially commissioned birthday cake.</p>	

Working towards next quarter

The introduction of the new resources to complement the new lessons for Primary schools. Encouraging children to be healthy and more active through FIREFIT and the DAILY MILE Support material for operational firefighters will be available as activity outline for each age group highlighting areas to focus on and will be made available for each station. Library visits to provide a story time interactive session with a water safety slant. A few leisure centre visit for the children attending holiday club session were provided and were also water safety focused and interactive making the use of the space that are given in the leisure centre.

Evaluation of Education

We have updated the evaluation forms which will take account of the children's knowledge together with accounts from teachers' feedback to ensure we continue to improve and maintain our delivery as well as keeping it up to date and relevant. The forms have questions that are answered by ticking boxes. Importantly these forms provide the education officers with feedback on their delivery and how valued their visits were.

We continued to build a selection of case studies which evidenced best practice and positive impacts for external partners.

Potential challenges

We do not have capacity to deliver in Key stage three and Key stage four. We have been looking at ways we can manage the request and provide a more robust delivery across these year groups. Many of our Firesetter cases are associated with teenagers. We have only been able to provide reactive limited bespoke sessions when there have been problems in the schools or surrounding area. We are looking into providing a range of education resources via our website and are liaising with the media team currently. Particularly we want to work with our station managers and on any local problems they become aware of involving children and young people, while this will be reactive work it will be firmly based on prevention themes.

We considered the use of assembly format in Secondary Schools and how this can be made relevant and engaging. Our young people have such an array of visual stimulus that being able to compete with what they are used to may be a huge challenge

Looking forward

During the school summer holidays the Education officers will be visiting local libraries to read safety stories, these interactive experiences were a big success last summer and this year the focus is on water safety to fit in the National Fire Chiefs Council (NFCC) drowning prevention strategy. They will also visit some leisure centres and provide some interactive sessions for children attending the summer school programme.

We are reviewing those schools where it is much more difficult for us to visit. We will compile a report after a meeting to discuss the reasons why it is becoming more difficult to get into some primary schools during the Summer holidays, part of which will be some solutions to how we can provide our fire safety sessions that fit in with School commitments and pressures on the curriculum.

We will be working collaboratively with our operational colleagues to help support them when they identify risks in their area and work on solutions that will help the young people identified.

Arson Reduction/first quarter

Deliberate Fires cases for Swindon (quarter total 73)

Swindon East cases:

April 13; May 24; June 20

Swindon West cases

April 2; May 8; June 4

KLOE 4: How are we delivering effective road safety education to reduce the risk of road traffic deaths and injuries

Actions

Action Code	Action Name										
1.1.7.8	How are we delivering effective road safety education in Swindon to reduce the risk of road traffic deaths and injuries?										
<p>Progress comment:</p> <p>1. What are we trying to do?</p> <p>The primary aim of our road safety education is to safeguard young people from the physical and psychological harm caused by a road traffic collision. Our secondary aim is assisting the military and business drivers to improve their driver behaviour. The tertiary aim is to target all other road safety casualties.</p> <p>2. Where are we at the moment?</p> <p>Swindon Borough Council did not supply any funding for SDSA this year. Arval LTD (Swindon based) have supplied £1200. Swindon SDSA costs for six days:</p> <table> <tr> <td>Transport</td><td>£6905.00</td></tr> <tr> <td>Volunteer Staff</td><td>£500.00</td></tr> <tr> <td>Equipment/resources</td><td>£150.00</td></tr> <tr> <td>Catering</td><td>£600.00</td></tr> <tr> <td>Total</td><td>£8,155</td></tr> </table> <p>Road Safety in Swindon – Information that may prove useful for reports to Members Generally, the road safety work in SBC is challenging. With no Road Safety Officer, there was no pivotal contact point or local link. Staff from the wider Traffic Management team are answering queries, maintaining the @SBCRoadSafety twitter account and loaning resources to schools etc as requested, but do not undertake proactive education work. There is no funding for pedestrian training in primary schools from April 2018. Last year SBC went out to tender for an external provider for Bikeability training. Due to contractual issues and delays around Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) of existing staff, the preferred provider decided to pull out in December. SBC was unable to meet the required Bikeability scheme standards to re-register their own training scheme so a second tender process started earlier 2018. This means in schools there was no pedestrian training, no cycle training, there was young driver education in put that was provided by us with no support from SBC.</p> <p>3. The last quarter</p> <p>There have been no partnership road safety events in Swindon</p> <p>4. The next quarter</p> <p>Safe Drive Stay Alive will be delivered to all schools in the Swindon area. This will reach around 2500-3000 young people. Co-ordinated by DWFRS, supported by Police, Air Ambulance, and Severn Trauma network. We will provide a general road safety update to employees at Network Rail in July.</p>		Transport	£6905.00	Volunteer Staff	£500.00	Equipment/resources	£150.00	Catering	£600.00	Total	£8,155
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5. Measuring our outcomes.

The Evaluation of our road safety education

A full report into the Safe Drive Stay Alive Roadshow is available and has been sent to all members of the road safety partnership

Contained within the report is an extensive four-part evaluation. The evaluation forms an important part of our road safety work and is used to ascertain the effectiveness of the education delivered.

The four parts of the evaluation cover feedback from teachers, pre- & post- roadshow questionnaires from students, a statistical analysis of casualties and finally an external observation and feedback from a professional academic.

A brief summary of results

- Statistical Analysis has shown that since the roadshow started the casualties within the 16-19-year-old age group has fallen by 40% (Wilts & Swindon)
- 100% (89) teachers surveyed agreed that the hard-hitting nature and content of the roadshow was right and essential for the young people.
- The students Pre- & Post- roadshow questionnaires showed a significant change in attitude toward the fatal four causes of road safety collisions. (Drink/Drugs, Mobile phones, seatbelts and speed)
- Feedback from Dr. Clare Holt has been extremely positive had she has made several recommendations to improve the roadshow.

This evaluation proves the roadshow is a highly effective tool at changing attitudes to road safety and reducing casualties. Furthermore, the endorsement from all the attending teachers and Dr. Clare Holt has given us confidence that what we are delivering is highly effective.

6. Where are we going in the future?

Following on from the evaluation we are looking to further develop the quality of our education. An SDSA Development Group has been created with representatives from our road safety partners in Dorset. This group will be using the evaluation results to further improve the education delivered.

This group will make changes to the scripts and presentation format to further improve the communication of messages around road safety. It will also see the implementation of behaviour change techniques to aid in influencing those young people to make better choices.

As mentioned above we will be targeting the school that did not attend this year.

7. Barriers/Threats

SDSA has also come under national criticism (not specifically our roadshow) recently for its hard-hitting nature and that it can do more harm than good. This has been dispelled by our evaluation with the support and comments from the teachers.

Any help or influence that could help us get into the remaining schools would be greatly appreciated.

8. Statistics

2018 stats are 3 months only Jan- March

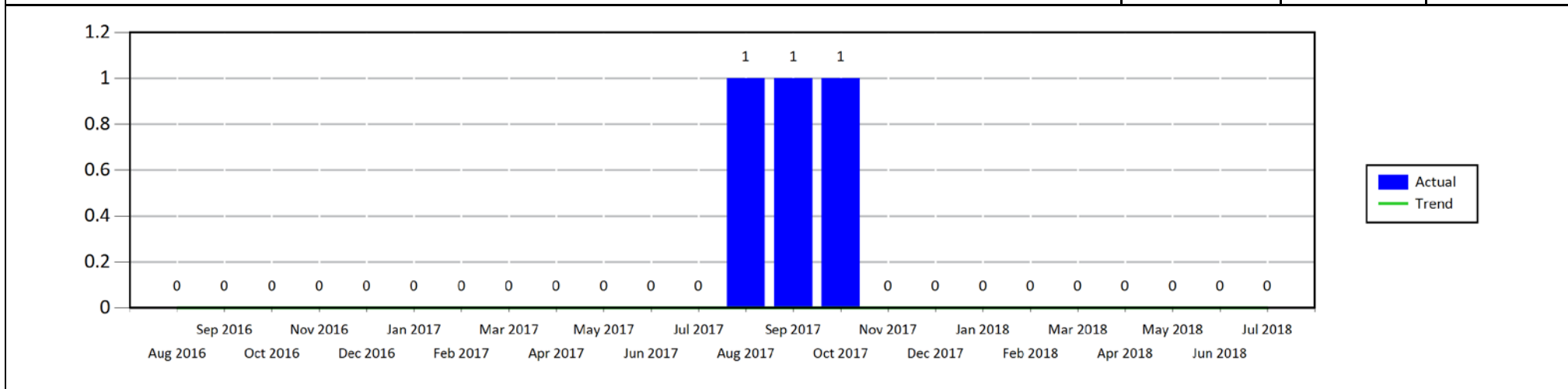
These stats are Swindon Only (Excluding M4)
casualties

	2015	2016	2017	2018
Fatal	6	1	6	0
Serious	68	79	52	16
Slight	519	561	425	85

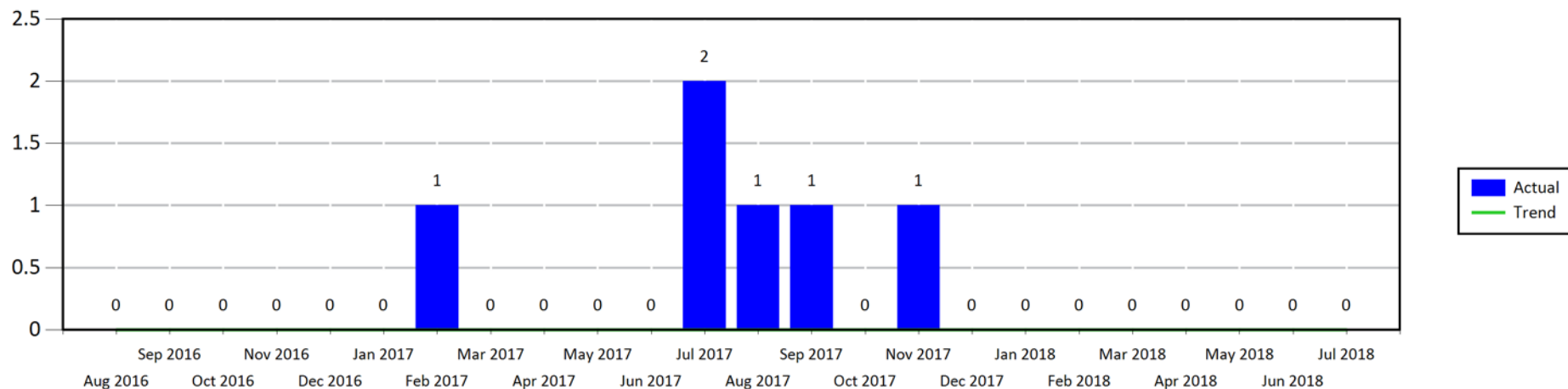
Motorway 2018 – 0 deaths (could be Wiltshire or Swindon stretch)

Key Performance Indicators

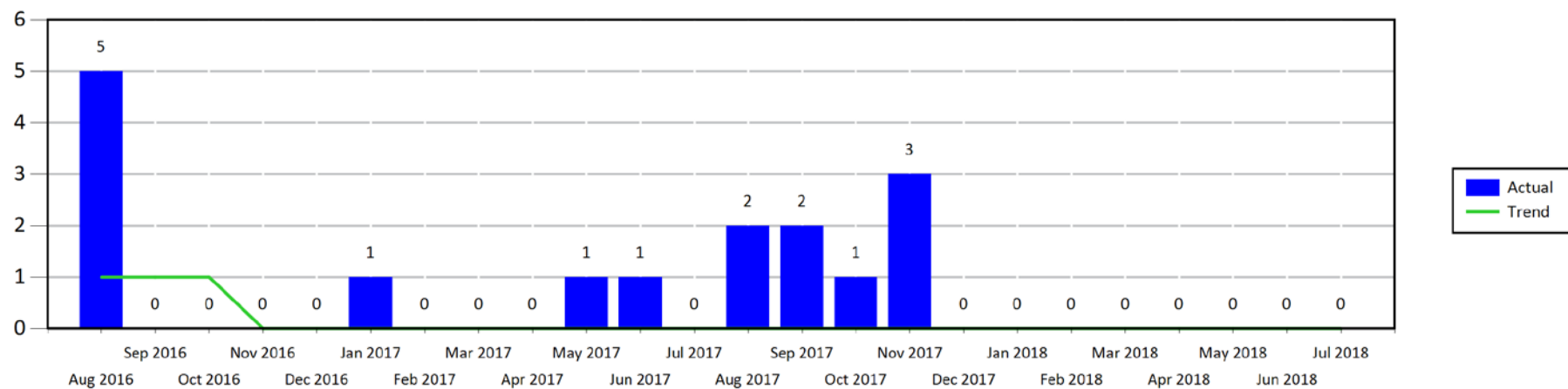
KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - M4	Month	Jul 2018	0

