

# Performance Report Quarter 2

Dorset & Wiltshire Fire and Rescue Service

Bournemouth & Poole Local Performance & Scrutiny Committee

01/07/2018 - 30/09/2018



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

## Bournemouth & Poole

### Priority: 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?

Action Code	Action Name
1.1.1.30	How are we working with our partners in Bournemouth and Poole to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p><b>Progress comment:</b></p> <p>We are continuing to working with partners to try to ensure that we are targeting resources at the most vulnerable and trying to make every contact count. Our approach uses data and information to support the delivery of our prevention and education activities. We endeavour to identify those most at risk through a number of methods. This includes referrals from our partners, direct referrals from the public and by using specialist computer modelling software Pinpoint and MOSAIC. The modelling software uses data sets and algorithms to help us to determine where the most vulnerable in our communities are and this is actively used to target resources. We also ensure that our activities are being delivered to reduce local risks through the knowledge and relationships that are developed within the Area Management Team (AMT) via their partnership work and engagement with public and voluntary sector organisations. This use of intelligence across teams and departments informs the full range of activities we deliver including Safe and Well checks, youth engagement programmes, arson reduction and road safety initiatives. Records are kept, and work allocated across the Service using the Community Fire Risk Management Information System (CFRMIS). Data sharing exists between key partners and although they are limited in their extent in some areas, our approach is being strengthened through the Dorset Information Sharing Concordant and Single View of the customer in Wiltshire and Swindon.</p> <p>We are also working to ensure we are contributing towards wider health outcomes and to help us to achieve this we are actively involved in Health and Wellbeing Boards and their respective delivery groups. This has also enabled us to look at how we might contribute towards the strategic outcomes that are set out in the two Sustainability and Transformation Plans (STP) that cover our Service area. In Dorset we are fully involved in the STP. Our potential role has been recognised in the STP delivery plans, particularly in terms of contributing towards one of the key themes which is prevention at scale. We continue to work closely with partners to determine areas where we can add value, especially through the on-going development and delivery of our Safe and Well visits. In the Wiltshire, Swindon, Bath and North East Somerset STP area although we are not directly involved in the delivery plans at this stage, we continue to play a key part in developing and delivering Safe and Independent Living (SAIL). This is a partnership referral process that signposts vulnerable people to appropriate services across the public and voluntary sector. Our success is linked to our ability to gain access to vulnerable people through our Safe and Well visits, which is reflective of our brand and positive reputation within our communities. The SAIL scheme is currently the immediate focus within the STP in trying to move from a general reactive approach to treatment and care to more of an emphasis on prevention and proactive care that will enable vulnerable people to live more independently. We will continue to work at a strategic level to strengthen relationships and generate collective understanding of the potential role we might play in adding capacity to emerging STP delivery plans. This allows us to align our delivery plans and our evaluation to key priorities within Health and Well-Being strategies.</p>	

An area we continue to investigate is the evaluation of our Safe and Well visits. An initial meeting with the Emergency Care Network (ECN) has led to discussion with the Academic Health Science Network (AHSN). This is with a view to the AHSN evaluating our Safe and Well visits to establish the value for money that they provide and the potential reduction in vulnerability and subsequent savings we contribute towards across the wider clinical and public health arena. The AHSN are currently looking at the details of our Safe & Well visits to determine the most appropriate methodology.

Area Management teams also continue to coordinate work and build on partnership arrangements across the Service's area to see where we can add value and help to protect vulnerable people through active participation in Community Safety Partnerships, safeguarding boards, strategic road safety boards, Drug and Alcohol boards and in supporting the domestic abuse strategies through signposting and our safeguarding arrangements. We have ensured that our Safe and Well advisors have been trained by public health to recognise more complex needs and to understand how and where individuals can be signposted to so that they receive a person centred approach. In addition, all our Safe and Well advisors and our operation crews have received safeguarding and dementia awareness training which has been invaluable in making sure we are able to signpost and request interventions from partners that are proportionate and appropriate. We continue to react to individual needs during our Safe and Well visits, but we have recognised that we need to develop our more consistent and thorough approach in areas such as translation services or where individuals may have disabilities that affect their communication. This is an area we will focus on strengthening during 2017-18.

More work needs to be done to make sure that targeting consistently uses relevant partner data and intelligence so that we are delivering our services to the most vulnerable. We are also aware that as a new Service, we need to continue to make sure that internal teams are working as closely as possible and in a consistent way to support the delivery of services across our communities. In addition, more work needs to be done with partners to evaluate how effective these interventions are in improving the well-being and independence of vulnerable people, and in determining how interventions deliver wider societal benefits including reducing demand on public services and delivering cost benefits.

We continue to develop our partnership interaction, for example we have recently carried out joint work with some Bournemouth University media students to produce a safety video for students and have established a link with the Winton Neighbourhood Watch group to promote safe and well visits.

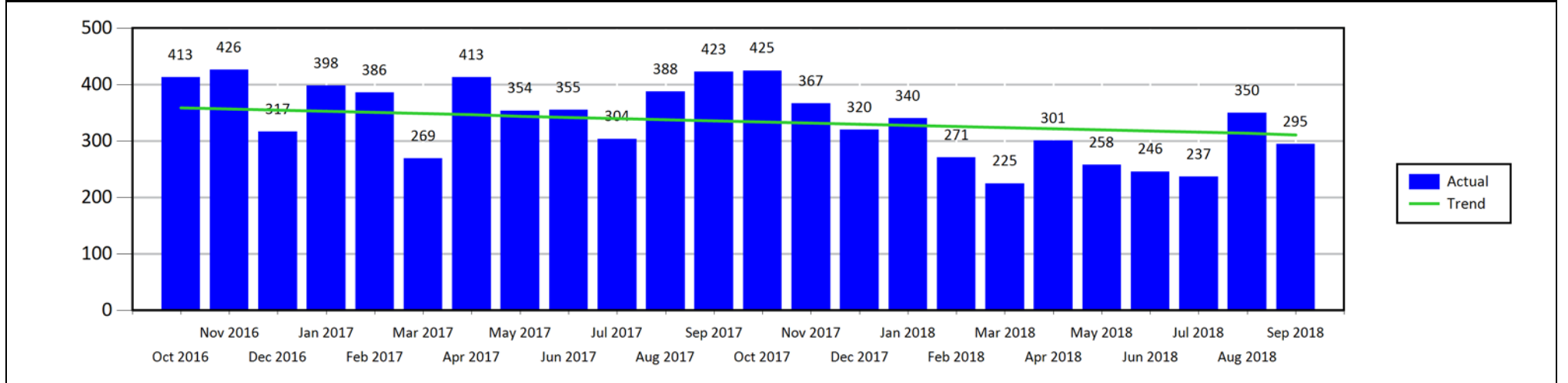
DWFRS also supports the Bournemouth 2026 Trust and we have area representation on pan-Dorset groups such the Strategic Road Safety Board and the Drug and Alcohol Governance Board.

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

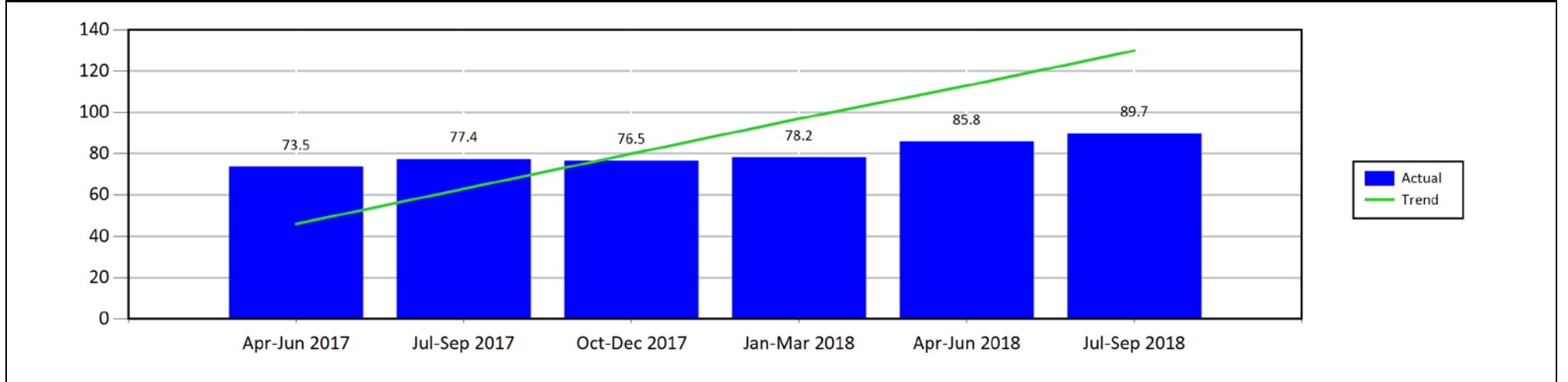
Action Code	Action Name
1.1.5.9	How are vulnerable people in Bournemouth and Poole receiving the support, advice and information they require to reduce their risk of fire
<p><b>Progress comment:</b>            In Quarter two 882 Safe and Well visits were completed by Safe and Well Advisors and operational crews. The total for this year is 1687. 85% of these visits have been carried out on homes that are classed as high to very high risk. A Self Neglect and Hoarding Panel Meeting was attended in September.</p> <p>This meeting discusses cases that have been identified by Social Services, Housing Advisors etc. and is attended by Social Workers, GPs, Adult Social Care Teams, DWP Benefits, Police Community Support Officers and Environmental Health. Feedback is received on cases previously discussed, and as a result of attending this meeting we received two new referrals for occupiers who have been identified as Hoarders with significant fire risk. One new partner was identified to refer cases to our Safe and Well Service, and a new Police Community Support Officer was informed of our service and will offer this to any occupier that is identified as a Hoarder.</p> <p>Hoarding Pilot being carried out in the Poole area, working alongside Housing Associations with a view to working towards one policy and signposting to relevant organisations to assist occupiers. Self-Support Groups being considered, but currently being researched by Safe and Well Team Leader. Data currently being requested to support evaluation and identify any financial savings for DWFRS and for Housing Providers in the area, considering legal costs and rehousing costs for those that identify as Hoarders.</p> <p>We have attended a clinic being run for people with leg ulcers in Poole through a GP Surgery. This resulted in a Fire Safety talk and generated 11 referrals. Both Safe and Well Advisors attended a wellbeing discovery centre which caters for various conditions, such as those with Spinal issues, PTSD. This generated 12 referrals and a Fire Safety talk. The centre has invited the Safe and Well Advisors back to attend regularly.</p> <p>Our Autumn campaign will see us using the press and social media to increase the public's knowledge of kitchen fire safety and statistics. We will use the National Fire Chiefs Council's fire safety campaigns as well as our own. We will be using social media to particularly pass on safety messages to younger families, who may not be eligible for a Safe and Well visit and these messages will be boosted in Swindon. Resources will be available for occupiers who appear to be carrying out unsafe cooking practices. They will be provided with literature, a tea towel with safety messages, a spatula and a kitchen timer.</p> <p>Stations and Advisors now have heat detectors to enable them to start fitting one in every kitchen when attending a Safe and Well visit. This will enable those that meet our eligibility criteria to be better protected within their home. Crews also have access to CO detectors, which they can provide if they feel that the occupier doesn't have the means to purchase their own but is in need of one. A stand has been booked at Royal Bournemouth Hospital to promote our Safe and Well Service which is expected to be ongoing.</p>	

Key Performance Indicators

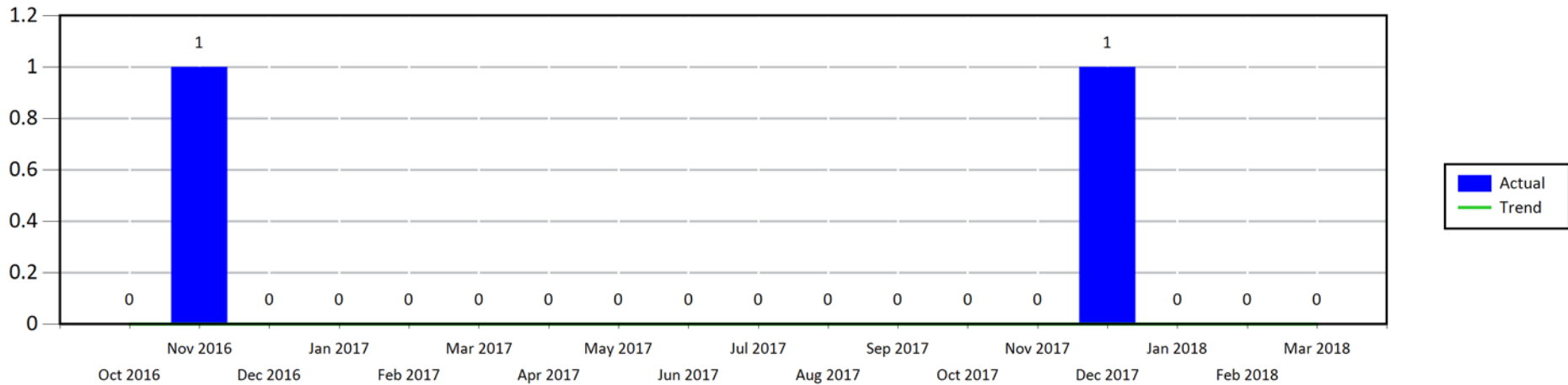
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Bournemouth and Poole Borough Council	Month	Sep 2018	295



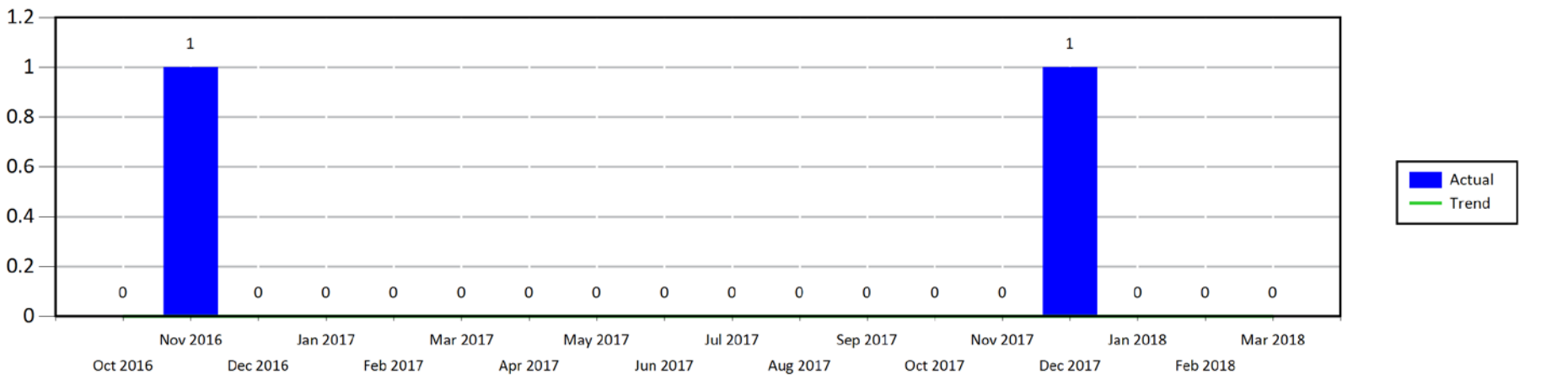
KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken to high risk households in Bournemouth and Poole	Quarter	Jul-Sep 2018	89.7%



