

Performance Report Quarter 2

Dorset & Wiltshire Fire and Rescue Service

Wiltshire Local Performance & Scrutiny Committee

01/07/2018 - 30/09/2018



DORSET & WILTSHIRE
FIRE AND RESCUE

Wiltshire

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
1.1.1.36	How are we working with our partners in Wiltshire to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p>Progress comment:</p> <p>Wiltshire Group continue to work alongside partner agencies to promote safe independent living. Safe and Well advisors are an integral part of station teams, regular meetings with operational crews and managers took place over the last quarter to optimise the targeting of interactions in the most efficient way and share best practice. In addition, Safe and Well partners continued to develop strong relationships with several partners to generate referrals for visits.</p> <p>Recent activity has focussed on promoting fire safety in the kitchen where 62% of fires occur. Wiltshire based Safe and Well advisors have attended events in the local area to deliver fire safety messages, including the Trowbridge cultural festival of food where they were able to interact directly with large numbers of the public to promote kitchen fire safety. Wiltshire Group continues to work in close partnership with Police, Ambulance, Housing, Social Services, GPs, Probation and Wiltshire Council to place prevention at the front of service delivery. The Group is represented on a board, (Local Improvements for Everybody - LIFE), identifying persons that have significant interaction with all or some of the partners, this provides the opportunity to share information and data to develop plans to help individuals, mitigate escalation and improve well-being. The board is currently in the planning stage for an innovative targeted multi-agency project in an area with a high proportion of vulnerable people.</p> <p>High risk safe and well visits continue to be completed within the ten minute response area by operational crews and outside the area by safe and well advisors. Improved efficiency in the way systems, such as pinpoint are utilised to identify and target these visits is demonstrated by the number of completed visits and attempted interventions continuing to increase in the last quarter.</p> <p>In August the Group Manager met with Turning Point, the new Drug and Alcohol treatment provider commissioned by Swindon Borough Council (SBC). We discussed ways in which we can have referral streams to their clients to ensure their safety from fire. As they also cover the Swindon area we have passed this contact through to the central prevention team to ensure a coordinated response. We also have a link in with the Domestic Abuse Strategy Lead in the Swindon Council. This has been a useful link for those at risk from fire setting due to domestic abuse across Swindon and Wiltshire. Visits to these premises continue to be carried out by our Safe and Well advisors. We continue to deal with referrals made through Multi Agency Risk Assessments Committee 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.</p>	

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

Action Code	Action Name
1.1.5.15	How are vulnerable people in Wiltshire receiving the support, advice and information they require to reduce their risk of fire
<p>Progress comment:</p> <p>1. What are we trying to do?</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 at risk. We have done this primarily through our Safe and Well visits over the last quarter.</p> <p>Safe and Well within Wiltshire has been established for over two years and we have been working with partners to build a steady stream of referrals for those individuals most at risk. Through our partnership working we have identified hoarders within the community and reduced the fire risk. This has included working with Wiltshire County Council to create a Hoarding Protocol.</p> <p>We aim to reduce the number of Accidental Dwelling Fires by 5% this year; we have promoted various safety messages, particularly around cooking and electrical appliance safety. Our teams continue to visit households to fit smoke and heat detectors and provide information to make occupants aware of potential risks in their home. V i s i t s normally last one hour and cover 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 • Keeping children safe • Good practice, such as a night time routine <p>2. Where are we at the moment?</p> <p>We continue to support individuals with their varying needs and have supplied individuals with fire retardant bedding and a winter warmth pack. Where appropriate we spray a fire retardant around the beds, chairs etc, this ensures that if the individual is smoking in the property and has a history of not disposing of cigarettes etc properly then they will have extra protection. Referrals are still being made to Hearing and Vision teams for specialised deaf alarm equipment to be installed. A review is currently underway to ensure that appropriate resources are available.</p> <p>In quarter two 684 Safe and Well visits have been carried out, 85% of these visits have been carried out on homes that are classed as high to very high risk. 32 specialist deaf systems have been installed, seven heaters have been loaned out and 38 SAIL referrals have been submitted. The Bobby Van Trust continue to carry out Safe and Well Light visit and have completed 98. The total of Safe and Well visits this financial year is 1345. These visits have been carried out by our team of Safe and Well Advisors as well as operational fire crews. Operational Firefighters continue to carry out visits within the 10-minute response time of their station ground. They ensure that they refer a visit to an Advisor should the occupier require more in-depth support or further signposting.</p> <p>All Advisors have been contacting their local GP practices to identify appropriate clinics that they could visit to generate referrals, as well as contacting domiciliary care providers. Safe and Well Manager and Team Leader are looking at community hospitals to identify additional referral pathways. Safe & Well Advisors are continuing to work closely with our partner organisations to support those most vulnerable in our communities by the use of Safe & Independent Living (SAIL). This allows us to identify occupiers' needs during a visit and signpost to other services.</p> <p>An Advisor continues to work one day a week with Salisbury Medical Practice in order to access their data for those that are over 65 and smoke.</p>	

Safe & Well Advisors aim to support local community events to promote our services and identify opportunities where they can attend to raise awareness of our services and those available via our partner organisations. We do this by delivering talks to vulnerable groups and participate in activities with partners and other departments.