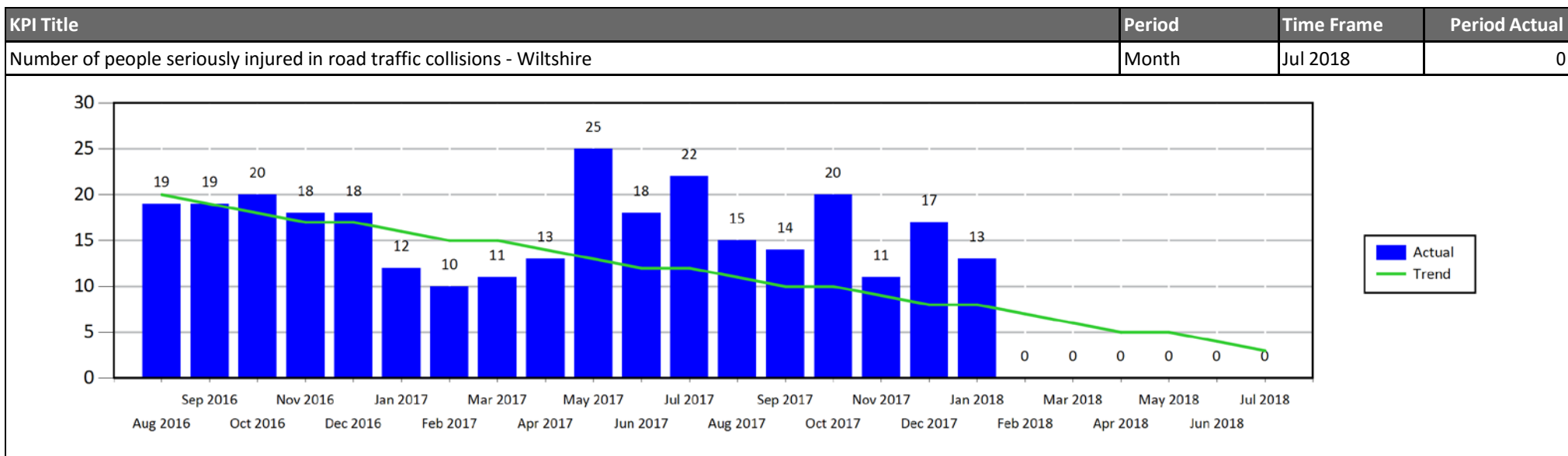


KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - Swindon	Month	Jul 2018	0



Number of people seriously injured in road traffic collisions - M4	Month	Jul 2018	0
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Priority 2: Protecting you and the environment from harm

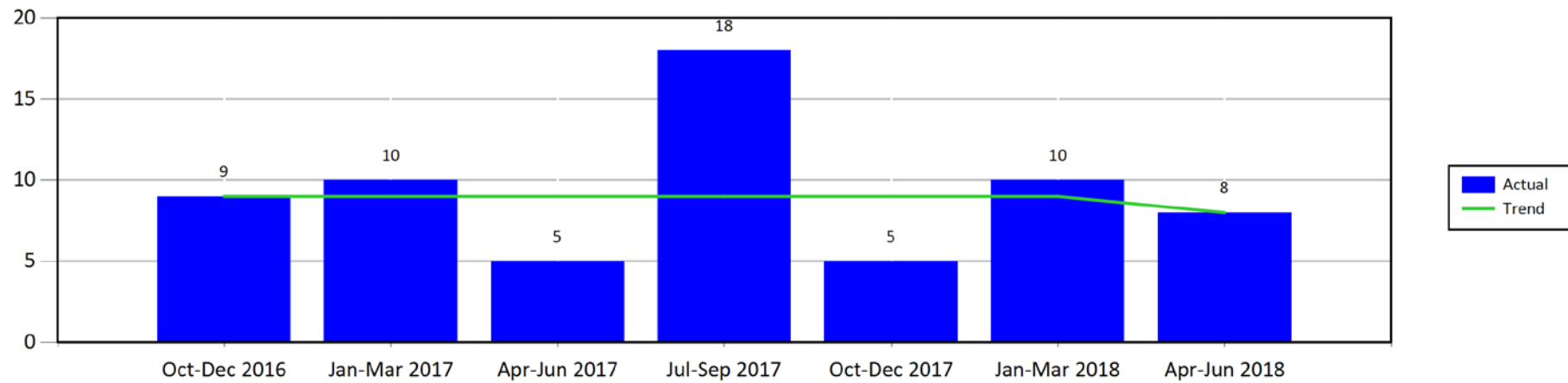
KLOE 5: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

Actions

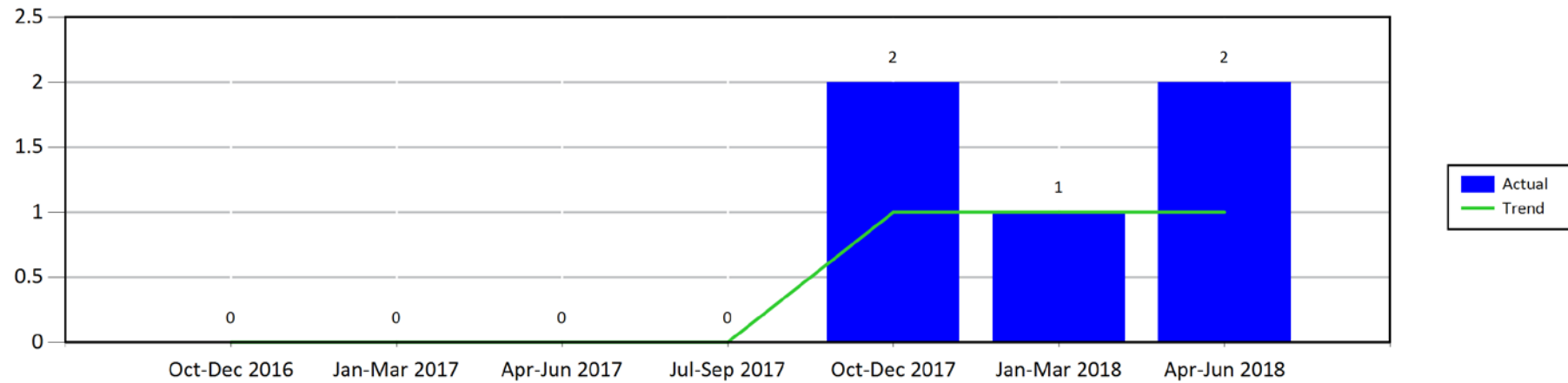
Action Code	Action Name
1.2.1.8	How are we effectively working with our partners in Swindon to safeguard the vulnerable people we come into contact with?
<p>Progress comment:</p> <p>April to June 2018 Swindon</p> <p>Section 11 of the Children Act 2004 places duties on a range of organisations and individuals to ensure their functions, and any services they contract out to others, are discharged with regard to the need to safeguard and promote the welfare of children (Working Together, Chapter 2)</p> <p>We have been involved in a Section 11 Audit with Wiltshire Safeguarding Children's Board (WSCB).</p> <p>The review was around the Wiltshire area but the learning will reflect across Dorset, Poole and Bournemouth and Swindon.</p> <p>WSCB are aware that we covered a number of local Safeguarding Children's Boards and are happy for the them to have sight of the audit should the local safeguarding boards require an audit for quality assurance of work.</p> <p>DWFRS is represented on the forum of the Swindon Local Safeguarding Children's Board Quality Assurance Sub Group. They recently looked into issues relating to feedback to agencies when referrals were made to the MASH (Multi Agency Safeguarding Hub). The Safeguarding Co-ordinator provided a brief report to this forum on what our experiences had been following the making of referrals.</p> <p>The Safeguarding Co-ordinator completed a survey for Swindon Local Safeguarding Children's Board. They sought assurances that the children's workforce in Swindon received effective training in relation to disabled children, signs and indicators of sexual abuse, child sex exploitation (CSE) and domestic abuse. They explored what training agencies provide in Swindon.</p> <p>The Safeguarding Co-ordinator attends a monthly meeting with other Safeguarding Leads (SL) from external agencies across Dorset Poole & Bournemouth ensuring we were compliant with national safeguarding legislation. We shared best practice and received peer support and supervision. The SLs review cases referred to the group by the Safeguarding Adults Review Sub Group. We looked 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. The learning will cover all authorities.</p> <p>DWFRS continue to work with multi agencies - receiving referrals from the Police, SWAST and Red Cross across Poole and Bournemouth. We make referrals to Children Services, GP's and NHS Teams, Social Services, Police, Community Mental Health (CMHT) and Sight and Hearing Teams, Falls Clinics and more.</p> <p>The Area Manager continued to represent the service on the Swindon Safeguarding Board.</p> <p>Number of safeguarding referrals: 10 Adults: 8 (two of which were hoarders) Children: 2 Operational referrals: 9 Safe and Well Advisor: 1</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals from DWFRS- Swindon Borough Area	Quarter	Apr-Jun 2018	8



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals from DWFRS- Swindon Borough Area	Quarter	Apr-Jun 2018	2



KLOE 6: How are we providing advice, support and consistent regulation for local business so they can meet their legal fire safety obligations?

Actions to be updated!

Action Code	Action Name
1.2.2.10	How are we providing advice, support and consistent regulation for local business in Swindon so they can meet their legal fire safety obligations?
<p>Progress comment:</p> <p>1. What are we trying to do?</p> <p>Fire Safety teams are committed to working at the heart of local communities through a targeted business support programme; auditing businesses to raise awareness of fire safety responsibilities; educating to increase voluntary compliance regarding fire safety standards; and working to reduce the overall impact and cost of fire. We focus on buildings with a sleeping risk. Throughout 2017, we targeted Residential Care Homes, Hospitals, Accommodation above commercial units and landlords of Houses in Multiple Occupation (HMO).</p> <p>Our Aim is to:</p> <ul style="list-style-type: none"> • pursue a positive approach to business support and education aimed at promoting residential and commercial sprinkler systems • further enhance our effective working practices with partner agencies such as the Care Quality Commission (CQC), Food Standards Agency (FSA), Environmental Health (EH), Immigration and the Environment Agency (EA); sharing intelligence and maximising our impact in the reduction of both commercial and residential risks. • address compliance issues in HMOs and to protect vulnerable people who often reside in this type of housing through multi-agency work-streams with the local authority (LA) Housing, Immigration and Police. • Promote initiatives such as the Primary Authority Scheme (PAS) and Better Business for All (BBfA) to offer professional and consistent fire safety advice across a broad spectrum of businesses. <p>2. Where are we at the moment?</p> <p>On-going interaction by Protection Team members with local authorities, private landlords and tenants regarding fire safety-related matters: external cladding systems; fire detection; and warning systems; fire resisting doors (& self-closers); Combustibility/fire resistance of construction materials; commercial and residential sprinklers systems and water-mist suppression systems. The number of enquiries from concerned members of the public relating to high-rise premises, fire resisting doors and external cladding systems continued to increase.</p> <p>Team North continued to proactively engage with a number of differing business groups: night time economy (NTE)/Licensed premises, Small B&B providers - to ensure compliance levels and the safety of relevant persons. The targeted audit of commercial hubs is ongoing, as is the Experian 2020 list of premises. The proactive joint audits undertaken with the Environment Agency at Waste Transfer Sites to prevent further community and economic disruption following well-publicised incidents both locally and nationally have also been completed. The non-licensed waste site at Flaxlands/Brinkworth Road is subject to monitoring.</p>	

The joint initiative between Protection, Prevention and Response targeting sheltered accommodation to educate, inform and provide community reassurance is ongoing.

Fire safety teams continued to actively engage with Subject Matter Experts (SME) to raise awareness of their fire safety responsibilities. Fire safety activity was also centred on commercial shopping complexes eg: Brunel Shopping Centre, McArthur Glen Designer Outlet, Greenbridge Retail Centre, Orbital Shopping Centre; and the distribution of safety posters and engagement with local businesses in the North Wiltshire area.

Representation at SBC annual general meeting for sheltered housing; the SBC 'empty homes' forum; SBC-led high-rise VIP visits (and subsequent interactions) continued as 'business as usual'.

Team North provided fire safety-related training to partner organisations eg: Police Community Support Officer/First Responder Medic in Marlborough, Salisbury area.

Outputs for Swindon – April/May/June 2018

- 33 Building Regulations consultations – all completed within 15-day statutory consultation period
- 73 attendances at Unwanted Fire Signals (including domestic actuations in sheltered housing schemes)
- 2 fire Safety Complaints
- 11 fires in non-domestic premises
- 11 post fire audits completed/programmed
- 88 fire Safety Audits
- 9 licensing applications

Common failings that fire safety inspecting officers found were: The failure to have completed a fire safety risk assessment, testing and maintenance, and in particular wedged open or poorly maintained fire doors, and the inadequate education of staff in what to do in the event of fire.

Teams continue to progress local initiatives with business hubs, Chambers of Commerce and Local Enterprise Partnerships to offer support to a wide range of businesses in fire safety. These interactions have been reinforced through full involvement at the recently launched 'Best Business for All' business engagement strategy. This will take place over the year at planned events with other teams such as Trading Standards, Environmental Health (Housing and Hygiene) and Building Control.

Fire Safety Team North continued to monitor and verify through fire safety audit the level of compliance of all Regulatory Reform Order (2005) (RRO) premises that were recorded as having had a fire.