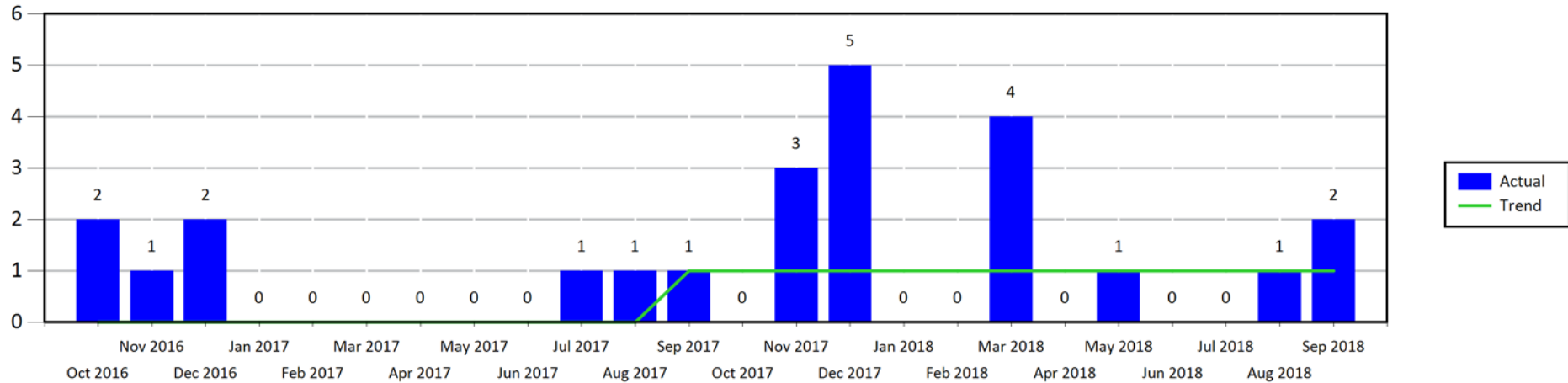
KPI Title	Period	Time Frame	Period Actual
PRE01- Number of fire related deaths - Bournemouth and Poole Borough	Month	Mar 2018	0



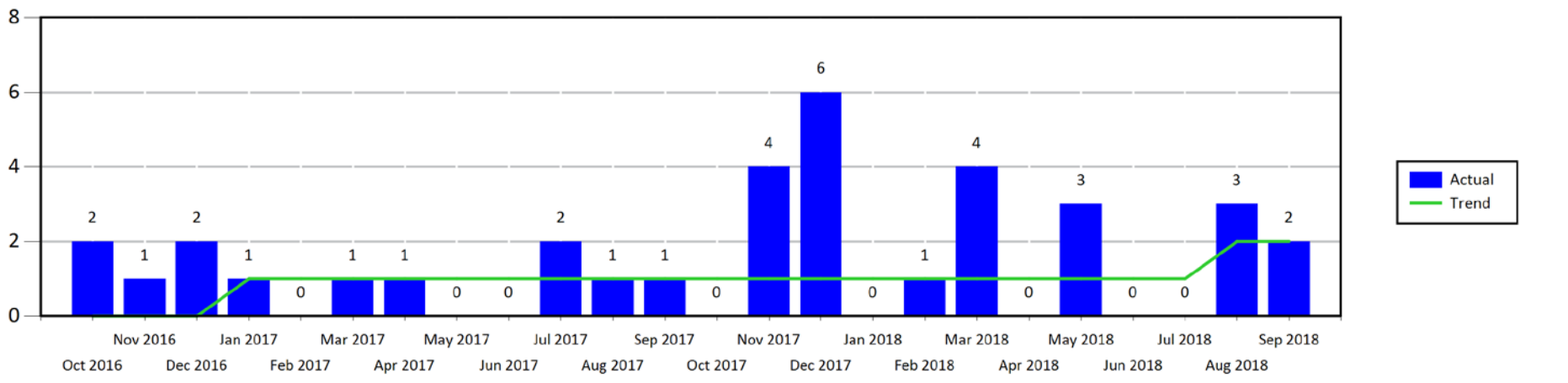
PRE01A-Number of fire related deaths in accidental dwelling fires - Bournemouth and Poole	Month	Mar 2018	0
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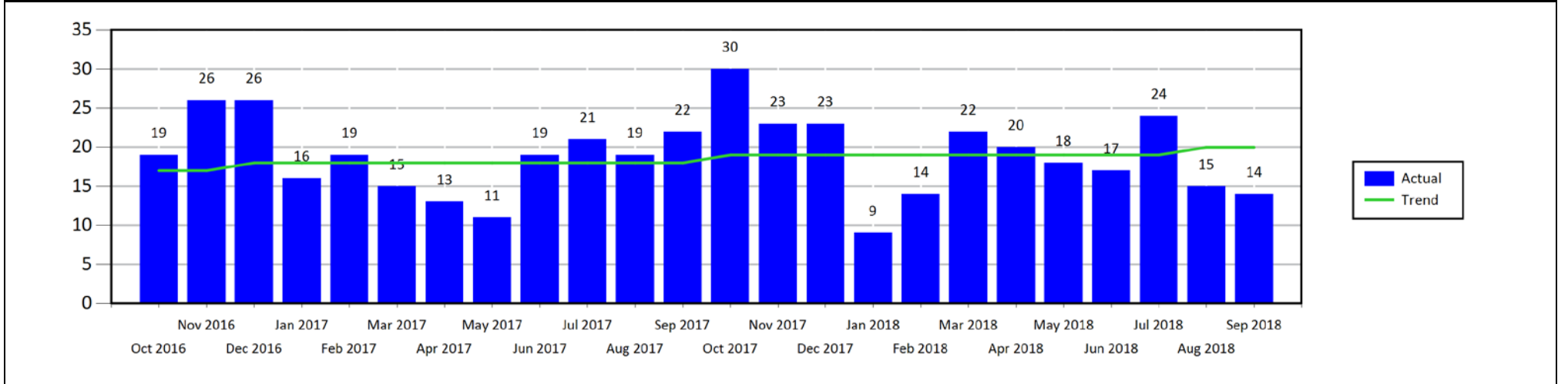
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Bournemouth and Poole Boroughs	Month	Sep 2018	2



KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Bournemouth and Poole Borough	Month	Sep 2018	2



KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Bournemouth and Poole Borough	Month	Sep 2018	14





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

Action Code	Action Name
1.1.6.10	How do we deliver our safety education to children, young people and communities in Bournemouth and Poole, helping them build safer and healthier lives?
<p><b>Progress comment:</b></p> <p>Quarter 2 July – September. School visits continued during July and September with educating 714 children. Delivering the new Safe and Well lessons the children have learnt about fire/ burn prevention, smoke alarms, escape plans and calling 999, where possible these visits have been supported by Firefighters. In addition, schools are being offered support by Dorset &amp; Wiltshire Fire and Rescue (DWFRS) Firefighters and Education Officers in their “Daily Mile”, encouraging physical activity and healthier lives. There have been two education inputs as a result of deliberate firesetting, one at Christchurch infants to the Year 2 children following firesetting in the playground and one to at Ocean Academy Poole to the Year 5 children following deliberate firesetting by a pupil. In both cases the education officer worked with the Arson Reduction Coordinator and the children involved in the firesetting were referred to the Firesetters Intervention Scheme, whilst the whole year group were educated about the dangers of playing with fire. 48 pre-schoolers were visited as well as eight vulnerable adults. During the school holidays 191 children attended the “Safety Story” sessions at their local library. The summer story was based around water safety, and we supported the RNLI’s “Respect the Water” campaign with our delivery. Feedback was 100% positive on the suitability of the lesson, quality of resources, delivery. All responders felt the story was useful to the children and would recommend the Safety Story Session to other libraries. The comments were all positive such as “Very interactive and fun way to get the message across” excellent at delivering the water safety event, all the children really enjoyed the story and the information about water safety etc. all the information about water safety at the beach was very useful.”</p> <p>Following the positive reception and delivery of the safety messages we will be running Safety Stories during October Half Term, looking at Halloween and Fireworks safety, including the road safety message of “Be Safe, be Seen”.</p> <p>Where are we at the moment?</p> <p>We have started our first Prince's Trust Team programme (Team 117) of the 2018-2019 academic year on 24th September and this is running from Hamworthy Fire Station. A total of 11 young people from across Bournemouth and Poole have started this 12 week programme. Referrals have come in from the Job Centre, Bournemouth and Poole College, local authority partners such as the Looked After Children's Team and supported housing organisations. The Team are preparing for and looking forward to their residential in Dartmoor and have already started sourcing their work experience placements.</p> <p>During the 2017-2018 academic year we delivered 3 Prince's Trust Team programmes where a total of 21 young people not in education, employment or training completed the course. Our staff team have finished tracking the first two cohorts at 3-months and 6-month periods and a total of 8 young people have moved into work, education or training which is a fantastic endorsement of the programme but also to the hard working staff and the young people themselves. The three-month tracking process for Team 116 (finished the course in August) is yet to take place.</p> <p>Where are we going in the future?</p> <p>A SPARC course is being delivered in November from Springbourne Fire Station for young people aged 13-17 from the Bournemouth area who are at risk of exclusion from School or engaging in anti-social behaviour. Referral forms have gone out to local partners including Schools and Local Authority Children's Services teams. This five-day course will aim to build their confidence, teamwork skills and participants will have the opportunity to gain an AQA Award in Fire Services Training.</p>	

We deliver three Prince's Trust Team programmes per academic year in the Bournemouth and Poole area. We are working with Bournemouth Council's Children's Services Team to deliver Team 118 from The Henry Brown Youth Centre in Kinson in January 2019 and Team 119 will be delivered from Hamworthy Fire Station starting in April 2019.

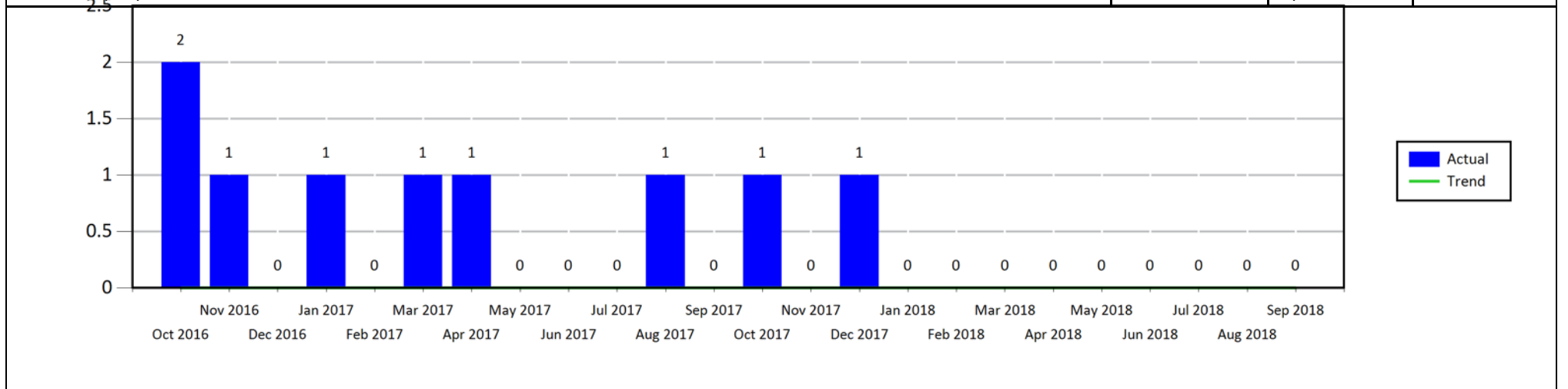
We are currently working in Partnership with Bournemouth Borough Council's Children's Services Team to deliver Fire Safety information to their Young Carers Group. This group of young people have caring responsibility for a family member at home so are a vulnerable and high-risk group. During October Half Term we are planning to deliver a half-day session at Springbourne Fire Station that will involve a tour of the station, Q&A with the Watch, a Fire Safety in the home lesson as well as the opportunity for the young people to get hands on with some of the basic equipment on a Fire Appliance.