3. Where are we going in the future?

We will maximise our impact by using national, regional and local information to identify the types of commercial buildings at greatest risk from fire. We will continue to work with Operational crews and Partner Agencies to expand our activity and, where appropriate, we will use Prevention teams in blended activity.

Business reassurance, business continuity and general fire safety advice following requests from business.

It should be noted that fire safety-related outputs are likely to be impacted by the imminent loss of a full-time member of staff from Fire Safety Team North

4. Case studies evidencing best practice and positive impacts for external partners

Our multi-agency, joint partner agency work with the local authority has resulted in fire safety standards being improved in a number of premises, particularly HMOs, this year. Our inspectors work closely with Safe and Well teams to deliver home safety advice 'behind the front door' to protect vulnerable people from fire.

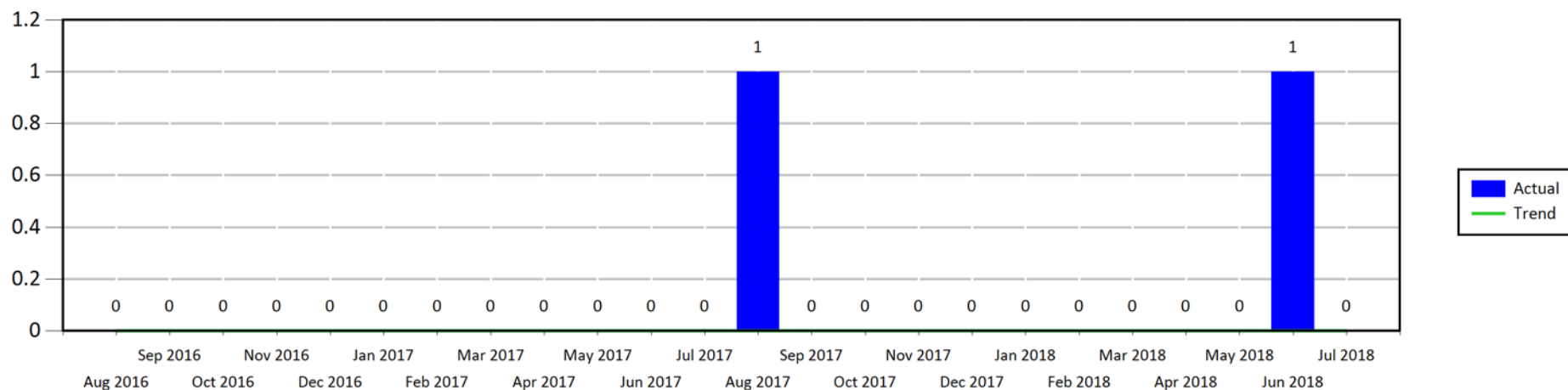
Since the Grenfell Tower fire in London – a great deal of fire safety time continues to be spent offering community reassurance and answering a large number of fire-safety related enquiries. This work stream is ongoing.

Additionally, we have worked in partnership with the local authority to improve fire safety related matters in high-rise premises and supported their initiatives with a view to the retrospective installation of automatic suppression systems into existing high-rise building stock; this work has resulted in the allocation of £1.066m to upgrade existing building stock reducing the risk associated with 'fire' to tenants and occupiers, and following the advice of the Fire Risk Assessor, this financial figure has subsequently been revised upwards.

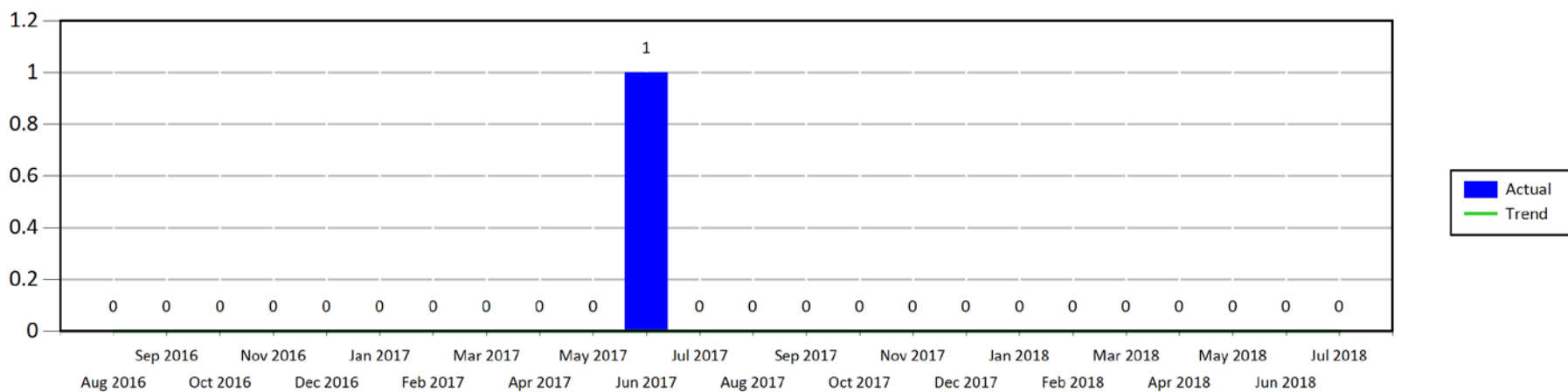
The retrospective installation of an automatic suppression system into a high-rise sheltered housing scheme is nearing the point of installation.

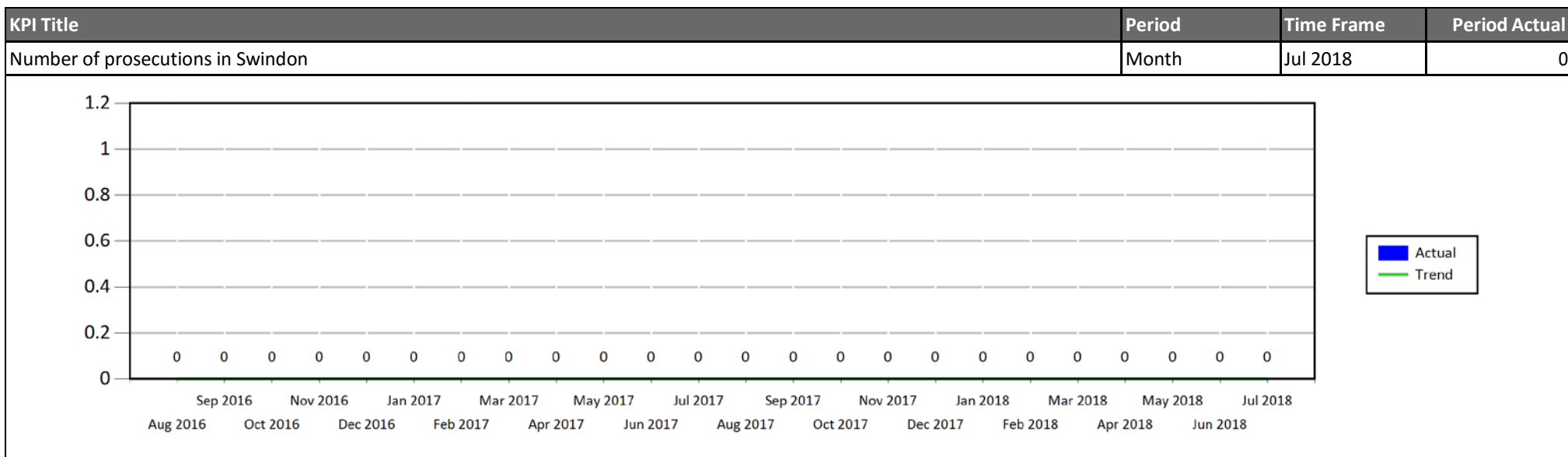
Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Swindon	Month	Jul 2018	0

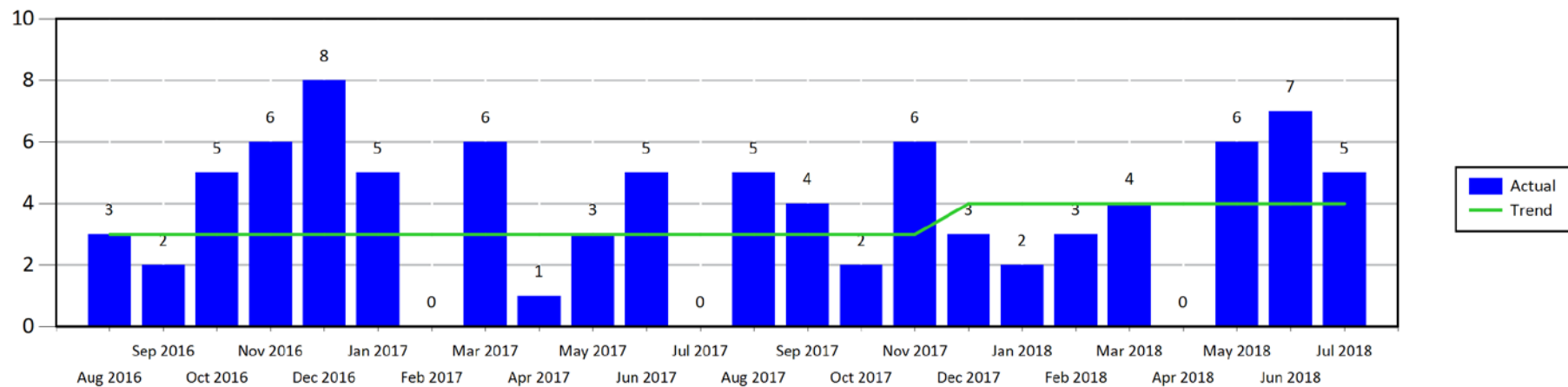


Number of prohibition notices served in Swindon	Month	Jul 2018	0
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KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in Non domestic properties-Swindon	Month	Jul 2018	5



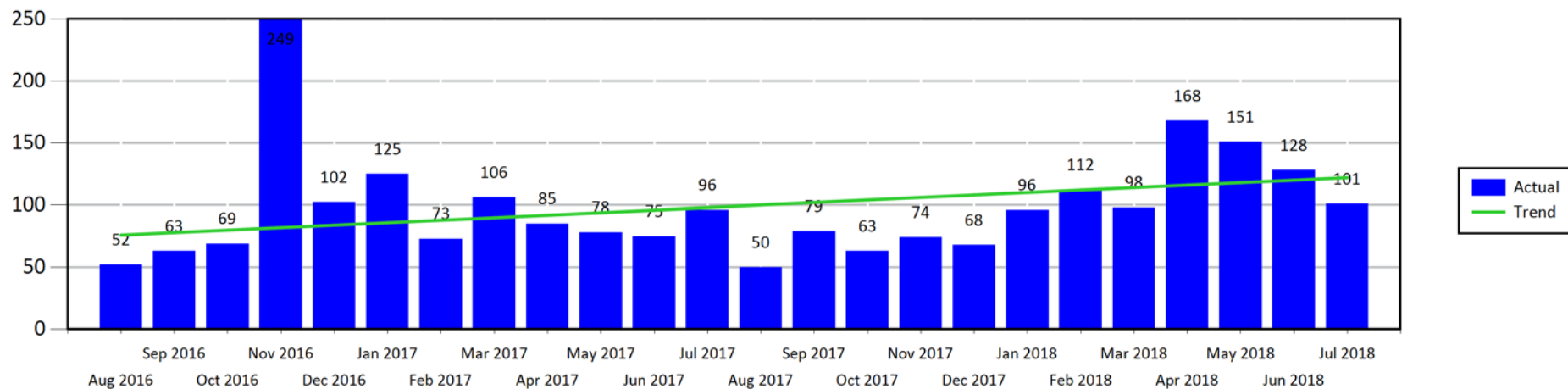
KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