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

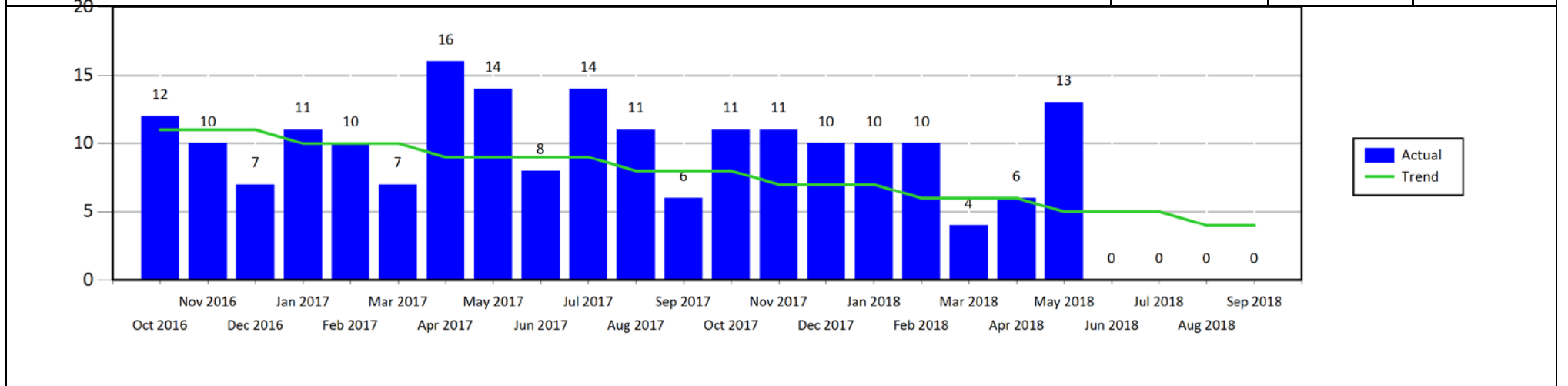
Action Code	Action Name
1.1.7.4	How are we delivering effective road safety education in Bournemouth and Poole to reduce the risk of road traffic deaths and injuries?
<p><b>Progress comment:</b>            DWFRS has representation on the Strategic Group, Road Death Overview Panel, Tactical Group and Education Training and Publicity Meetings. All three DWFRS Road Safety Staff have now qualified road safety practitioners. They have attended both recognised road Safety courses run by Road Safety GB academy as recommended by The National Fire Chief Council.</p> <p>MOD Project - We have completed the filming of the new MOD Road Safety Video (6 days in August). The new presentation will be called 'Survive the drive' and will be launched at the MOD's Rose Bowl Awards in October. We will be testing and evaluating the presentation with the Army in November and we plan to have the whole presentation complete and ready for distribution from February 2019. This will then be delivered to Blandford and Bovington.</p> <p>Survive the Drive is the military-specific adaptation of the Safe Drive Stay Alive roadshow. Developed during 2018 in a partnership between DWFRS, DSFRS, Safe South West and the Ministry of Defence. We are delivering 8 roadshows and carrying out an evaluating throughout November. The final version will be available to every RAF, Navy and Army establishment in the UK from the 7th January. 29th November will be a video only version, this will undergo an evaluation to see how effective it is compared to live speakers. This is because remote military establishments may not be able to recruit a live SDSA team, so we have developed the video module in place of the full team. In Dorset, on the 21st November we will be visiting Blandford Camp for the first time.</p> <p>The Next Quarter in Poole &amp; Bournemouth?</p> <p>Safe Drive Stay Alive - Schools - We will be delivering the school SDSA roadshow with 30 schools currently booked across Dorset (up from 12 at combination). We have a further 15 schools targeted. This year expect more than 5,540 students to attend across Dorset, Poole &amp; Bournemouth. In Poole and Bournemouth we have 13 Schools booked. The following schools are not currently attending in Poole &amp; Bournemouth</p> <p>Avonbourne College, Bournemouth            Talbot Heath School, Bournemouth            The Bishop of Winchester, Bournemouth            Magna Academy, Poole            Parkstone Grammar School, Poole</p> <p>Operation Close Pass            Op Close pass is an education and enforcement initiative to target motor vehicles that do not give space to cyclists. We have engaged with both Wiltshire and Dorset Police with the aim of supporting them. Target distance is 1.5 meters</p> <p>We are looking to work in partnership with the forces to provide the education. Police will enforce out on the road, pull them in and hand them over to Fire for education.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions-Bournemouth and Poole	Month	Sep 2018	0



KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions-Bournemouth and Poole	Month	Sep 2018	0



## Priority: 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?

Action Code	Action Name
1.2.1.6	How are we effectively working with our partners in Bournemouth and Poole to safeguard the vulnerable people we come into contact with?
<p><b>Progress comment:</b> Safeguarding Adults Boards are required to complete an Annual Report each year to provide an overview and evaluation of work completed by each partner organisation throughout the year, in line with the Boards' four strategic priorities</p> <ul style="list-style-type: none"> <li>• Effective Prevention</li> <li>• Effective Safeguarding</li> <li>• Effective Learning</li> <li>• Effective Governance</li> </ul> <p>We provided a critically reflective overview of our organisations' work. From both a single agency perspective and multi-agency one, highlighting successes but also any challenges we face and how we propose to resolve these in the year ahead. This has been published in the Boards Annual Report.</p> <p>Adults Boards requested that representatives from the partner agencies undertook "Line of Sight" visits to each other's partner agencies. The purpose of the visit is to increase understanding of how partner organisations operate and how safeguarding adults is incorporated into their service provision. The Boards Voluntary Sector Representative carried out a Line of Sight visit to DWFRS. A report followed which was presented at the next board meeting. Findings shared were positive. "This was a very interesting line of sight visit, I was really made to feel welcome (in DWFRS) and I was really impressed by the co-ordinated approach to safeguarding and the genuine commitment to the safety and wellbeing of vulnerable adults".</p> <p>The Safeguarding lead and Safeguarding administrator have developed a survey which will shortly be launched to all staff who have completed enhanced safeguarding training. The survey has been created to find out how well safeguarding has been embedded into the organisation and to see what direction safeguarding training needs to take in the coming year.</p> <p>The Safeguarding lead has met with the Fire Control Manager to look into additional safeguarding training for fire control operators. By fire control staff having extra training it is hoped that they may prompt the need for the raising of a safeguarding concern if missed by crews providing information about the incident they are reporting back on.</p> <p>Safeguarding Co-ordinator has joined the National Fire Chiefs Council (NFCC) Safeguarding Co-ordination Work stream. The purpose of the work stream is to provide direction for the (NFCC) in relation to safeguarding children and adults at risk. To enable the NFCC complies with government legislation and guidance. This will also support DWFRS aligning local and national policy with HMICFRS inspection criteria. The Safeguarding Co-ordinator met with Devon and Somerset FRS and Hampshire FRS Safeguarding Co-ordinators to share best practice. The meeting was really useful, not only from the perspective of reviewing current practice, but also to remind us that the issues we face are common to us all.</p>	

The Safeguarding Co-ordinator attends a monthly meeting with other Safeguarding Leads (SL) from external agencies, ensuring we are compliant with national safeguarding legislation. We share best practice and receive peer support and supervision. The SLs review cases referred to the group by the Safeguarding Adults Review Sub Group. The group 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. This will be ongoing

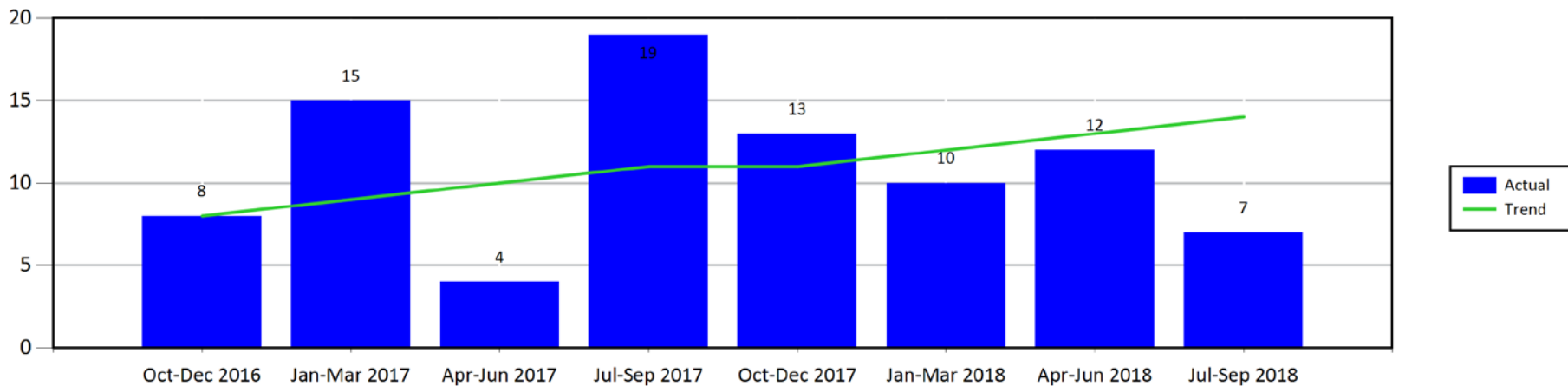
DWFRS continue to attend Poole Hoarding and Self-Neglect Panel meetings contributing knowledge and experience to complex cases. Following guidance which sets out the shared understanding across key agencies of how we jointly respond to very serious situations of adult self-neglect). The aim is to prevent death or serious injury by ensuring there is a shared multi agency understanding and recognition of issues involved in working with individuals who self-neglect, ensuring effective multi agency working and practice, agencies and organisations uphold their duty of care. Working alongside: Poole Adult Social Care, Dorset Health Care, Environmental Health, Dorset Police and Poole Housing Partnership plus other agencies when required on specific cases.

The Safeguarding Co-ordinator continues to work closely with Fire Safety, Safe and Well, Information Manager and the Community and Partnership Data Co-ordinator. Seeking advice on cases when required.

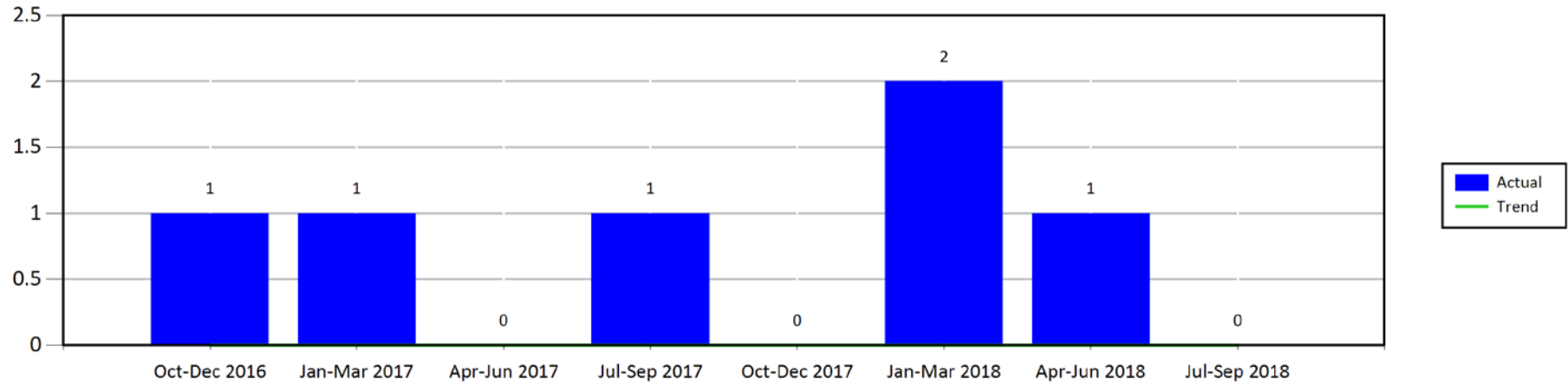
The Area Managers continue to represent the service on the local safeguarding boards across Dorset, Bournemouth and Poole, Wiltshire and Swindon. Area Manager Baker continues to meet with Dorset Police to discuss how as a service we can work with the Police to set up an Adult Multi Agency Safeguarding Hub (MASH).

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals from DWFRS- Bournemouth and Poole Borough Area	Quarter	Jul-Sep 2018	7



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals from DWFRS- Bournemouth and Poole Borough Area	Quarter	Jul-Sep 2018	0





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

Action Code	Action Name
1.2.2.8	How are we providing advice, support and consistent regulation for local business in Bournemouth and Poole so they can meet their legal fire safety obligations?
	<p>Fire safety teams are committed to working at the heart of local communities. We have a targeted business support programme to audit local and high street businesses to raise awareness of their fire safety responsibilities, to educate and drive up voluntary compliance in fire safety standards.</p> <p>We will focus on buildings where there is a sleeping risk, in line with Service Strategic Target of 'Auditing 100% of high risk sleeping premises before 2020'. Current cumulative target of 52% being exceeded by 11.9% and on target to be complete by end of March 2020. In 2018-2019 we have also targeted Residential Care Homes, accommodation above commercial units and Rogue Landlords of Houses of Multiple Occupation (HMO) and of course, continue to support the owners and occupants of the 159 high rise buildings in the Bournemouth and Poole area, following the sad losses at Grenfell Tower. The Protection Department continues to support the provision of 'High Rise Plates' to provide risk critical information to fire crews during an incident.</p> <p>Our Aim is to:</p> <ul style="list-style-type: none"> <li>• Pursue a positive approach to business support and education aimed at promoting residential and commercial sprinkler systems</li> <li>• Further enhance our effective working practices with partner agencies such as the Care Quality Commission, Food Standards Agency, Environmental Health, Immigration and the Environment Agency. To share intelligence and maximize our impact in reducing both commercial and residential risks.</li> <li>• Jointly address compliance issues in HMO's with Local Authority Housing to protect vulnerable people who often reside in this type of housing. Multi-Agency work continues to support Housing and Police, Border Force and food standards agencies.</li> <li>• Promote the Primary Authority Scheme to offer professional and consistent fire safety advice across a broad spectrum of businesses.</li> </ul> <p>In this quarter (Q2) we have completed the following:</p> <p>98 Building Regulations consultations with 100% completed within the statutory 15 working day target</p> <p>37 'INS1' Fire Safety Complaints (54% attended within 24 hours following assessment)</p> <p>32 Post fire audits</p> <p>36 Fire Safety Audits 22 Licensing applications</p> <p>146 False alarm activations. Team working with area team to identify repeat offenders and drive down instances</p> <p>Common failings of inspected premises include - 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 and out of date fire extinguishers.</p> <p>Teams are progressing with Local Enterprise Partnerships 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.</p>

The team promote the Primary Authority Scheme across the Service which supports business growth and consistency of enforcement action. The Service currently has seven signed up Primary Authority partners including Astor, Selwood and Magnor housing groups, RNLI and Oakland Furniture Group.

Protection Inspectors work with the Group Management team to identify instances of high occurrences of Unwanted Fire Signals and work with premises owners and managing agents to drive these down.

Post Grenfell in June 2017 to date, much of the team's work was dedicated to high rise buildings and supporting their owners and occupants through testing times. We continue to contribute to the national debate on High Rise Improvements through analysis of the Hackitt report and contributing to the review of Building Regulations. There are currently 6 high rise premises under construction or refurbishment within the Bournemouth area that require a high degree of scrutiny.

The department supported the National Fire Chiefs Council (NFCC) Business Safety and Fire Door Safety Weeks during September with a series of seminars, drop in sessions and updates on the Service website.

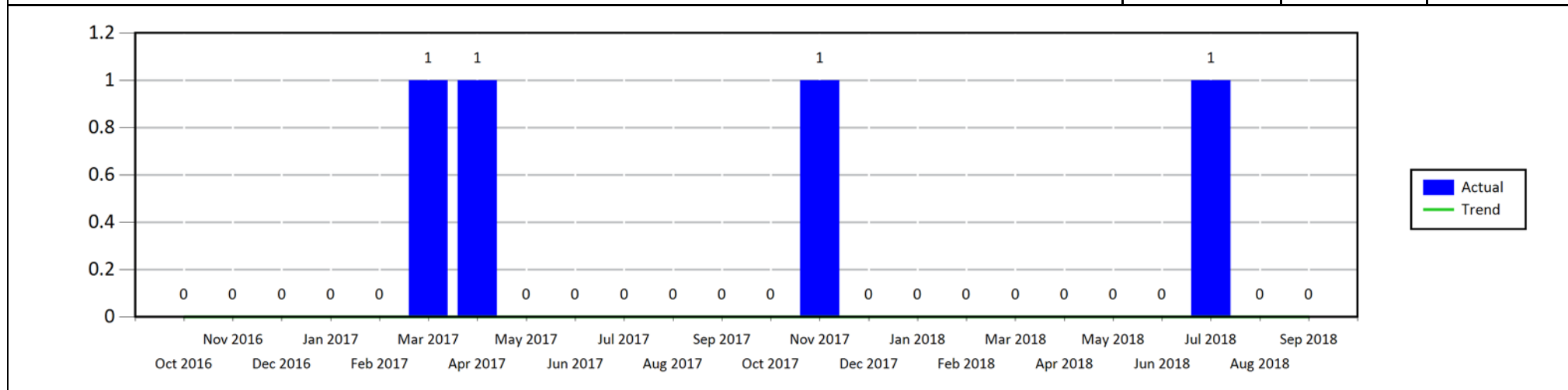
We will maximise our impact by using data within our management systems to overlay layers of risk data to target commercial buildings at greatest risk from fire. This is in addition to the corporate high risk sleeping target. We will work with operational crews and partners to expand our activity, where appropriate we will use Prevention teams in blended activity.