Actions

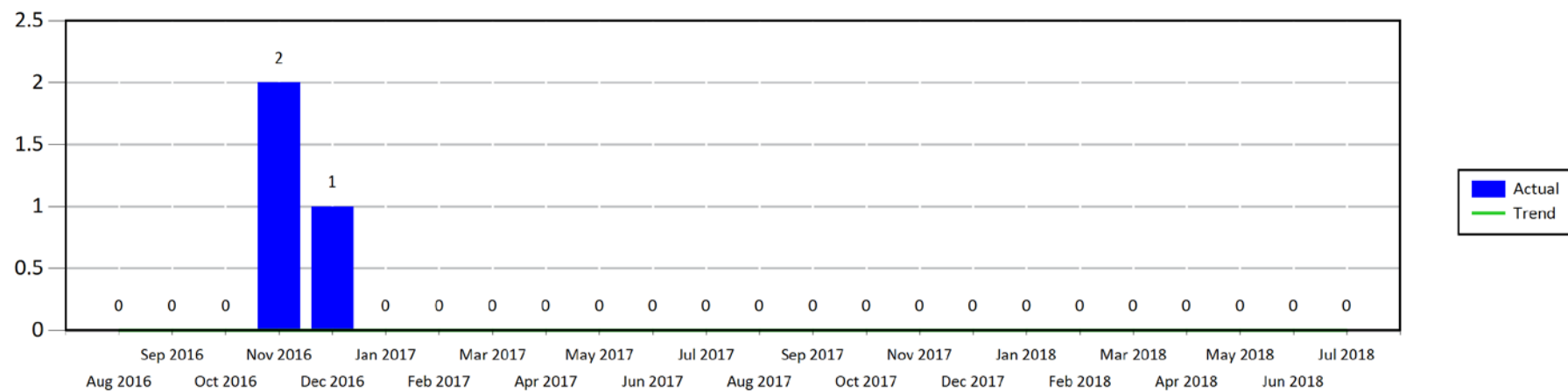
Action Code	Action Name
1.2.3.8	How are we identifying and driving down risk risks to the community, heritage and environment in Swindon?
<p>Progress comment:</p> <p>The group manager continues to have a link into MARAC meetings with other partner agencies. This was to receive a number of referrals to properties and occupiers who have been victims of domestic abuse and additionally, where threats of arson have been made. We continue to be contacted by Domestic Abuse Lead from Wiltshire Police when a risk is identified. This relationship has been built over the last 12 months and continues to work well. Safe and Well advisors are asked to attend the property and give advice and to ensure the property was fitted with smoke detectors. We also highlighted the threats of arson through the mobilising system to ensure crews and control staff are aware. This also helped with police attendance at specific addresses.</p> <p>The migration project in Broadgreen was well under way and proving successful in engaging with members of the community. The designated safe and well advisor along with SBC officers continued to offer free safe and well visits to the members of the community. They have found a number of properties without smoke detection or with faulty ones which they've replaced. This work will continue over the next 18 months.</p> <p>Additional to the work in Broadgreen, local watches have been trained in using Pinpoint software. This enabled them to highlight the high risk addresses/occupants across the borough. Once aware of the addresses the watches visit the area to offer free safe & wells visits. Uptake has been varied but crews continued to pursue this method alongside working with partner agencies.</p> <p>We continued to work with the borough council through our Fire Safety Manager to highlight empty buildings and the risks associated with them.</p> <p>Crews continued working on operational/tactical plans for the local high rise building risks. Swindon operational staff were also providing Wiltshire area crews with high-rise refresher training which was specifically targeted at crews who regularly stand-by at Swindon during busy periods.</p> <p>Crews continued to identify local risks under the Fire & Rescue Services Act 2004 (7.2d) visits and also updated existing risks with new information. This was then made available to operational crews on the incident ground. Crews were allocated a number of reviews to carry out along with any new risks identified through local/partnership intelligence. We have been made aware of a number of new potential risks just on the edge of the area that will need further investigation as it may impact on local communities.</p> <p>Within the last quarter a number of sites have been identified as needing further investigation regarding potential risk to firefighters, the community and the environment.</p> <p>Recently local crews identified a pop-up waste site on the edge of Royal Wootton Bassett. This has significant impact if fires occur on site, as happened at the end of May. Previous knowledge allowed response arrangements to be put in place and all crews are aware of the risks at the site.</p> <p>Local managers have been working with the Environment Agency (EA) and LA to deal with the site which has now been segregated to allow fire breaks to be put in place prior to removal of waste.</p> <p>There was also a risk identified in a premises which was undergoing refurbishment and change of use from commercial to residential. Crews visited the site and then made all local crews aware of the potential risks if an incident occurred. Additionally, there were two further premises identified through our operational crews to the protection department following incidents in June resulting in joined up working between protection/prevention and response.</p> <p>In June Stratton Fire Station opened its doors to the public for their annual open day. Various exercises and safety demonstrations were planned and took place for the public. Additionally, partner agencies were involved including local schools, the homeless shelter etc.</p>	

Key Performance Indicators

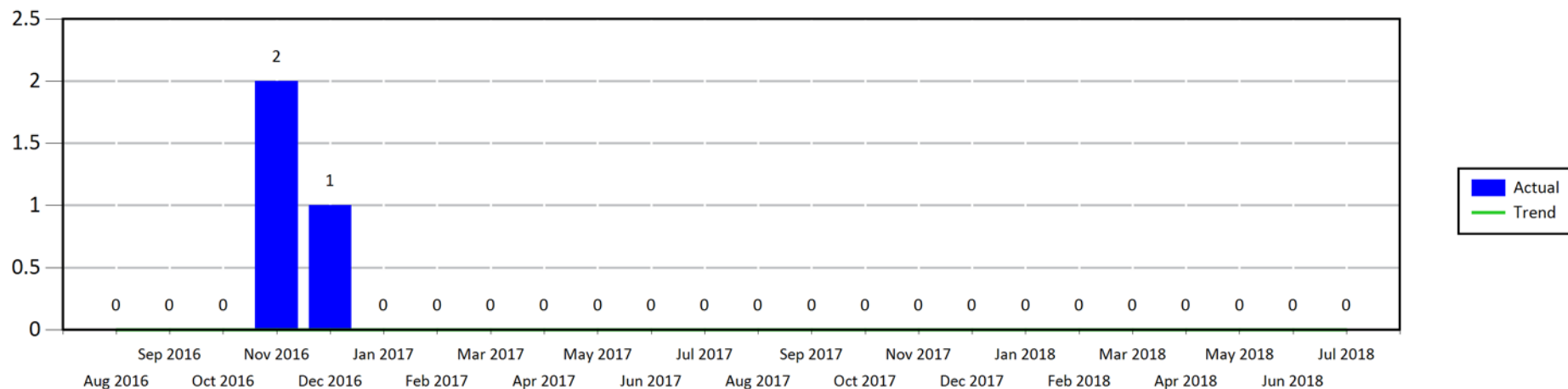
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Swindon Borough	Month	Jul 2018	101



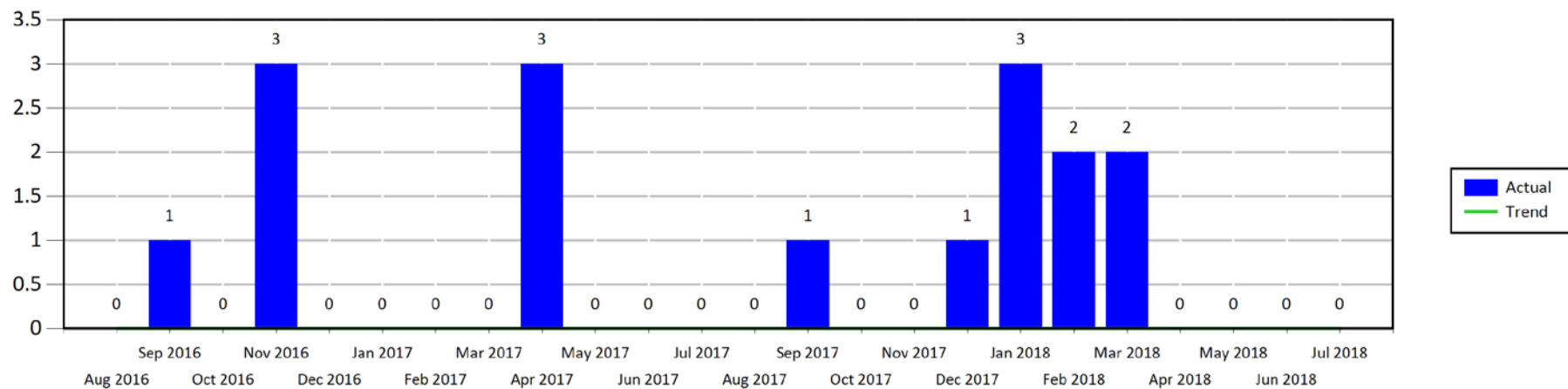
PRE01A-Number of fire related deaths in accidental dwelling fires - Swindon Borough	Month	Jul 2018	0
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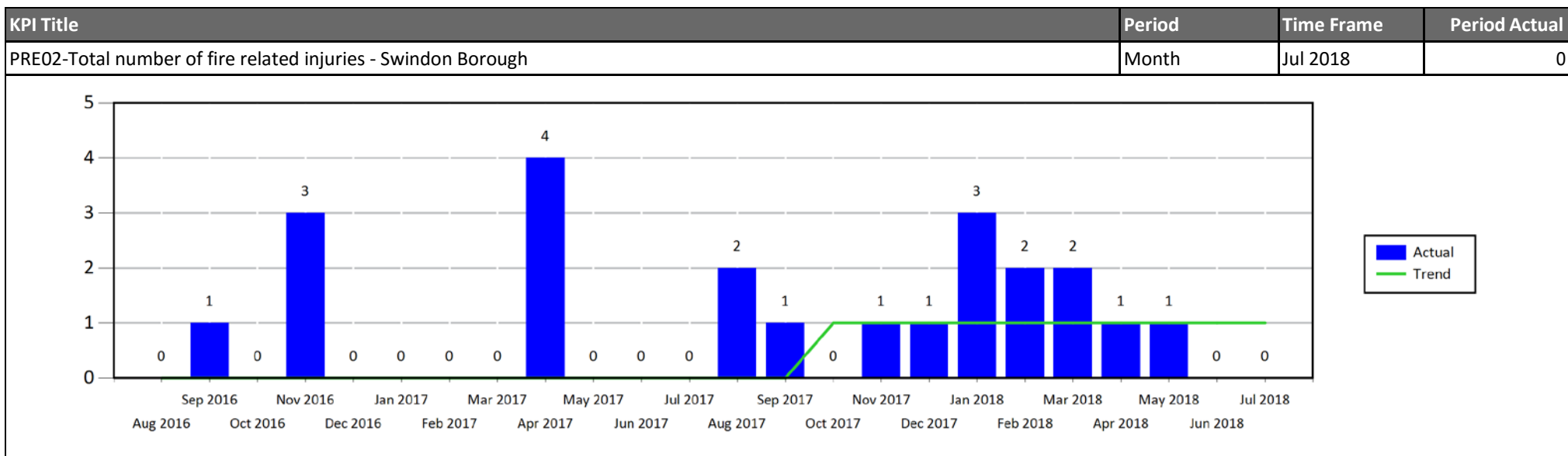


KPI Title	Period	Time Frame	Period Actual
PRE01-Number of fire related deaths - Swindon Borough	Month	Jul 2018	0

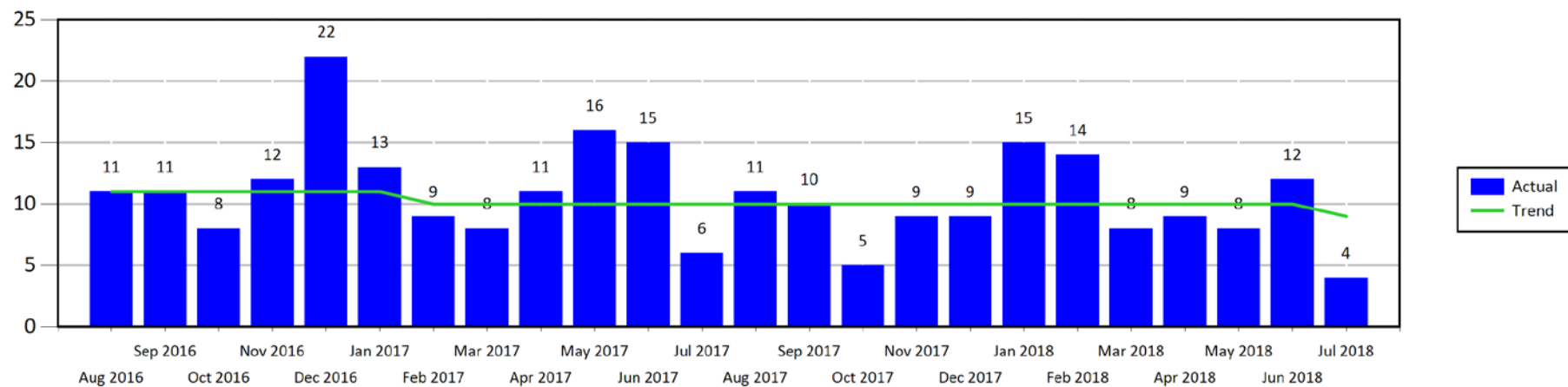


PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon Borough	Month	Jul 2018	0
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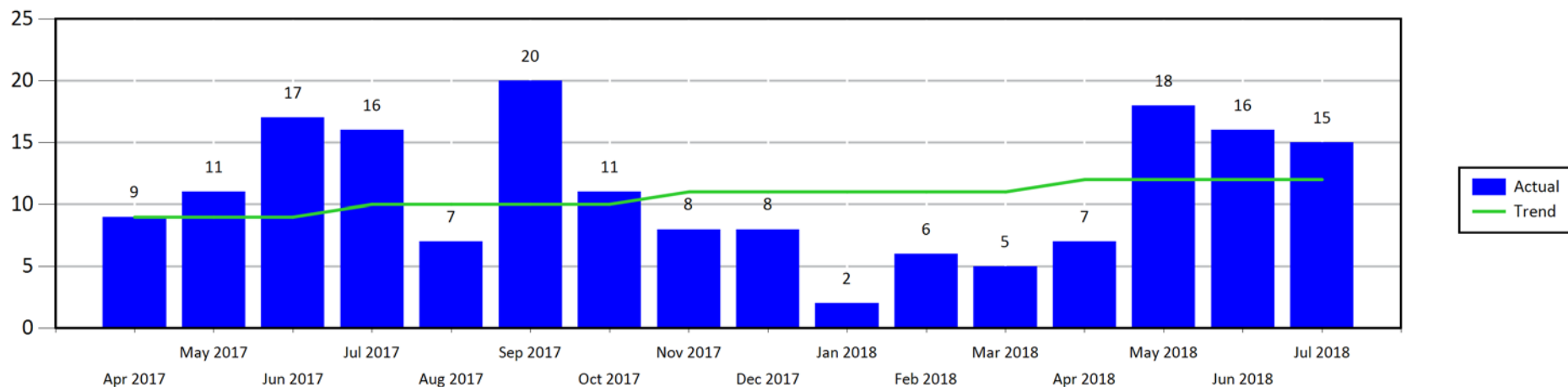