Our multi agency joint partner agency work such as Operation Galaxy has resulted in fire safety standards being raised. Our inspectors work closely with Safe and Well teams to deliver home safety advice 'behind the front door' to protect vulnerable people from fire.

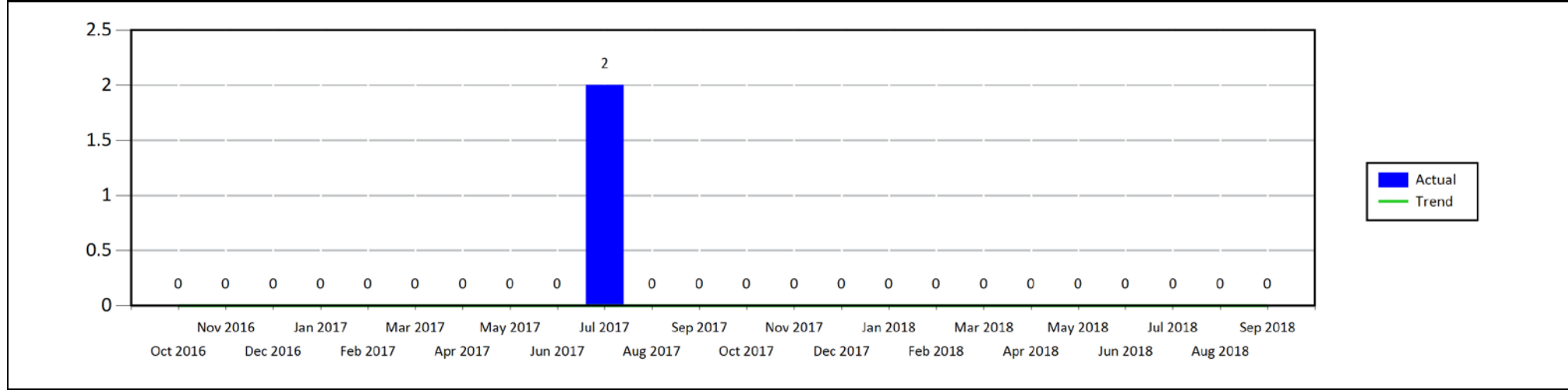
We have worked closely with partner agencies and organisers of large events throughout Bournemouth and Poole over the summer months in conjunction with the Event Safety Advisory Group. These include Bourne Free, Bournemouth AFC, Bestival and Bournemouth Air Show.

Key Performance Indicators

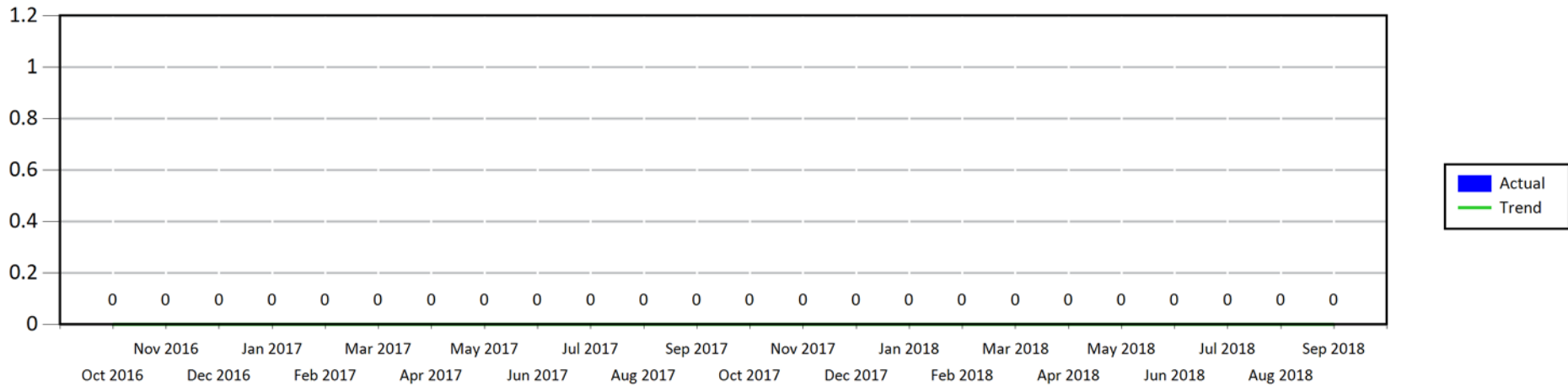
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Bournemouth and Poole Borough	Month	Sep 2018	0



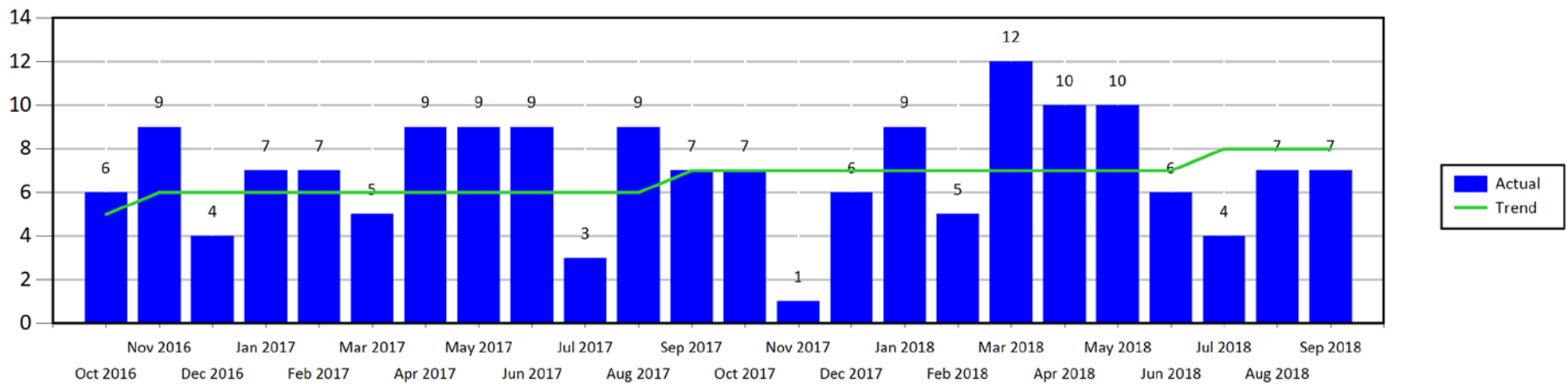
KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Bournemouth and Poole	Month	Sep 2018	0



KPI Title	Period	Time Frame	Period Actual
Number of prosecutions in Bournemouth and Poole Borough	Month	Sep 2018	0



KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in Non domestic properties-Bournemouth and Poole Borough	Month	Sep 2018	7

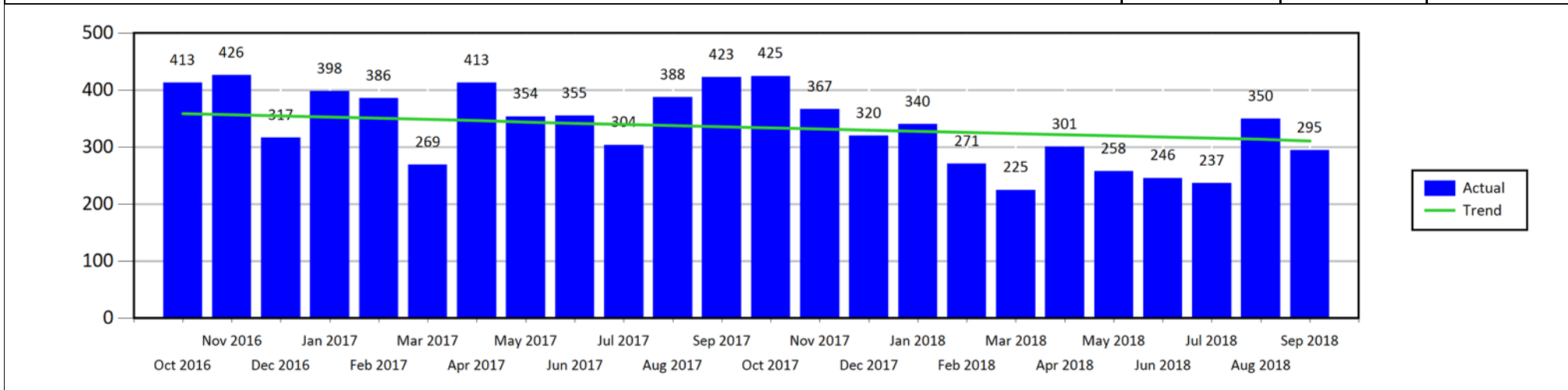


## KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

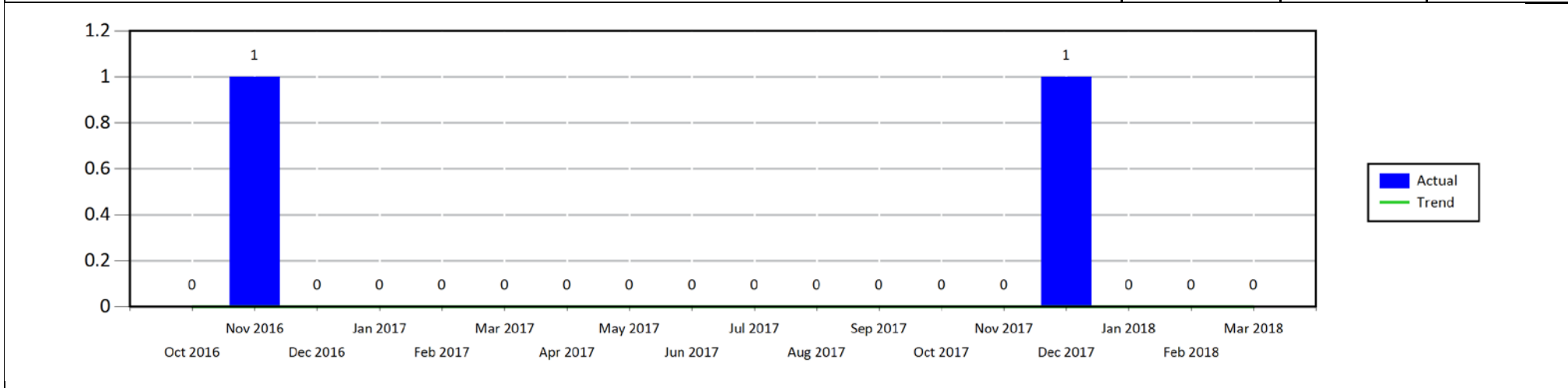
Action Code	Action Name
1.2.3.6	How are we identifying and driving down risks to the community, heritage and environment in Bournemouth and Poole?
<p><b>Progress comment:</b></p> <p>Operational crews continue to gather and review information on key risks within their geographical areas to help ensure that they are prepared for emergency incidents should they occur. The highest risk sites have Site Specific Risk Information (SSRI) produced which is available for crews on mobile data terminals when they attend incidents. This information is regularly audited and updated by crews to ensure it is up to accurate and relevant. Station Managers liaise and coordinate with partners and risk owners/occupiers to assist them in producing information and guidance on their risks that is also made available to operational crews. This can include the production of tactical fire plans; salvage plans and environmental protection plans.</p> <p>Area Management teams work closely with the Fire Safety teams to ensure operational crews are made aware of fire safety issues and to ensure work is undertaken with risk owners to reduce their risk of a fire starting and to make sure expected control measures and information are available. Specific work takes place with local authorities and environmental partners on heathland fire safety including wildfire weather predictions and flood working groups.</p> <p>Significant work has gone on within the Bournemouth and Poole Area following the Grenfell Towers fire in London on the 13th of June. This has included the commissioning and implementation of inspections and visits to all residential high rise within the area (around 200 premises) by operational crews and fire safety officers for the higher risk buildings. The area management team and fire safety teams have attended partnership meetings and public meetings to support the communities of Bournemouth and Poole that may be affected by the Grenfell Tower fire and the perceived shift in risk following this very tragic event.</p> <p>Teams across the Bournemouth and Poole Group have a structured programme of work to collate and update operational risk information for the completion of Site Specific Risk Information (SSRI), stored within the Community Fire Risk Management Information System (CFRMIS) database and accessible to view by operational staff when required on the Mobile Data Terminals (MDTs) when attending operational incidents, ensuring they have accurate, up to date and useful information to help keep them safe. Progress with this work is not where it should be and was raised as a risk during a Community Safety Delivery Team meeting for assistance in resolving some of the issues that have occurred since combination. This has been acknowledged as a strategic risk and is being resolved through the central Response Support team who now have additional resources to support this work.</p> <p>In the meantime, teams across the Bournemouth and Poole group have worked through the old Dorset CFRMIS spreadsheet and added the entire list to the new Dorset &amp; Wiltshire CFRMIS database so that they are identifiable on the system. Teams are working through all the out of date and high risk SSRIs as a priority, progress is being monitored through monthly Station Management Team meetings.</p>	

Key Performance Indicators

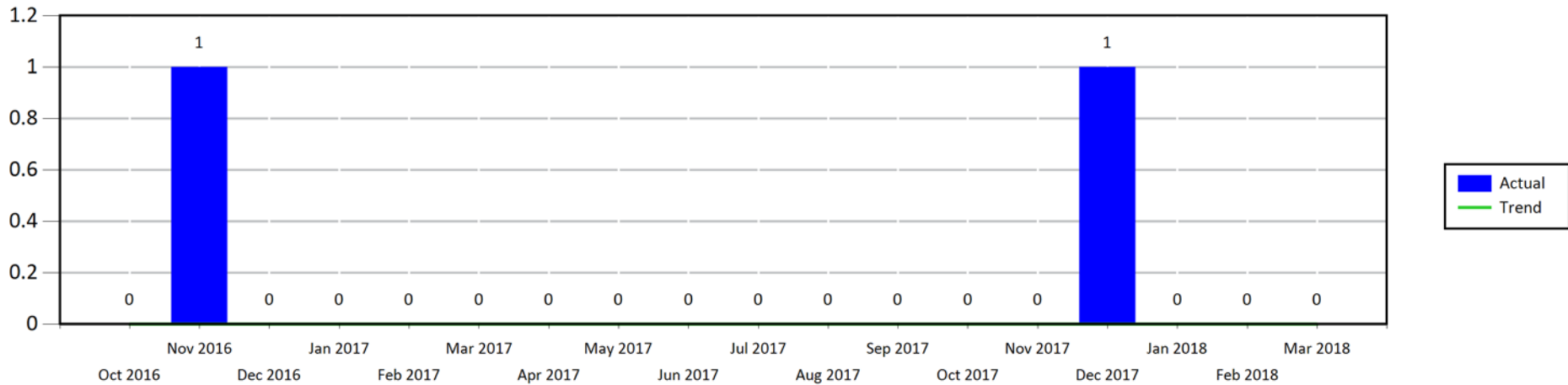
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Bournemouth and Poole Borough Council	Month	Sep 2018	295



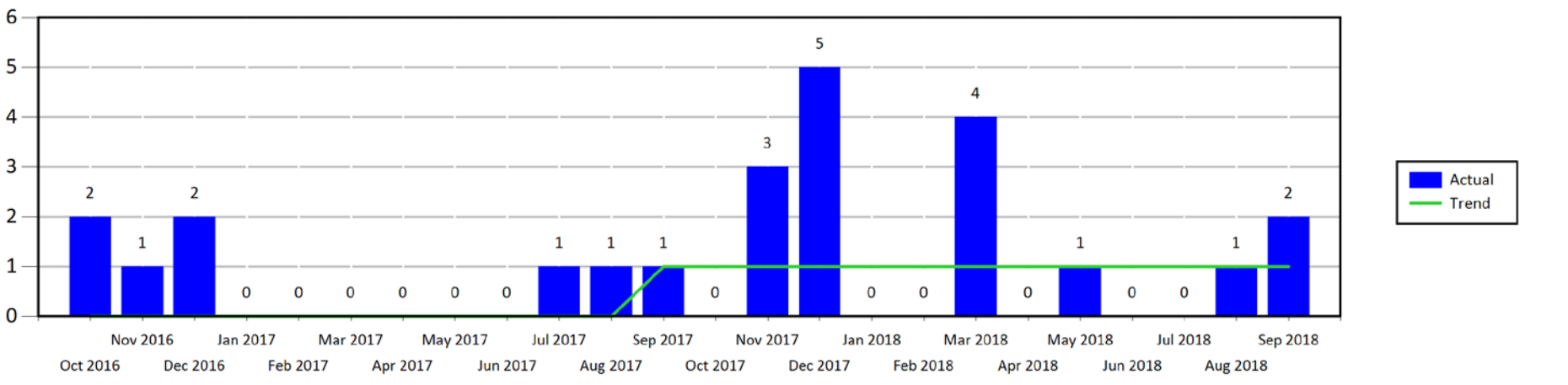
KPI Title	Period	Time Frame	Period Actual
PRE01- Number of fire related deaths - Bournemouth and Poole Borough	Month	Mar 2018	0



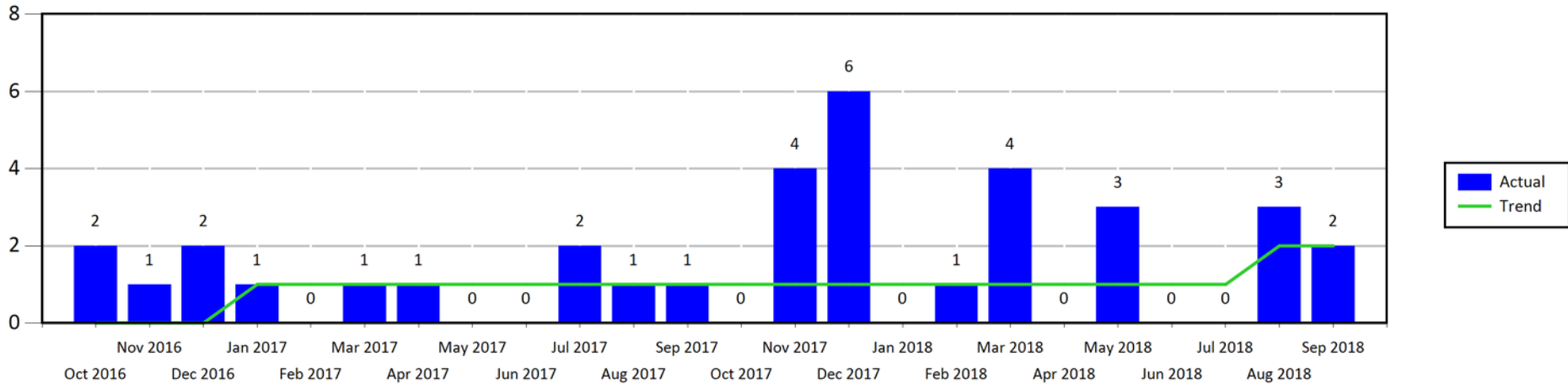
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Bournemouth and Poole	Month	Mar 2018	0



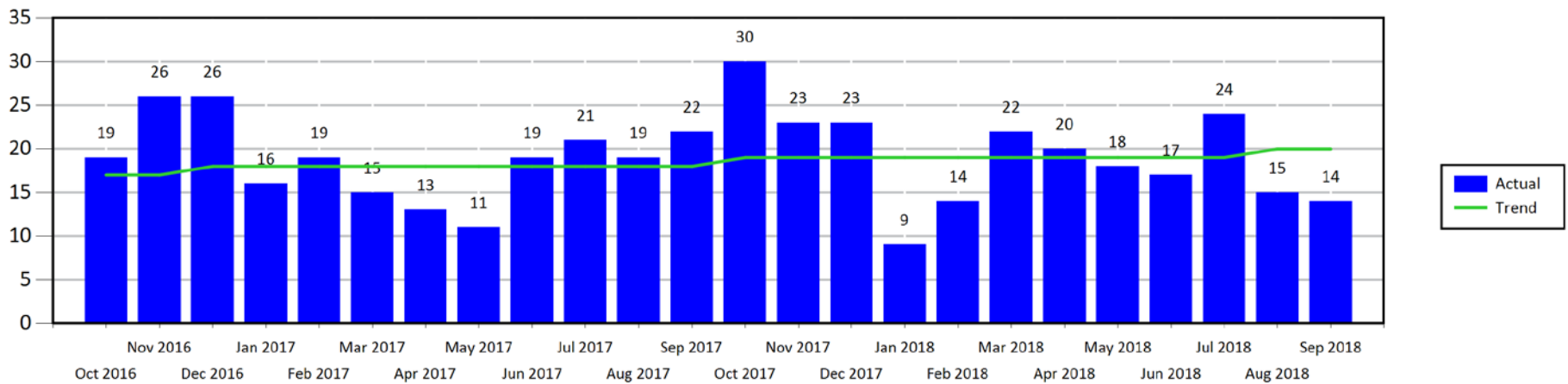
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Bournemouth and Poole Boroughs	Month	Sep 2018	2



KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Bournemouth and Poole Borough	Month	Sep 2018	2

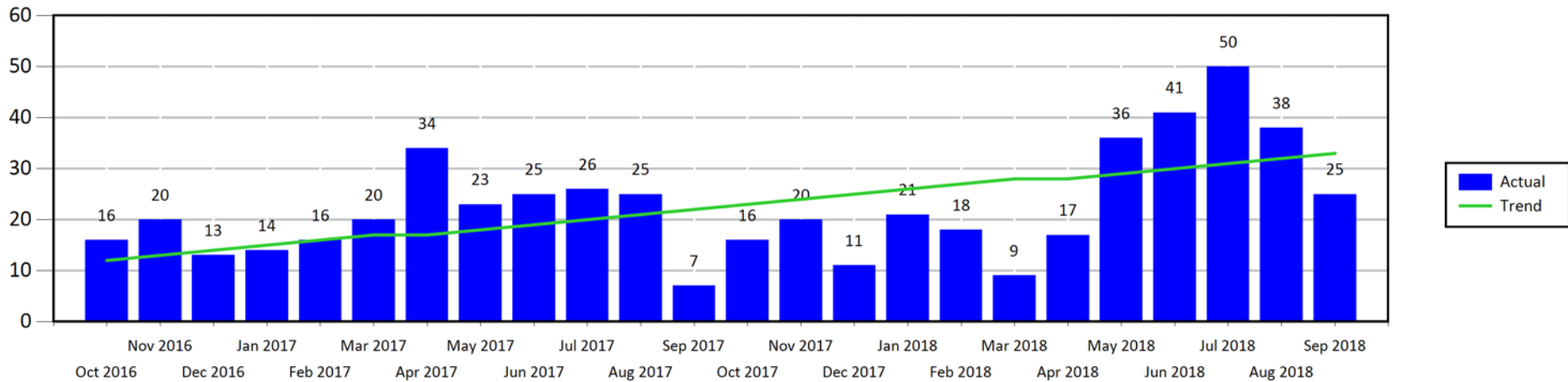


KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Bournemouth and Poole Borough	Month	Sep 2018	14

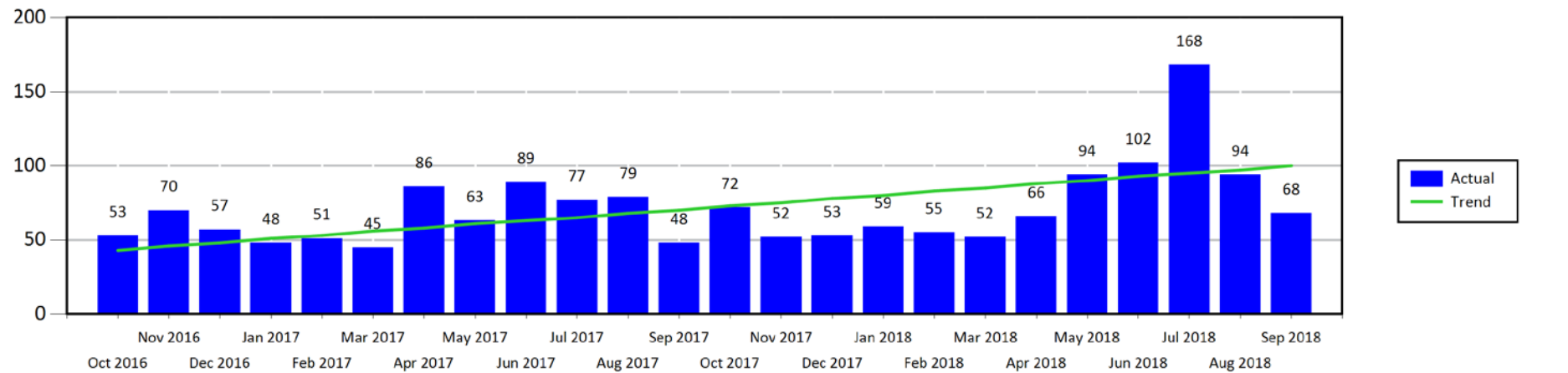




KPI Title	Period	Time Frame	Period Actual
PRE05-Number of deliberate fires (primary + secondary) - Bournemouth and Poole Borough	Month	Sep 2018	25



PRE06-Number of fires - Bournemouth and Poole Borough	Month	Sep 2018	68
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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?

Action Code	Action Name
1.2.4.6	How do we effectively support local resilience partnership arrangements In Bournemouth and Poole to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p><b>Progress comment:</b></p> <p>DWFRS are a statutory member of the local resilience forum known as a category 1 responder under the Civil Contingencies Act. DW FRS is a member of blue light groups in both Dorset &amp; Wiltshire, these groups include members of the Police, Ambulance and Fire Service, this is a sub-group of the LRF. A typical meeting includes briefings on the latest threat from terrorism, VIP visits, new operational guidance and training opportunities, followed by debriefs of significant incidents where members are able to discuss from each other's perspectives and implement changes or make recommendations for improvement. The most significant learning points are raised nationally using the JESIP Joint Organisational Learning JOL system.</p> <p>Community resilience events are held by the local authority and as joint events by members of the LRF to promote the benefits of local level emergency planning, a strong example of community resilience in action is the flood warden scheme run by the Environment Agency with support from partners. this scheme engages local people to act as community representatives, reporting flood information, informing their community and helping prepare for a flooding emergency. Community resilience plan templates are available on LRF and partner websites which help communities understand and assess their risk and make local plans to respond. A key benefit of this process is engagement with responders and establishing an understanding of the realistic response of the emergency services.</p> <p>Through the civil contingencies unit (CCU), we contribute to the assessment of community risk based on national guidance. By understanding risk and the priorities for our area, we are able to understand the impact of emergencies occurring and work with statutory partners to assess the gaps in our ability to respond.</p> <p>Joint plans are created to respond to specific types of emergencies as well as generic areas such as command and control. LRF plans are supported through training and exercising to provide assurance that plans are effective and that the capability to respond is in place. Coordination of messages to the public is carried out through our warning and informing group. Information can be shared securely among partners using the Resilience Direct platform, which holds copies of local plans, and can provide access to mapping. The LRF Executive have commissioned an independent review into the delivery of the CCU. This review will be in two stages, one to assess the efficiency and effectiveness of the CCU against the deliverables against which it was created; two to review the method of discharging collective and individual duties under the Civil Contingencies Act particularly in light of the potential Local Government Review across Dorset. Our LRF is overseen and coordinated by a Business Management Group (BMG) and an executive group. Which oversees the work plan and provides strategic or tactical direction.</p> <p>Staff are continuing to maintain competence in water rescue in order to respond to our community need during possible future spate conditions. DWFRS are continuing to carry out Joint Emergency Services Interoperability Programme training with our partners, including Coastguard, SWAST, Police &amp; RNLI.</p> <p>Following recent terrorist incidents there has been a full revision at gold and silver level for the Bournemouth FS.</p> <p>DWFRS have continued to support the Local Resilience Forum 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. As well as these routine planned activities DWFRS has:</p>	

DWFRS has worked closely with partner agencies to deliver a safe Camp Bestival and Bestival at Lulworth Castle it is normal that up to 30,000 people will attend each event (including approximately 15,000 children at Camp Bestival) plus up to 5,000 staff and entertainers on site. Unfortunately, due to severe weather (high winds and rain) the organisers decided to cancel the evening of the 29th July, this decision ensured that people could leave the site and move to a place of safety preventing anyone from coming to any harm.

DWFRS had to tackle a very large fire on Ferndown Heath and because of the size of the fire National Resilience Assets were used, this was a High Volume Pump (HVP) based at Christchurch. This was used so that large volumes of water could be pumped over long distances to tackle the fire. The HVP unit consists of two demountable modules transported on Prime Mover Lorries. Each module consists of two further sub-units, a hose retrieval system and all the associated ancillary equipment. The sub-units carry either 1km of hose of which there are three or the Hydrosub pumping unit. The speed and effectiveness of firefighting operations ensured that the fire was extinguished quickly and safely.