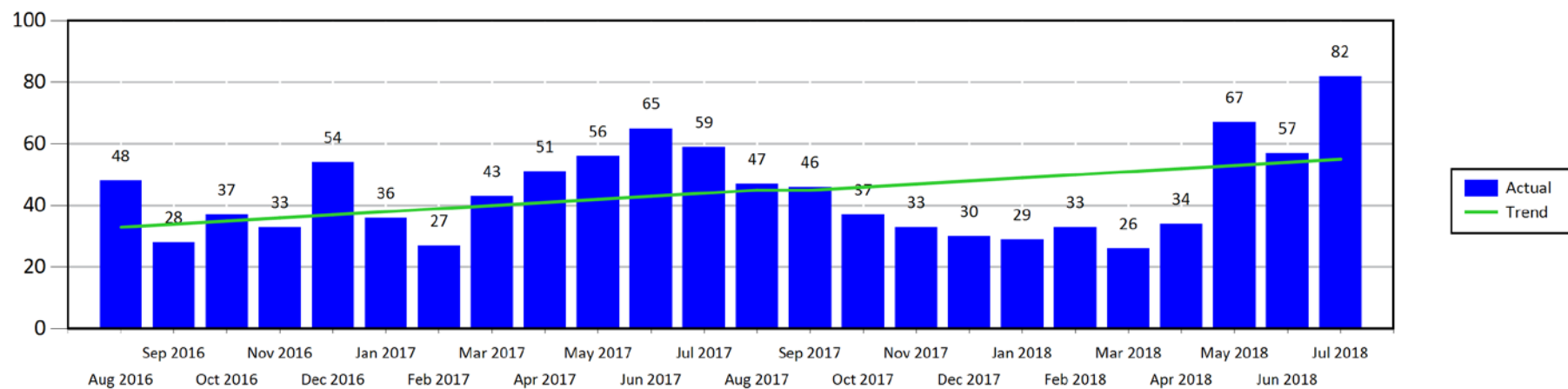
KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Swindon Borough	Month	Jul 2018	4



KPI Title	Period	Time Frame	Period Actual
PRE05-Number of deliberate fires (primary + secondary) - Swindon	Month	Jul 2018	15



PRE06-Number of fires - Swindon Borough	Month	Jul 2018	82
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KLOE 8: How do we effectively support our local resilience partnership arrangements to make sure we can fulfil our statutory responsibilities and improve community resilience?

Actions

Action Code	Action Name
1.2.4.7	How do we effectively support local resilience partnership arrangements In Swindon to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p>Progress comment:</p> <p>The Dorset & Wiltshire Fire and Rescue Service (the Service) has contributed to and helped to teach Multi Agency Tactical Training (MATT) in Dorset and Wiltshire Local Resilience Forum (LRF) areas.</p> <p>MATT is especially useful for staff identified to carry out operational or tactical command and coordination role during a Major Incident/emergency at a forward location linking in with other responding organisations.</p> <p>The Service supported an exercise at Ministry of Defense (MoD) Corsham, Exercise Torres 3, which tested, amongst other things, business continuity arrangements at the site. A number of useful lessons were learnt and have been used to inform arrangements for the future.</p> <p>An independent report into the emergency response to the Manchester Arena incident has been published. This is called the Kerslake Review.</p> <p>The review was established by Mayor of Greater Manchester Andy Burnham following the 22 May incident, which left 22 dead, hundreds injured and many thousands affected. Two of the key findings of the review were (Fire & Rescue Service specific): <i>“Greater Manchester Fire and Rescue Service (GMFRS) did not arrive at the scene and therefore played no meaningful role in the response for two hours. That meant a valuable resource was not available to assist on the scene. GMFRS must reflect on the poor communication, poor procedures and issues of operational culture which caused its failure to respond properly”</i>.</p> <p>The Service formed a ‘task and finish’ group to ensure that the Service has suitable and sufficient arrangements in place to ensure that the same errors will not happen in Dorset and Wiltshire. The findings, actions, and recommendations from the task and finish group will be taken forward to a multi-agency LRF group to give a coordinated response to the review. The Service has continued to support the South West LRF Coordination Group which meets at Mere Fire Station. The group meets to share intelligence, best practice, identify smarter ways of working and create efficiencies.</p> <p>The Service has supported National Resilience decontamination trials at Public Health England (PHE), Porton Down by the provision of equipment and advice. The trials will provide new systems of decontamination that are more pragmatic and readily available in the early stages of a Chemical, Biological, Radiological, or Nuclear Incident (CBRNe).</p> <p>The Service has completed a piece of work to review its Risk Register and bring it closer in line to both of the LRF Risk Registers and the National Risk Register providing a ‘golden thread’ through the Service’s risk management process.</p> <p>In June the Service employed Gateway Assure Ltd to undertake an audit of the Service’s resilience arrangements. This audit has now been completed and the Services arrangements have been found to be appropriate and sufficiently robust.</p> <p>Dorset & Wiltshire Fire and Rescue Service (DWFRS) have continued to support the LRF by contributing to risk assessments of local risk, plan preparation, prevention activities, training, and response. This has been achieved by actively engaging with the LRF groups; Business Management Group, Risk Management Group, Training and Exercising Group and other sub groups.</p>	

Priority 3: Being there when you need us

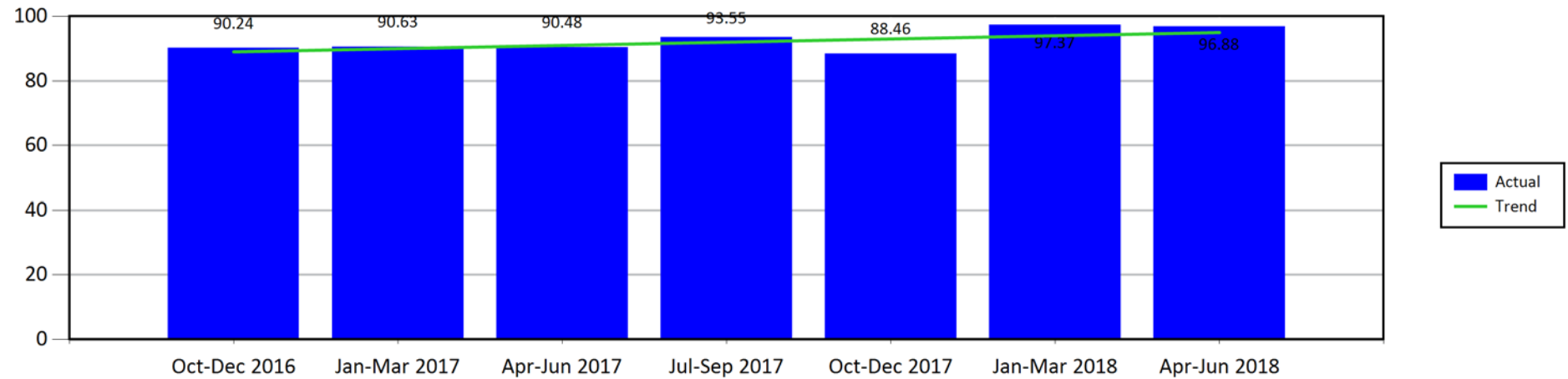
KLOE 9: Are appliances available when we need them?

Actions

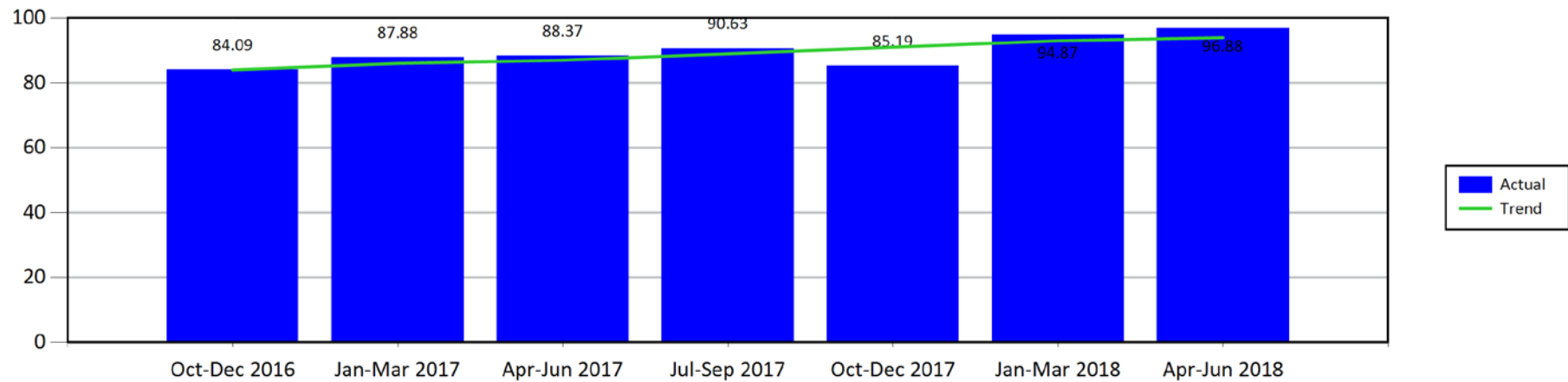
Action Code	Action Name
1.3.1.8	Are appliances in Swindon available when we need them?
<p>As well as these routine planned activities DWFRS has helped to organise and run a large marauding terrorist firearms attack (MTFA) exercise in the Brunel Centre Swindon. The exercise was very realistic with more than 200 simulated casualties. Agencies taking part included fire and rescue services from the whole South West region, South West Ambulance Trust, Police Firearms teams from across the region and other partner agencies.</p> <p>Progress comment:</p> <p>Following cancellation of an exercise in March due to the adverse weather and ongoing incident in Salisbury, the exercise was reorganised for the 10th June. A number of Service appliances along with various agencies such as Great Western Hospital (GWH), South Western Ambulance Service Trust (SWAST) and Wiltshire Search and Rescue (WILTSAR) were involved. The exercise started as a missing person which then moved into an extrication of persons from a deep ravine. The Service was awaiting a date for the debrief of the exercise to see what learning can be shared amongst the agencies</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 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 that managers of the On-call unit resolve the problem.</p> <p>We're constantly recruiting within the On-call system 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 the Swindon On-call team. They have recently had a new recruit who has completed training and was now adding value to the availability of the appliance. The main issue we have with On-call personnel is the lack of volunteers coming forward to be drivers and managers. We continue to manage this and try show the benefits to both the individual and the Service in taking on these skills.</p> <p>During May and June, we recruited a number of new wholetime staff that have transferred in from On-call teams and other fire services. We continue to hold a few vacancies within the watches in Swindon. However, following a recent recruitment initiative we hope these vacancies will be filled by new recruits. We should start to see numbers increasing from August onwards.</p> <p>We became aware, and plan for, retirements within the area and we are aware of a number in 18/19 financial year. Additional to retirements we also have a promotion processes which will mean vacancies at firefighter level. A plan is in place to deal with these gaps as they arise.</p> <p>Locally the teams continued to be involved in positive action recruitment. This will hopefully see more diverse applicants for the Service in the future. On 15th September we are holding a "have a go session" at Swindon Fire Station 10:00 – 14:00. This will hopefully bring members of the community into the station to see what the Service can offer for employment.</p> <p>These sessions are set up to recruit into the On-call sections at Swindon, Stratton, Royal Wootton Bassett and Cricklade.</p> <p>In Q1 Wholetime appliances were available 100% and On Call Appliances 64%</p>	

Key Performance Indicators

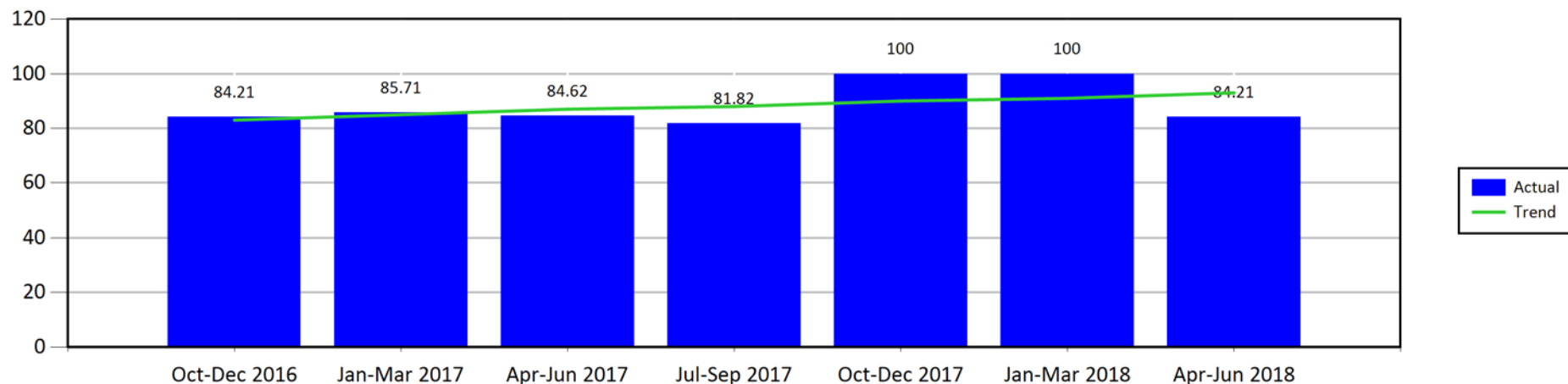
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time ischrone-Swindon Borough	Quarter	Apr-Jun 2018	96.88%



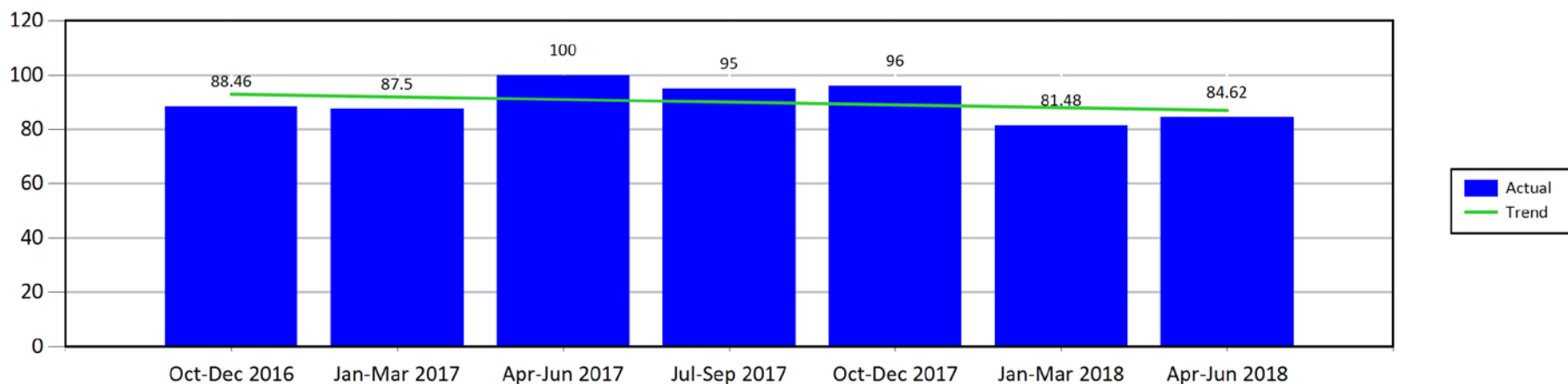
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon	Quarter	Apr-Jun 2018	96.88%
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KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon	Quarter	Apr-Jun 2018	84.21%



RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon	Quarter	Apr-Jun 2018	84.62%
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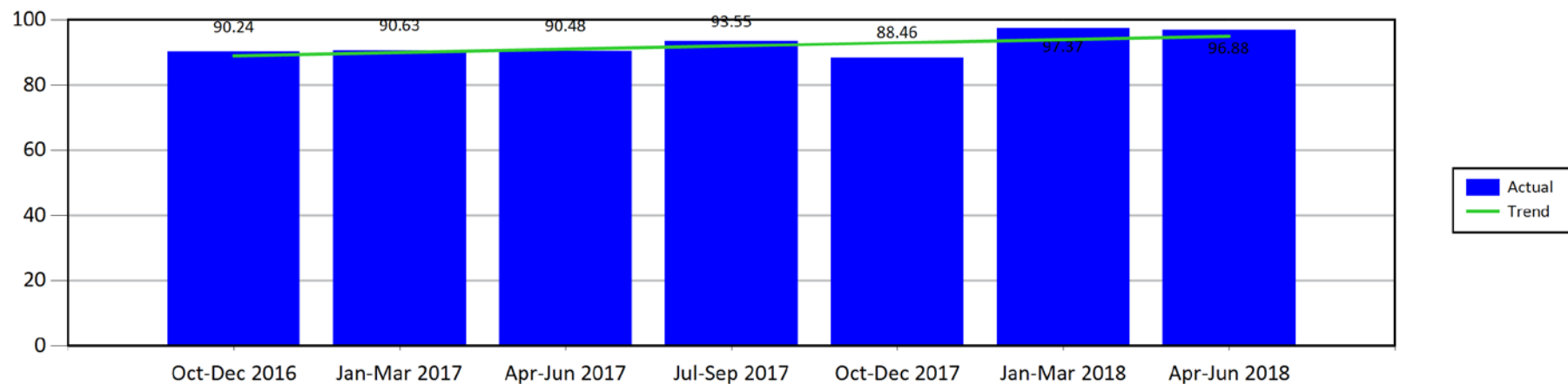
KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

Actions

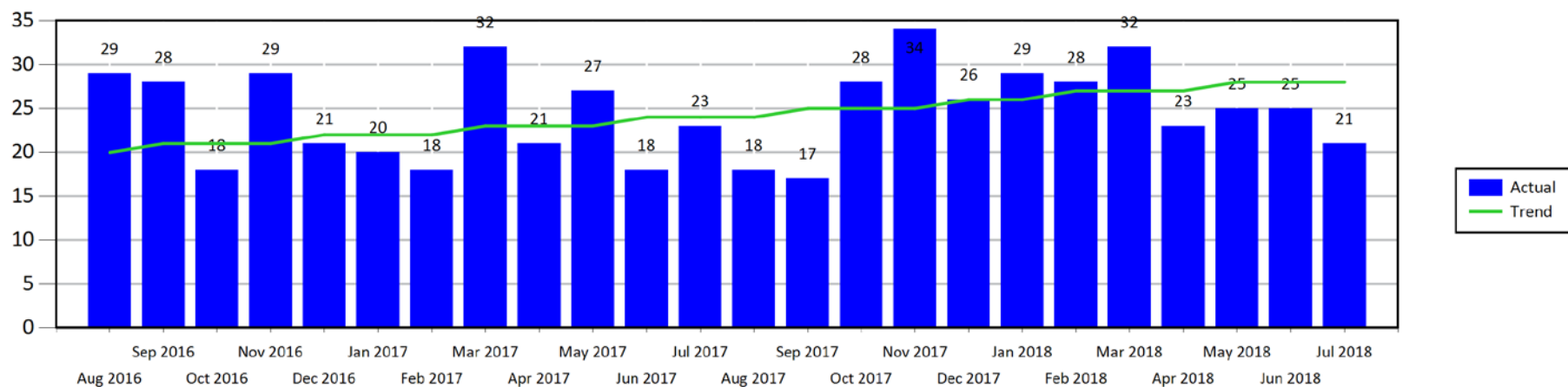
Action Code	Action Name
1.3.2.12	How effective and efficient are our response arrangements in Swindon for dealing with the range of incidents we attend?
<p>Progress comment:</p> <p>Within Swindon we continually meet the majority of our response standards as we are predominately wholetime appliances. We continue to strive for improvements to the On-Call appliances within the area as at times they are unavailable due to crewing shortfalls which in turn has an adverse effect on response times. Additionally, due to locations of On Call staff responding to station can be problematic at certain times of day. These responses are monitored and investigated monthly when appliances are not mobile within two minutes for Wholetime and five minutes for On-Call.</p> <p>Whilst we monitor the turnout times of the crews as stated above, we also investigate failures of response standards. They are generally linked, but at times turnout times are met yet response standards are not.</p> <p>Crews across Swindon were involved in a service wide initiative "Are we getting through" this was to highlight the issues of inconsiderate parking across the area. We have a number of areas across the borough which caused problems when responding and therefore extending response times. Crews worked with local press, radio and television to highlight the problem from very often legally parked vehicles. This initiative, although carried out last year, we continue to monitor areas and leaflet drop where appropriate.</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 Area Management Team. Training guidance is provided centrally on a three-monthly basis which is used in conjunction with local risk training such as High Rise, Hazardous Material and specialisms such as animal and water rescue. Watches within the area continue to deliver refresher training for high rise building fires. This training includes personnel from outside the Swindon area who may be used on standby. The watches involved are also continuing to update tactical plans for the high-rise buildings in Swindon. This focus has heightened following the Grenfell Tower incident.</p> <p>Very recently we took delivery of a new aerial appliance. Over the coming months personnel will receive training on the new appliance with a hope that the appliance will be operational by the end of the summer period. However, we continue to have use of the existing appliance.</p> <p>Response Standards for Q1 across the Swindon:</p> <ul style="list-style-type: none"> Sleeping risk first pump 96.9% (31/32) Sleeping risk second pump 95.7% (21/22) Other buildings first pump 84.2% (16/19) Other buildings second pump 90.9% (10/11) RTC first pump 84.6% (11/13) 	

Key Performance Indicators

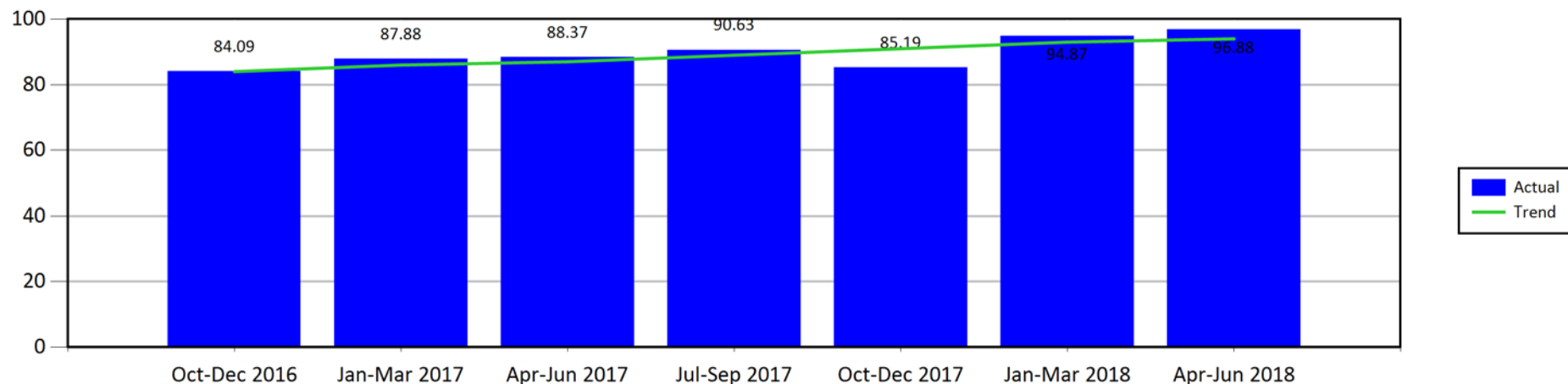
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time ischrone-Swindon Borough	Quarter	Apr-Jun 2018	96.88%



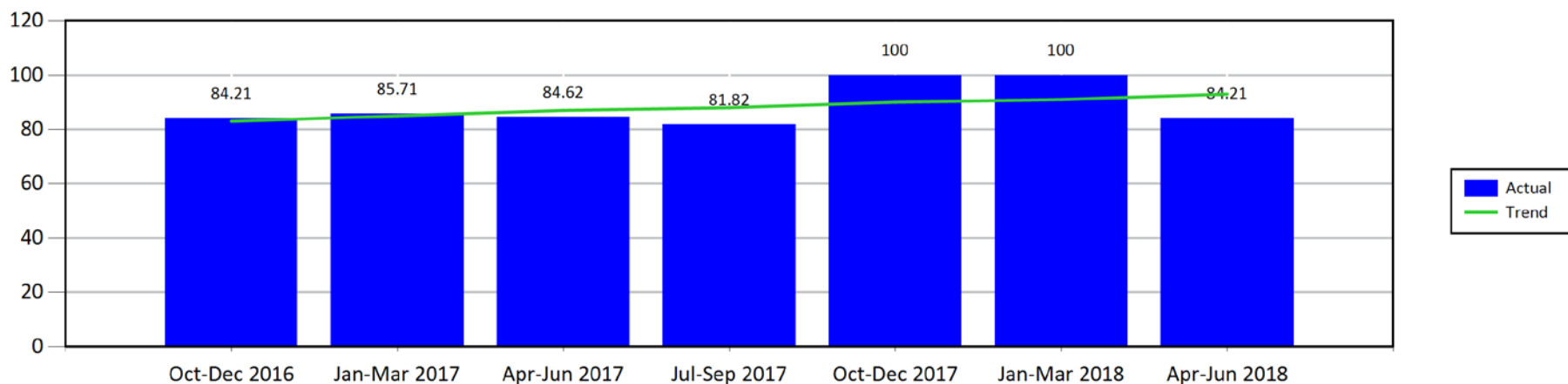
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Swindon Borough	Month	Jul 2018	22