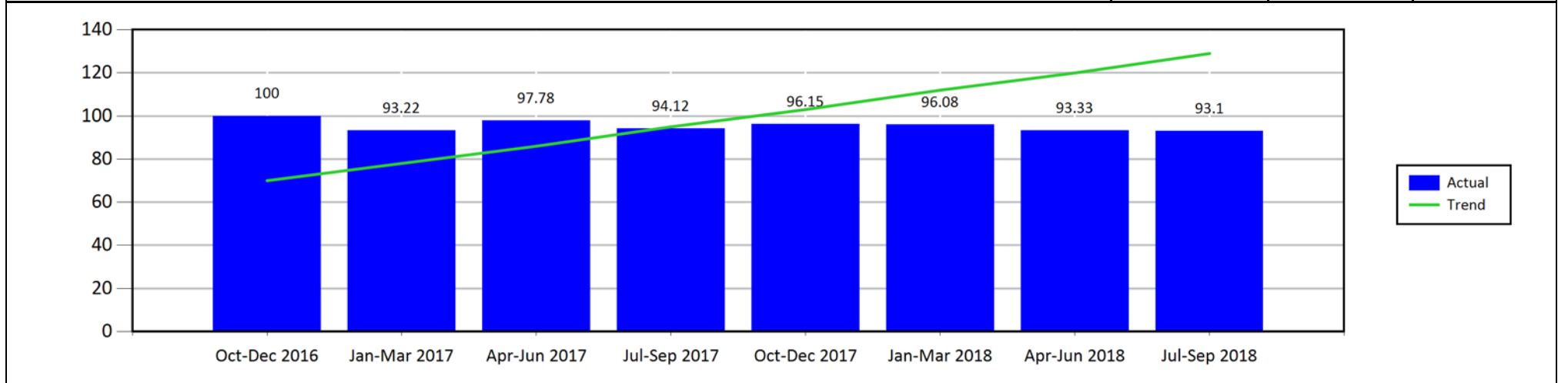
## Priority: Being there when you need us

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

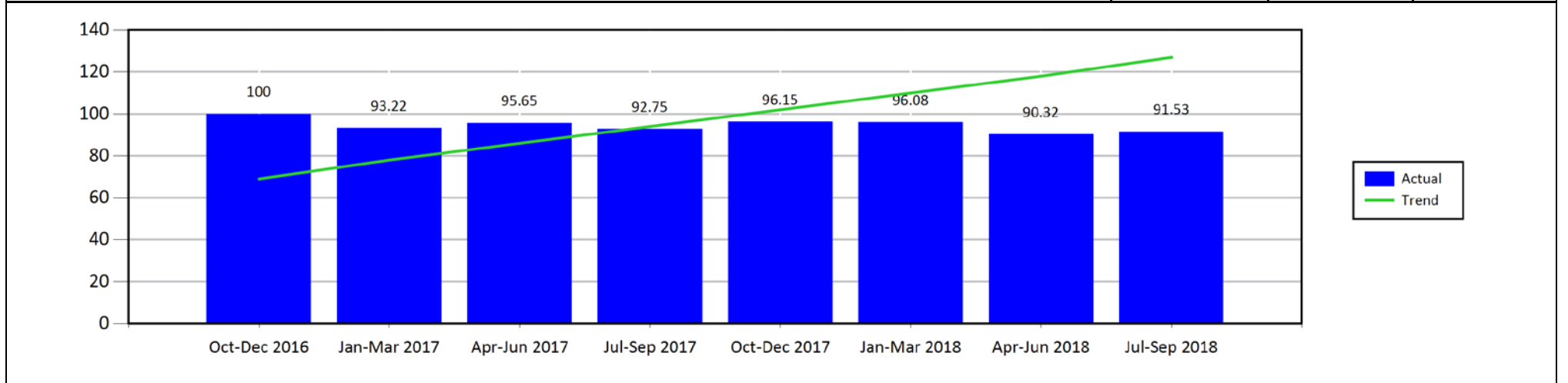
Action Code	Action Name
1.3.1.6	Are appliances in Bournemouth and Poole available when we need them?
<p><b>Progress comment:</b>  Appliance availability across the Bournemouth and Poole group continues to good, with both WDS and On-Call sections in a strong position. We continually monitor and manage accordingly through local action and working with HR through Postings Group and Work Force Planning.</p> <p>We effectively staffed the Landrover pump at Redhill for a number of wildfires experienced during this quarter due to the current warm weather and this had a positive effect on prompt incident resolution. Historically, we are able to recruit without too much difficulty to the on-call sections as they are all within the conurbation where the number of applicants generally satisfies our needs, and this continues to be the position. All On-Call sections remain at or near full strength and we can respond to fluctuations in these numbers relatively easily.</p> <p>We have received a small number of resignations from WDS staff and we are sighted on staff who we anticipate may leave with the near to medium future. We work with Work Force Planning to manage the impact of these and are currently trying to balance these against the agreed reduction in number of posts due across the Group in 2019.</p> <p>A promotion process for both Crew and Watch Managers has just been completed. This will allow us to fill numerous posts substantively and greatly reduce the number of temporary posts currently in use, through the imminent postings group. A significant challenge we have is the current disposition of drivers caused by these vacancies and other historic issues. This is being dealt with both locally in training new and supporting current drivers. We have a meeting planned following postings group to deal with Firefighter/Driver moves and any further temporary promotions required with the B&amp;P group.</p>	

Key Performance Indicators

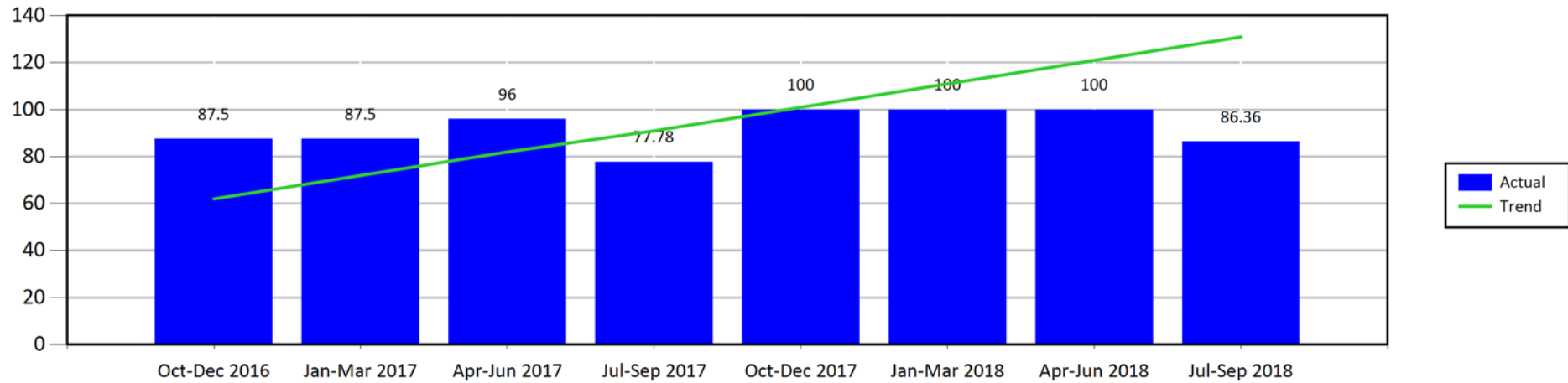
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Bournemouth and Poole Borough	Quarter	Jul-Sep 2018	93.1%



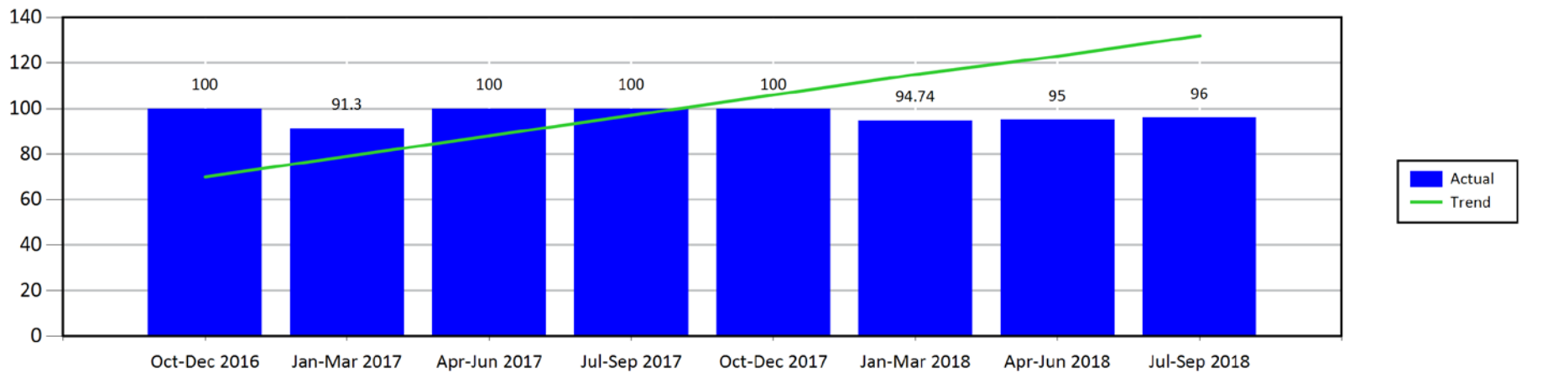
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2018	91.53%
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KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2018	86.36%



RES05-Percentage of road traffic collisions where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2018	96%
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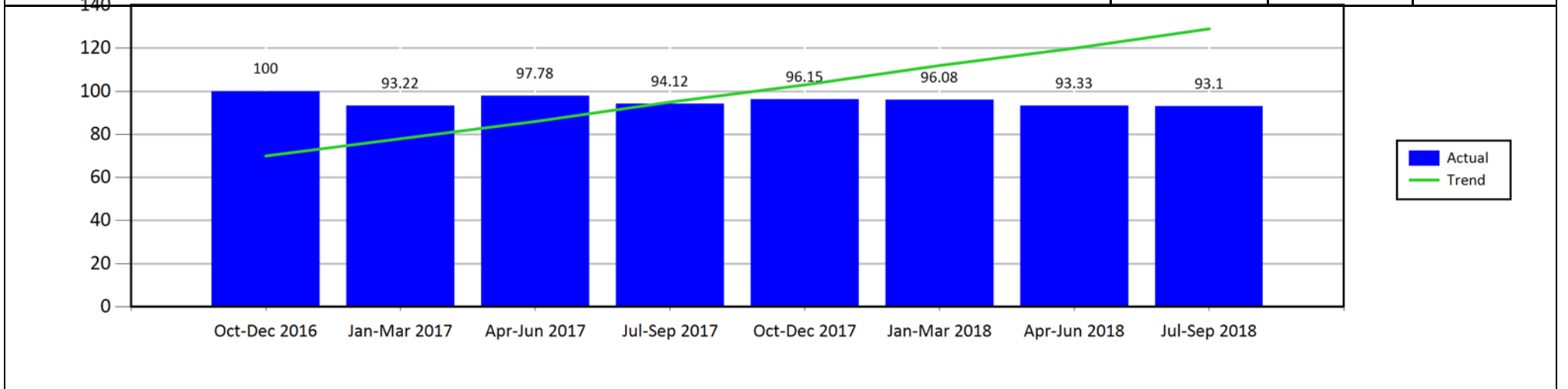


## KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

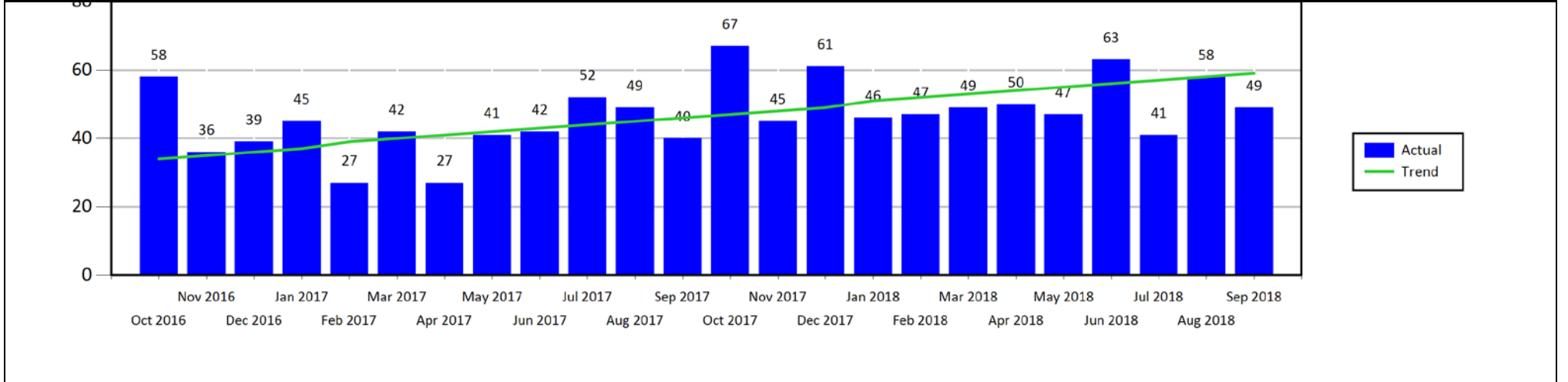
Action Code	Action Name
1.3.2.10	How effective and efficient are our response arrangements in Bournemouth and Poole for dealing with the range of incidents we attend?
<p><b>Progress comment:</b>            Within Bournemouth and Poole, we continually meet the majority of our response standards as we are predominately wholetime appliances. Improvements will need to be made to the On-call appliances within the area as at times they are unavailable due to crewing which in turn has an adverse effect on response times. We have an excellent performance with regard to response times. The performance statistics below provide evidence for how we are meeting our response standards effectively.</p> <p>The vast majority of accidental and deliberate other building fires within the Bournemouth and Poole Group are within the ten minute zones of our geographic area's footprint. Any failure to arrive at an incident within our footprint in 10 minutes is rare and will be due to exceptional circumstances, these are thoroughly investigated by our SMs and any feasible actions taken to ensure this is minimised.</p> <p>We review incident data reports and are using the Community Mapping Tool to ensure we are identifying any emerging trends and taking appropriate action to minimise. We work with partners where trends are identified and use social media to help communicate any messages deemed appropriate.</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 isochrone-Bournemouth and Poole Borough	Quarter	Jul-Sep 2018	93.1%