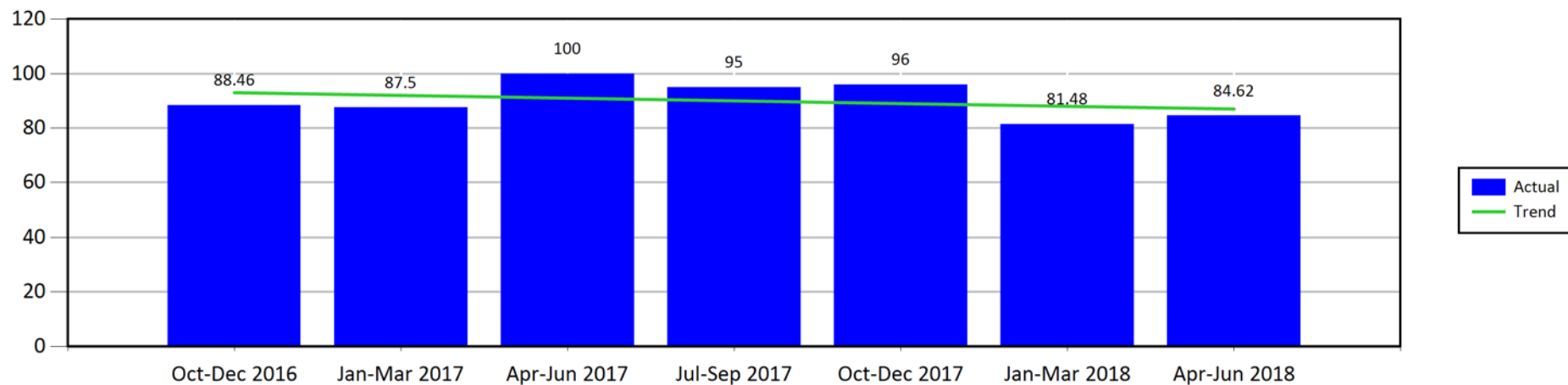
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon	Quarter	Apr-Jun 2018	96.88%



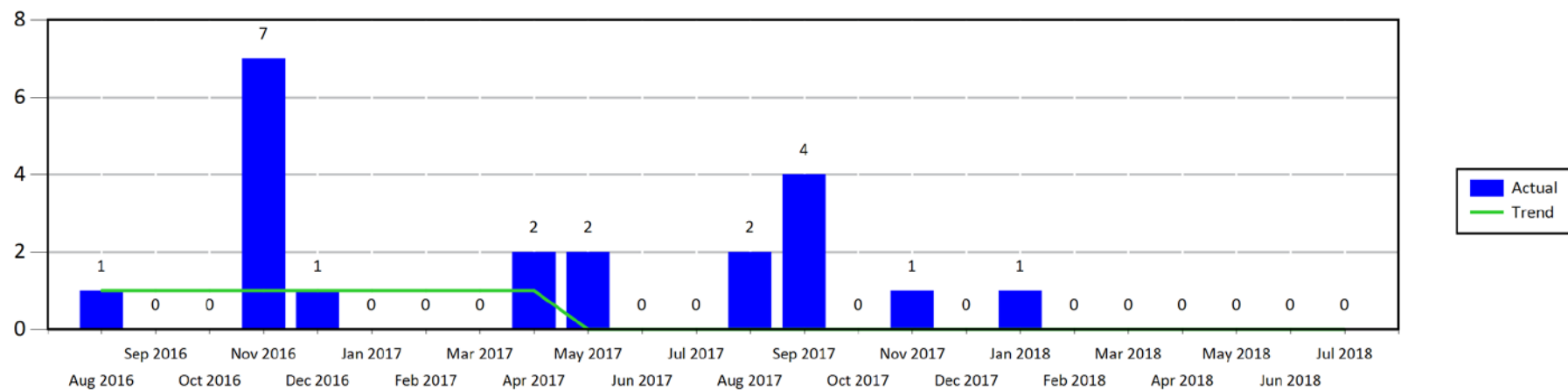
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon	Quarter	Apr-Jun 2018	84.21%
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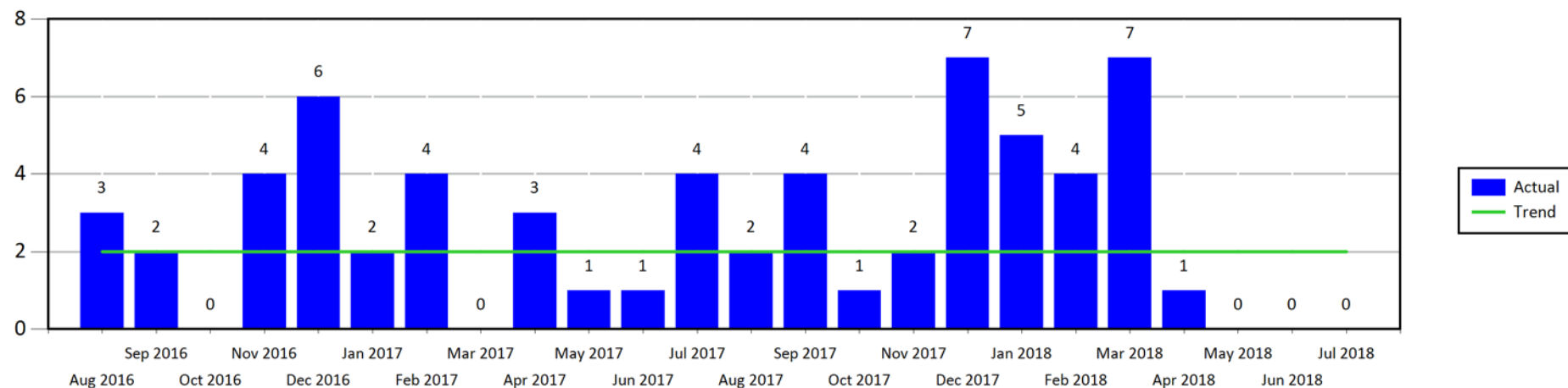
KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon	Quarter	Apr-Jun 2018	84.62%



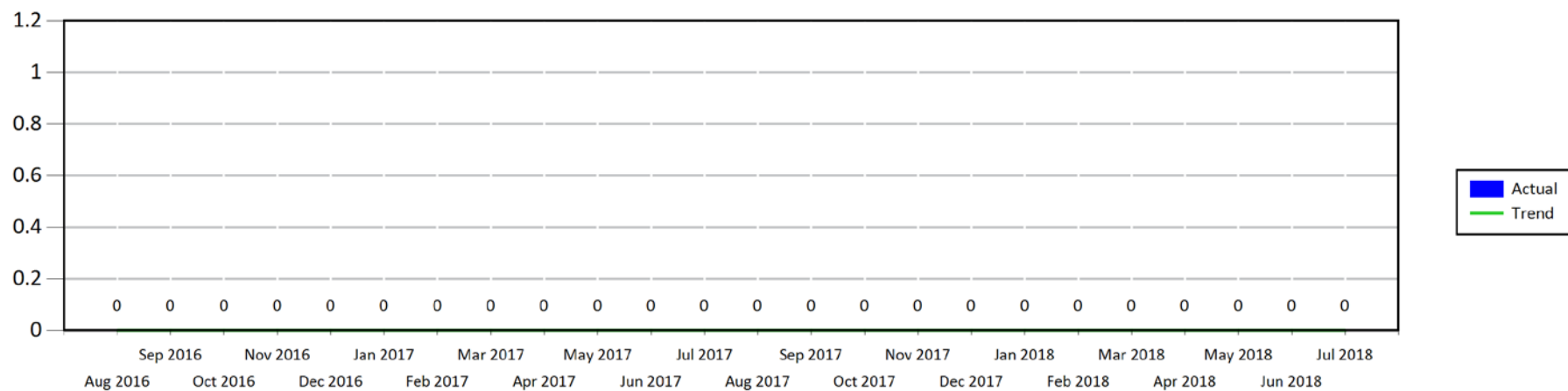
RES11-Number of people rescued at fire related incidents-Swindon	Month	Jul 2018	0
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KPI Title	Period	Time Frame	Period Actual
RES12-Number of people rescued from RTCs-Swindon	Month	Jul 2018	0



RES13-Number of people rescued from flooding-Swindon	Month	Jul 2018	0
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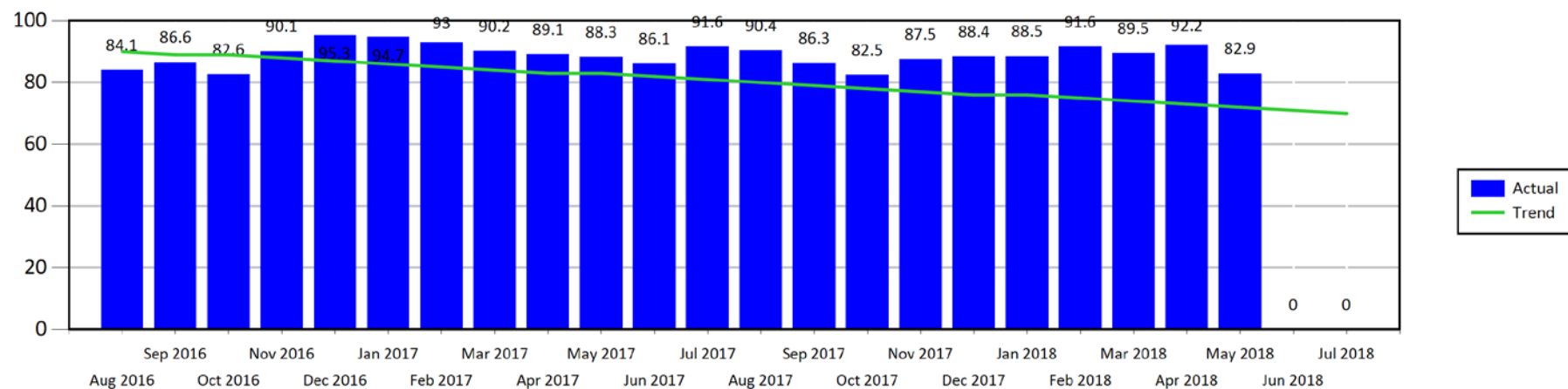
KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

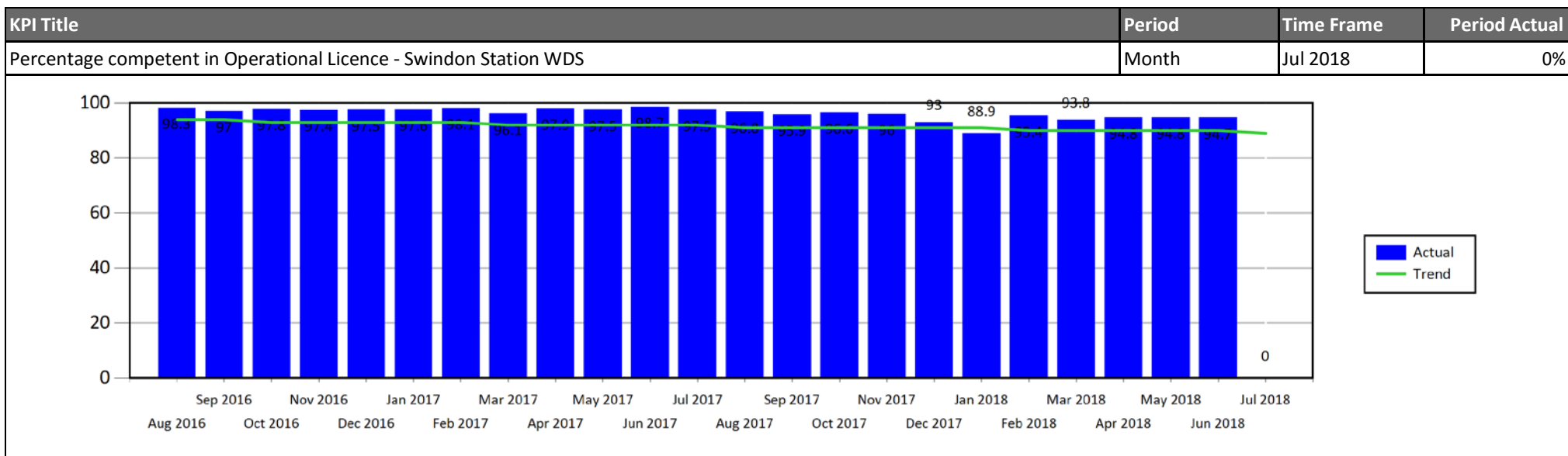
Actions

Action Code	Action Name
1.3.3.16	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>Progress comment:</p> <p>There are a number of ways our staff maintain competency. Training was delivered centrally by Training Centre and covered Live Fire, Fire Behaviour, Incident Command and Trauma Care. A new training programme is being delivered centrally which involved 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>Cross agency training such as JESIP (Joint Emergency Services Interoperability Programme) is delivered centrally which ensures the majority of our managers have input in this multi-agency approach. A multi-agency exercise was arranged on the 10th June which included Wiltshire Search and Rescue, Police, Ambulance and GWH. A number of local appliances were involved. We are still awaiting the debrief to see what learning can be gained. Also, in May an exercise was organised at Honda who allowed the service to use their test track to simulate a multi-vehicle road traffic collision. This proved very successful and allowed the cadets from Swindon to be involved as live casualties.</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.</p> <p>Following a large-scale incident at SBC Recycling centre (the incident occurred in the early hours of the morning) which involved ten appliances and other supporting vehicles., the local management team recently undertook a debrief for the incident. The key findings were fed into the Operational Effectiveness Database to ensure lessons are learned and communicated accordingly.</p> <p>Locally the managers also identified local risks that crews will need to be aware of and trained in accordingly. All the high-rise information has been updated and reviewed recently and exercises have taken place to practice plans in place. A new risk locally is the pending electrification of the railways. Training was undertaken by local crews with Network Rail in May and June to ensure they were made aware of the dangers and processes for dealing with an incident on the railways.</p> <p>Annual watch audits are carried out by the Station Managers to ensure that personnel are maintaining competencies. The watch audits are tailored around local risks and cover both practical and underpinning knowledge. Themed areas have been distributed through response support department to ensure consistency across the organisation. Any learning points are forwarded in a report to the relevant departments. In September we will start to organise dates for 2018/19 audit as we are now aware of the key themes in the audit process.</p> <p>In Q1 the operational licence competencies for staff in the Swindon area were very good. The On-call staff average was 86%. The Wholetime Duty were 96%.</p>	