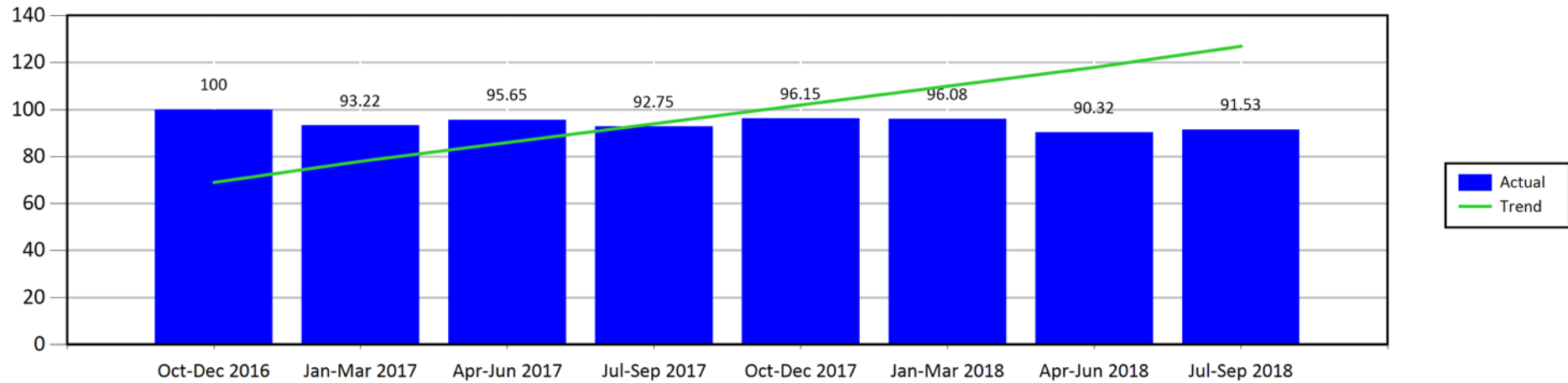


KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Bournemouth and Poole	Month	Sep 2018	49

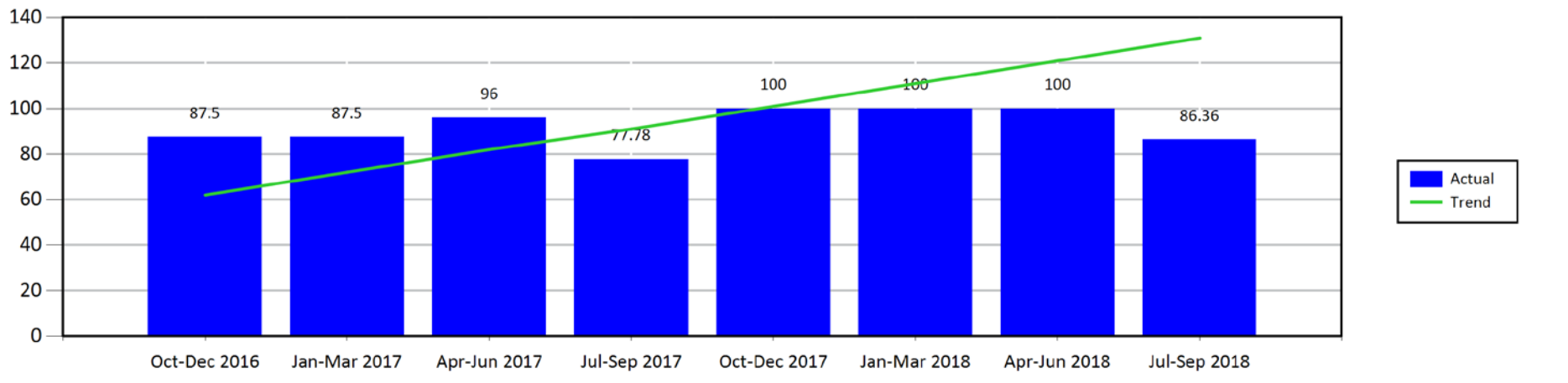




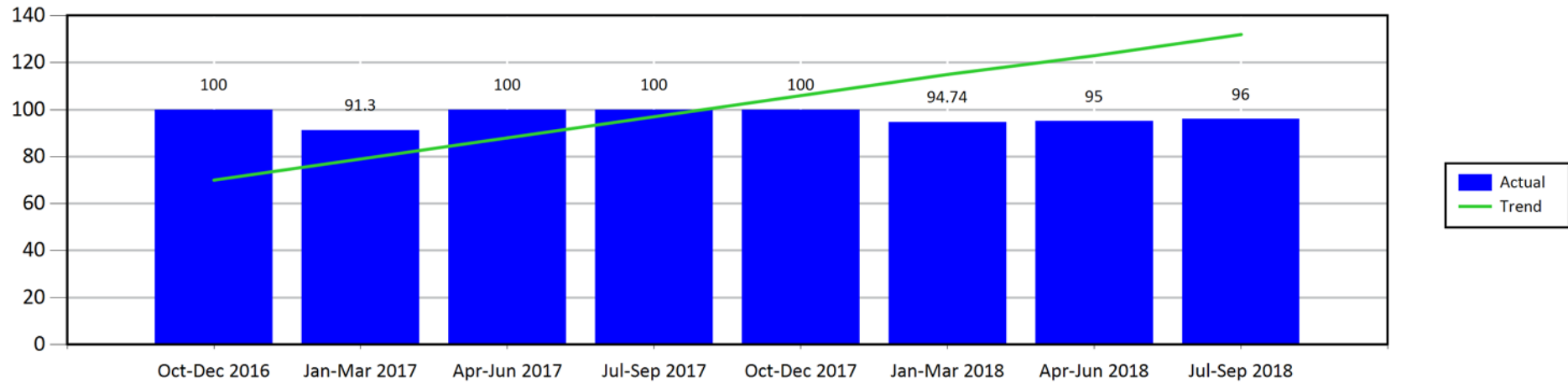
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2018	91.53%



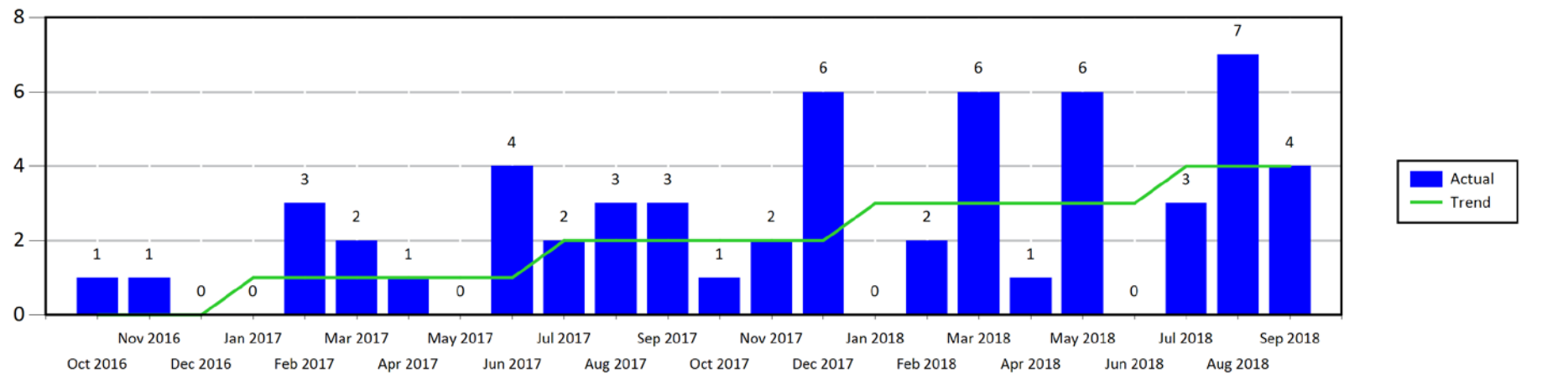
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2018	86.36%
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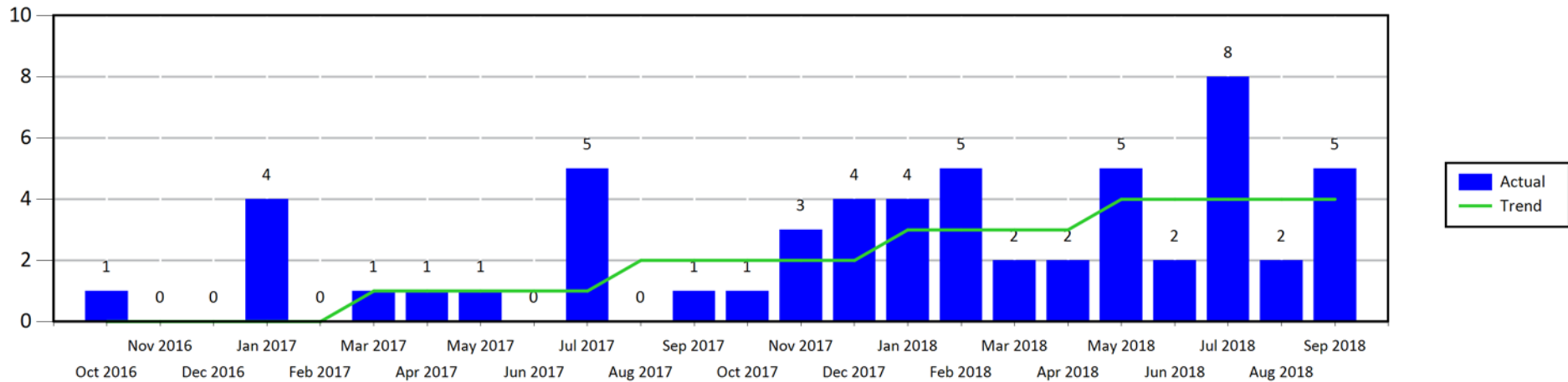
KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2018	96%



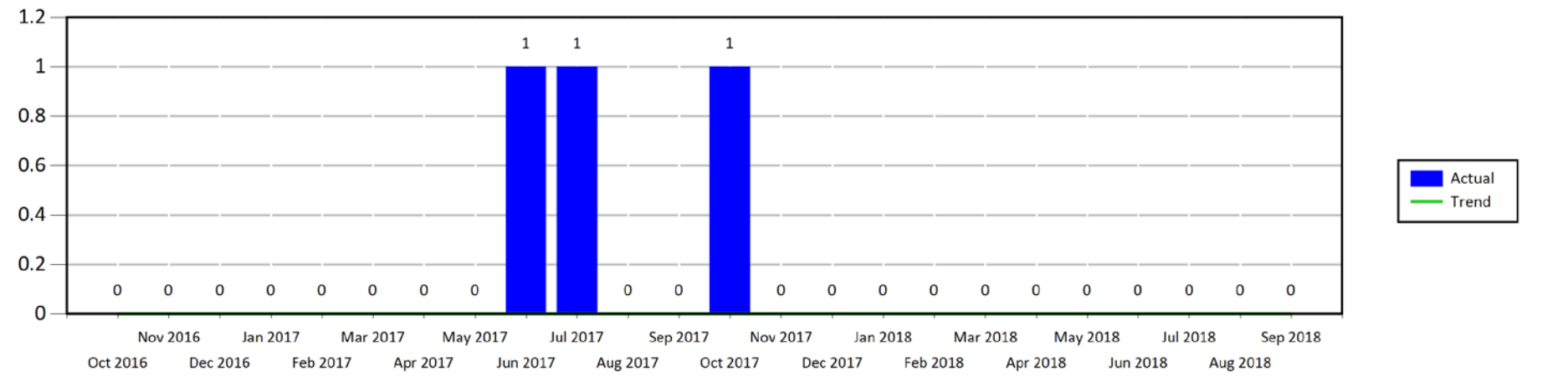
KPI Title	Period	Time Frame	Period Actual
RES11-Number of people rescued at fire related incidents-Bournemouth and Poole	Month	Sep 2018	4



KPI Title	Period	Time Frame	Period Actual
RES12-Number of people rescued from RTCs-Bournemouth and Poole	Month	Sep 2018	5



KPI Title	Period	Time Frame	Period Actual
RES13-Number of people rescued from flooding-Bournemouth and Poole	Month	Sep 2018	0

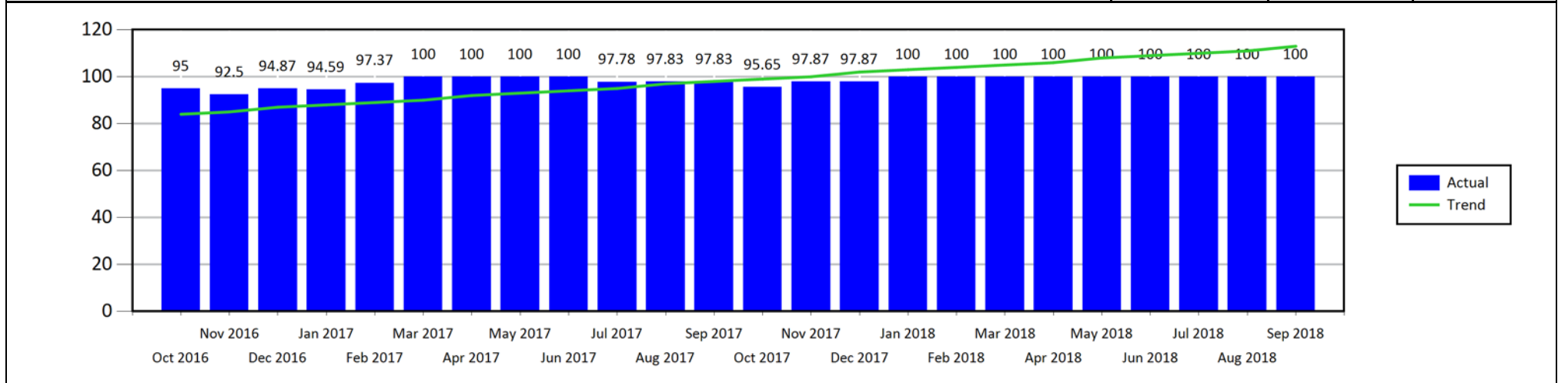


## KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

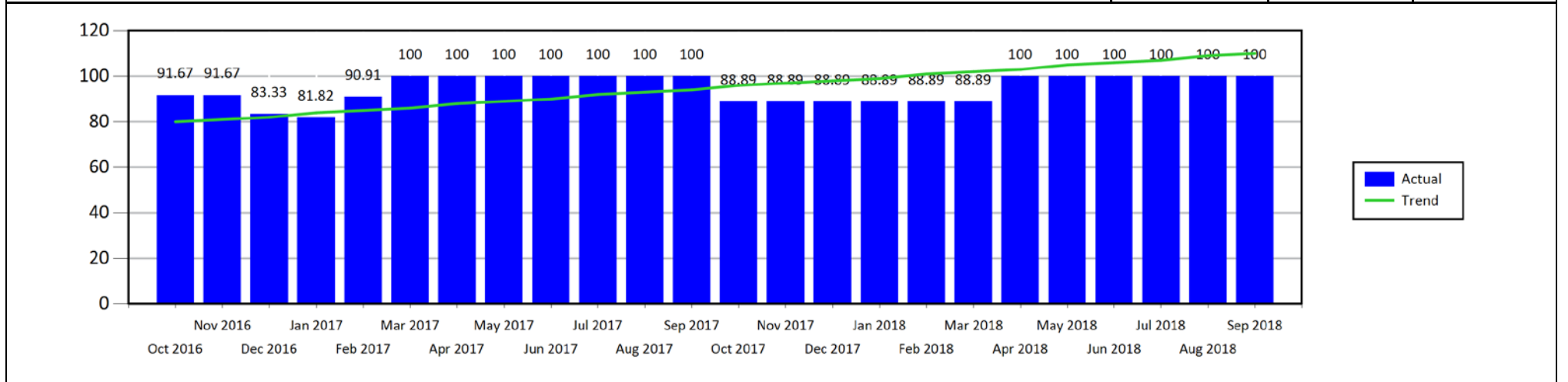
Action Code	Action Name
1.3.3.14	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Bournemouth and Poole?
<p><b>Progress comment:</b> Operational Licence and Redkite Competence reports are sent directly to watch management teams; it is standard practice that they monitor and manage the competencies and training requirements of their staff. This is monitored by Station Managers who assist with any issues that arise and ensure progress stays on track. This is then further monitored and reported at the group management meeting, so we can assist in coordinating activities to meet/address training needs.</p> <p>Exercises are planned to test staff competence, local business procedures and emergency plans/arrangements. In July we are carried out an evacuation exercise at JP Morgan, one of our largest employers. We check practical and theoretical skills and knowledge as part of our station audit programme through themed audits and exercises.</p>	

Key Performance Indicators

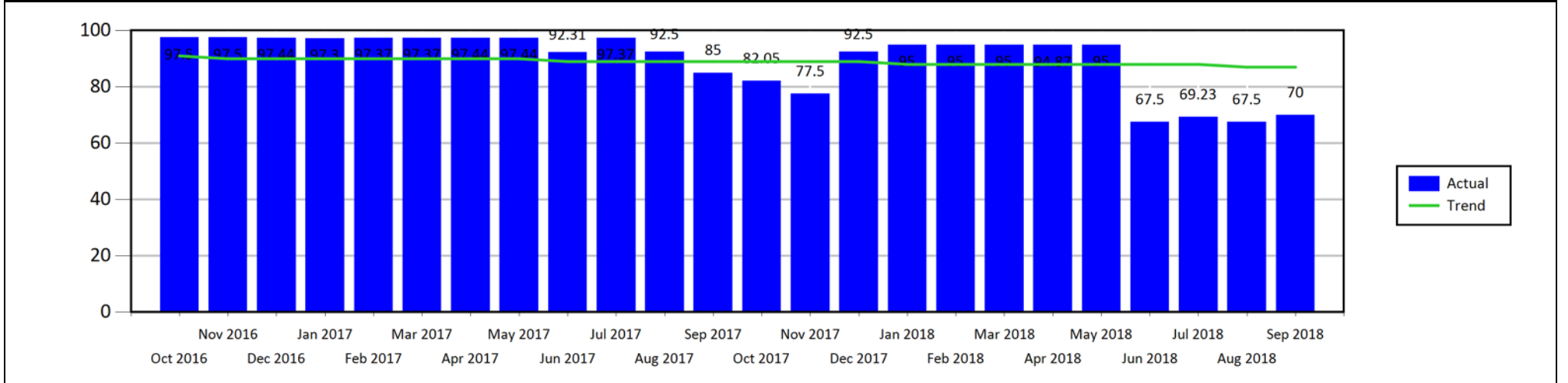
KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Bournemouth + Poole stations (WT)	Month	Sep 2018	100



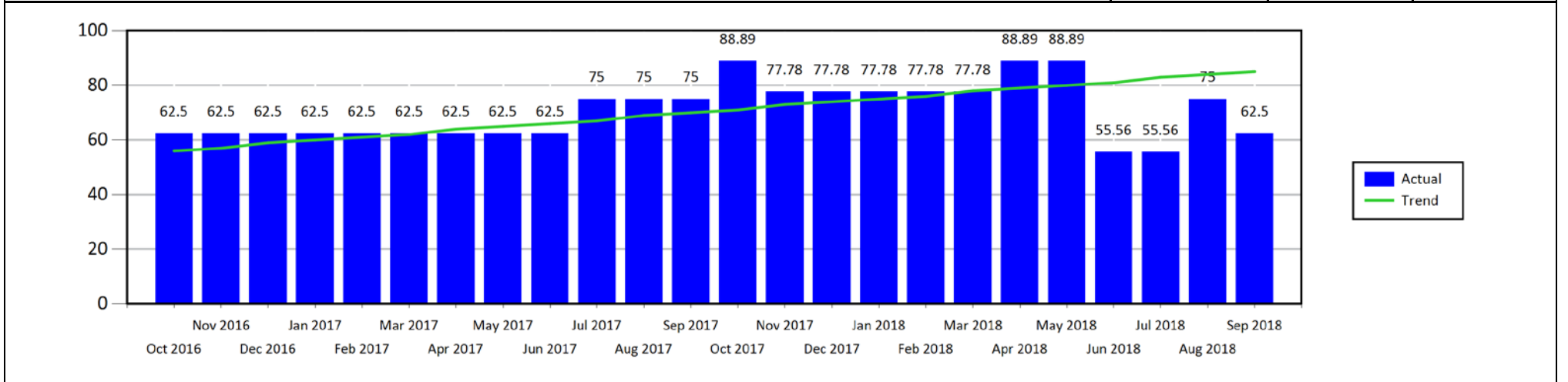
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Bournemouth + Poole stations RDS	Month	Sep 2018	100%
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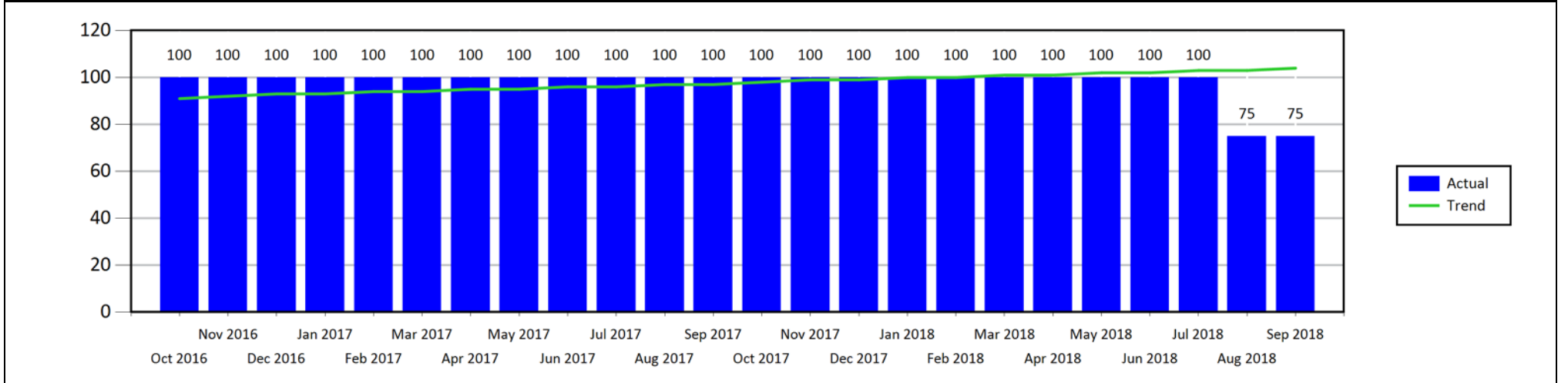
KPI Title	Period	Time Frame	Period Actual
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Bournemouth & Poole Area Stations (WT)	Month	Sep 2018	70



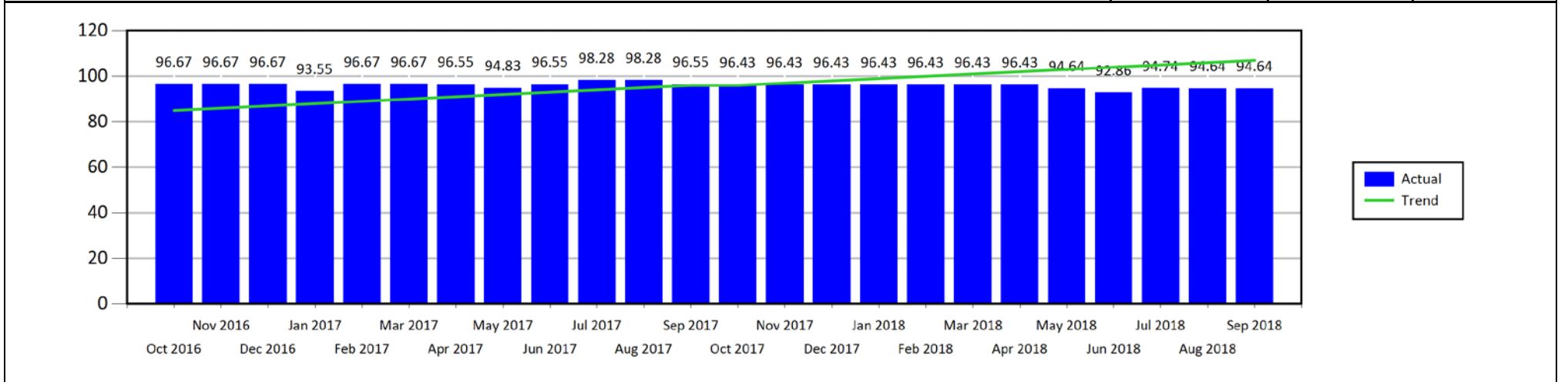
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Bournemouth & Poole Area Stations RDS	Month	Sep 2018	62.5%
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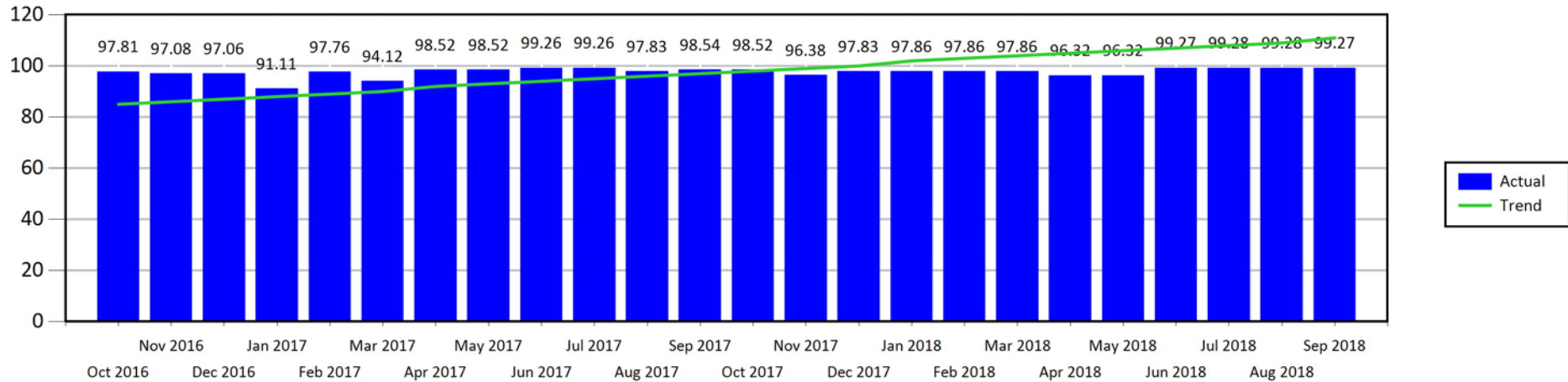
KPI Title	Period	Time Frame	Period Actual
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Bournemouth & Poole Area Stations (RDS)	Month	Sep 2018	75%



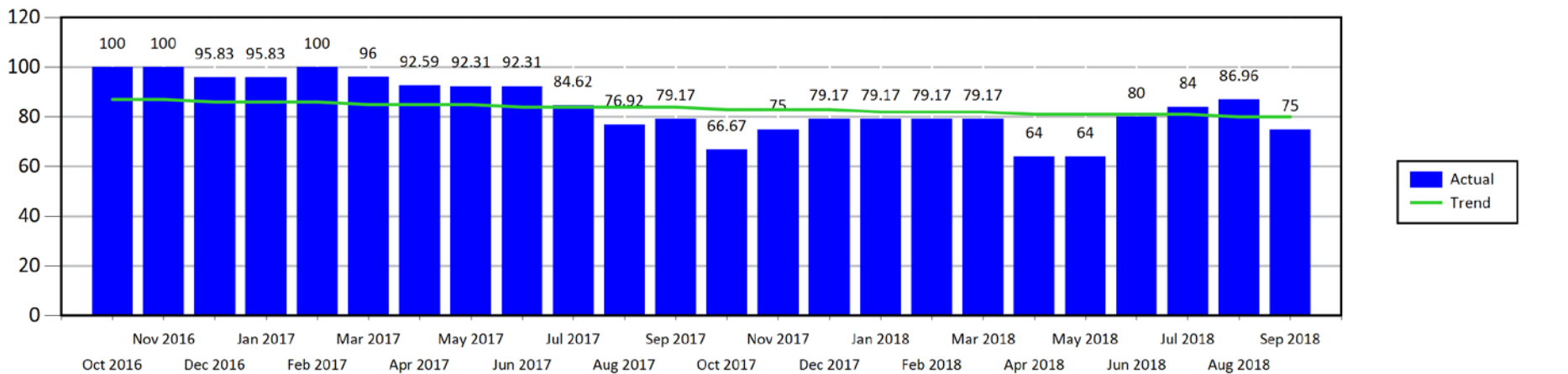
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Bournemouth & Poole Area Stations (WDS)	Month	Sep 2018	94.64
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KPI Title	Period	Time Frame	Period Actual
PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Bournemouth and Poole Stations (WT)	Month	Sep 2018	99.27



PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Bournemouth and Poole Stations RDS	Month	Sep 2018	75%
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**KLOE 12: How do we learn from operational and community risk; to improve the response services we provide?**

Action Code	Action Name
1.3.4.6	How do we learn from operational and community risk in Bournemouth and Poole; to improve the response services we provide?
<p><b>Progress comment:</b> The administration team have established a weekly spreadsheet that lists all the larger incidents that have occurred in the Bournemouth and Poole Group. Each Station Manager determines whether a hot debrief carried out at the time and was sufficient, or if a further formal debrief is required. All learning points agreed are captured and entered into the Operational Effectiveness Database for further consideration and progression to the Training and Response Coordination Group (TRCG) where appropriate, for consideration and any further action required.</p> <p>As standard practice, hot debriefs are carried out at most incidents and command debriefs carried out as required from significant incidents. Operational Assurance is carried out on incidents and this is also entered with any required learning into the Operational Effectiveness Database.</p>	