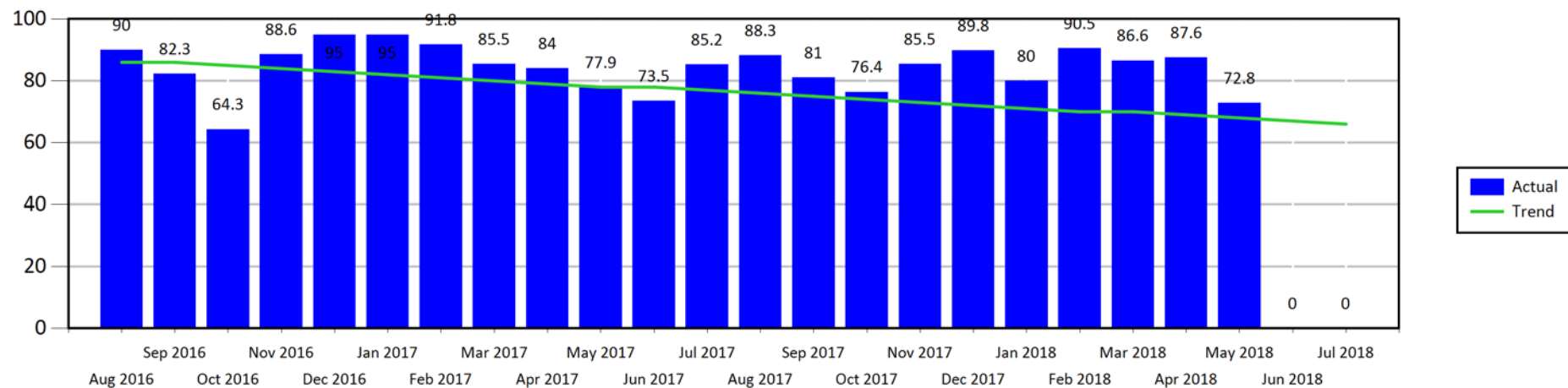
Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Swindon District RDS (Swindon North and Swindon South)	Month	Jul 2018	0%

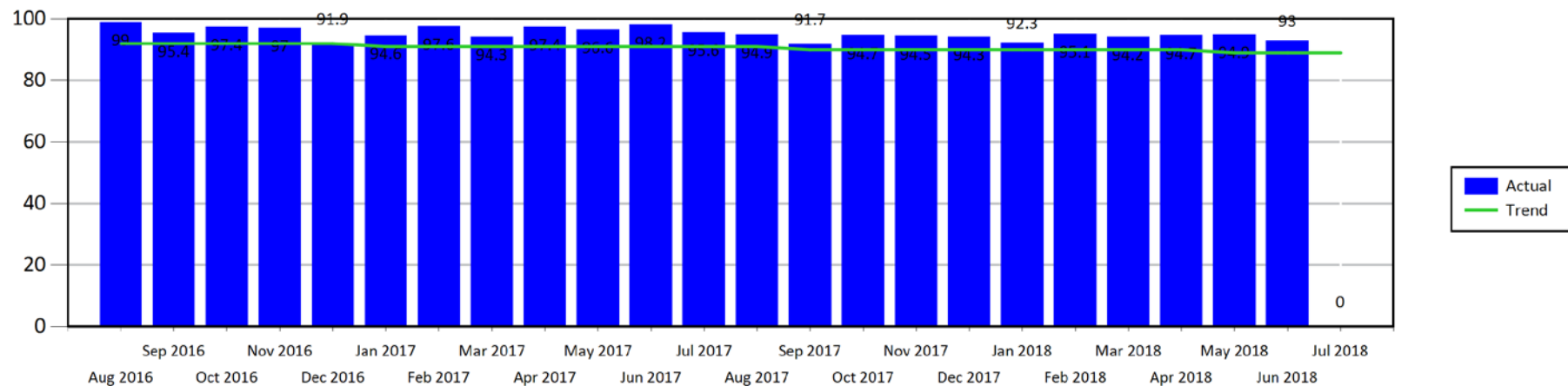




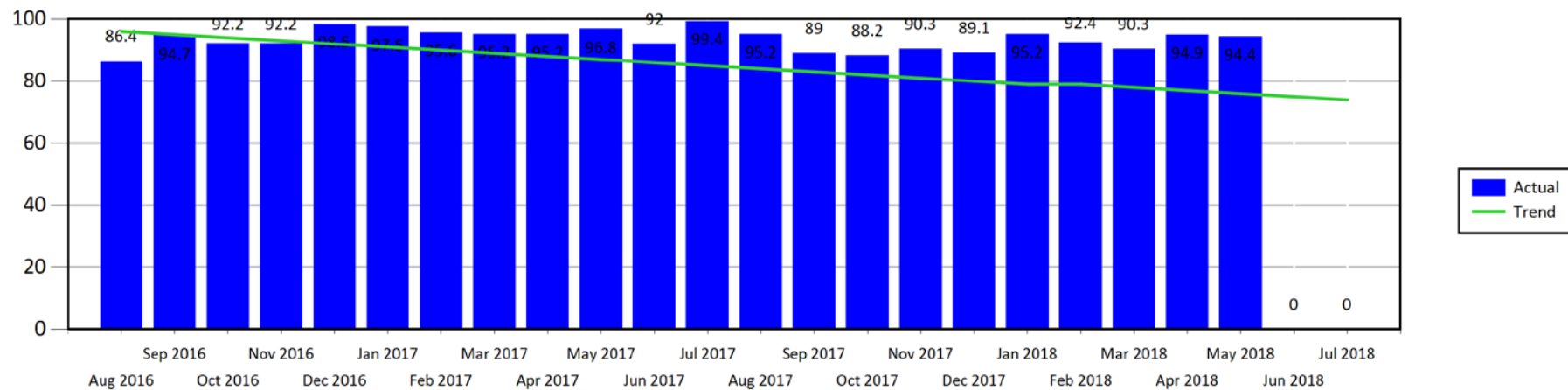
KPI Title	Period	Time Frame	Period Actual
Percentage competent in the BA modules of the Operational Licence - Swindon District RDS	Month	Jul 2018	0%



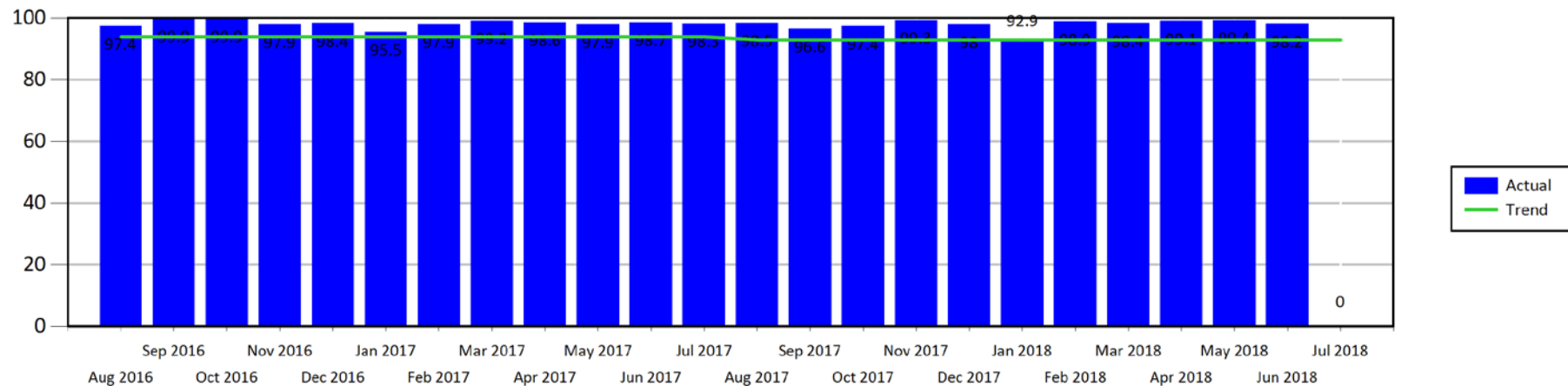
KPI Title	Period	Time Frame	Period Actual
Percentage competent in the BA modules of the Operational Licence - Swindon District WDS	Month	Jul 2018	0%



KPI Title	Period	Time Frame	Period Actual
Percentage competent in the RTC modules of the Operational Licence - Swindon District RDS	Month	Jul 2018	0%



KPI Title	Period	Time Frame	Period Actual
Percentage competent in the RTC modules of the Operational Licence - Swindon District WDS	Month	Jul 2018	0%



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

Actions

Action Code	Action Name
1.3.4.8	How do we learn from operational and community risk in Swindon; to improve the response services we provide?
<p>Progress comment:</p> <p>Through previous Integrated Risk Management Programme (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, the general movement of people and building work - both commercial and private dwellings.</p> <p>We constantly monitor our operational activity through our performance management tool (Sycle). This allows us to consider our response and prevention activity to drive down incidents. We have seen steady performance in response times over the period, which can fluctuate for each quarter. However we are generally satisfied with performance. Members can be assured that all failures are investigated and as you can see these failures are limited in number.</p> <p>Within Swindon we continually meet the majority of our response standards as we are predominately wholetime crewed appliances. We continued to strive for Improvements to the On-Call appliances within the area, at times they are unavailable due to crewing shortfalls, which in turn has an adverse effect on response times. Additionally, due to locations of On-Call staff responding to station can be problematic at certain times of day. These responses are monitored and investigated on a monthly basis when appliances are not mobile within two minutes for Wholetime and five minutes for On-Call.</p> <p>Whilst we monitor the turnout times of the crews as stated above, we also investigate failures of response standards. They are generally linked but at times turnout times are met yet response standards are not.</p> <p>Crews across Swindon were involved in a service wide initiative "Are we getting through" this was to highlight the issues of inconsiderate parking across the area. We have a number of areas across the borough which caused problems when responding and therefore extended response times. Crews worked with local press, radio and television to highlight the problem from, very often, legally parked vehicles. This initiative was carried out last year, however we continue to monitor areas and leaflet drop where appropriate.</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 Area Management Team. Training guidance is provided centrally on a three-monthly basis which is used in conjunction with local risk training such as High Rise, Hazardous Material and specialisms such as animal and water rescue.</p> <p>Watches within the area continue to deliver refresher training for high-rise fires. This training includes personnel from outside the Swindon area who may be used on standby. The watches involved continued to update tactical plans for the high-rise buildings in Swindon. This focus has heightened following the Grenfell Tower incident. Very recently we took delivery of a new aerial appliance. Over the coming months personnel will receive training on the new appliance with a hope that the appliance will be operational by the end of the summer period. However, we continued to have use of the existing appliance.</p> <p>Response Standards for Q1 across the Swindon</p> <ul style="list-style-type: none"> Sleeping risk first pump 96.9% (31/32) Sleeping risk second pump 95.7% (21/22) Other buildings first pump 84.2 % (16/19) Other buildings second pump 90.9% (10/11) RTC first pump 84.6% (11/13) 	

Each quarter we look at all the response fails to see if these are avoidable. We do continue to have issues with our On-Call crews responding to station within the five minutes target.

We 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. Other agencies will also be invited to attend. We have a robust system 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. Local management teams recently organised a debrief for the large fire at SBC Recycling Centre in Darby Close. There were lessons learned and appropriate feedback given to response support through the operational effectiveness database.

We continued to monitor the community risk with high rise buildings. The Service continued to invest in this risk and have recently procured two new aerial appliances. One of which will be based in Swindon following training for operational personnel. Members can be assured that we will continue to be able to deal with fires within high rise buildings and others with the added capability of these new appliances.

In June we had an incident which occurred in Park South which had some significant press coverage. The incident started in a shed in the rear garden and quickly spread through other wooden structures in the garden before consuming the house. Local crews were able to stop it spreading to adjacent properties. However, following the incident the service received criticism from some residents regarding response times and firefighting tactics.

Group Manager Moody responded to local press regarding this and assured them that response times were well within the requirements, that the tactics deployed by crews were the rights ones and the most effective to deal with the incident. Local crews held a debrief following the incident to cover these criticisms.