At the Emergency Services Show we were promoting kitchen fire safety and were asking questions to see if they can guess the % of fires that occur in the kitchen and then the % which related to unsafe cooking practices. We then talked about safer cooking practices, asked them to think about their own kitchens and make a pledge about what actions they will they go away and do as a result of our conversations. We then gave them a tea towel with a reminder of the safe cooking practices. This was very well received by the 52 people that we spoke to who made a variety of pledges which included; taking more care using toasters, moving tea towels away from the hob and turning the oven/hob off after use.

We attended Trowbridge Cultural Festival of Food where we took along Fire Safety in the Home leaflets in a variety of languages. Whilst there, we were asked for some additional language booklets, which are being followed up. Again, this was well received, and we spoke to 16 people in the space of two hours, collected two referrals for Safe & Well visits for two families who didn't have working smoke alarms, a number of new networking opportunities were discussed and are being explored further, in addition to sampling the delicious food on offer.

3. Where are we going in the future?

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 Wiltshire. 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.

We trying to raise awareness with our partners of the referral mechanisms we have in place with Wiltshire Council to support each other and continue to signpost for other services and gain advice and support for our mutual vulnerable clients.

Advisors within Wiltshire are exploring opportunities within their local areas to whom they can approach to deliver a talk with the aim of generating more Safe & Well referrals for visits to take place. Leaflets have been delivered to mobility shops, Doctors surgeries and flu clinics which have been identified as key premises to support.

As flu season approaches, on behalf of Wiltshire Council Public health team, over the coming months we will promoting the flu vaccinations whilst out on Safe & Well visits and attending local Flu clinics wherever possible to generate referrals.

We are awaiting contact from Wessex Water in relation to a project they are currently undertaking in the Chippenham area to explore collaborative working with the contractors carrying out improved water services, aimed at the elderly and vulnerable individuals they may come across. In addition, our Advisor for the area is attending the Area Board meeting on 8October with a stand to promote Safe & Well visits with the focus for the event being on community safety.

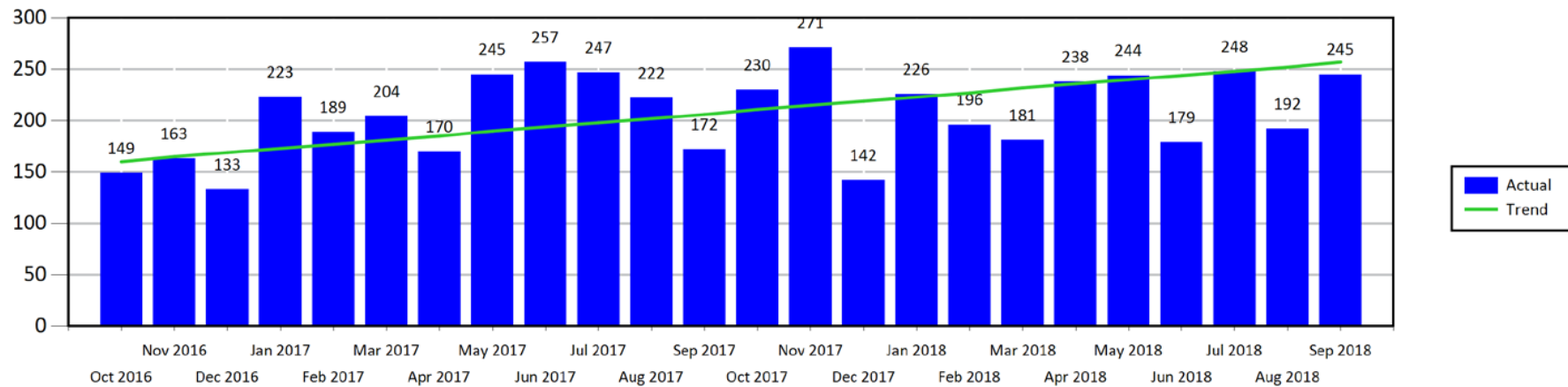
Following some contacts made at Trowbridge Cultural Food Festival we are following up on opportunities to work collaboratively with the Community Police Co-Ordinators and will be arranging visits to talks to their teams, in addition we will be developing links with one of the Street Pastors, who has close contact with vulnerable individuals suffering with drug and alcohol abuse and two Wiltshire Council contacts who are interested in our leaflets available in other languages for the groups that they work with.

We will continue to focus on kitchen safety during the Older People's events being held in October and look for further opportunities throughout the coming months to support the Campaign to reduce accidental dwelling fires. Consideration is being given to the local food markets which are held in several towns. Opportunities are also being undertaken by our Advisors at 'Leg' clinics in some local surgeries (one Advisor recently picked up seven referrals following attendance at one drop in session), one of our Advisors is attending the Hate Crime Conference organised by West Wilts Multi Faith Forum in partnership with the Islamic Cultural Centre and another Advisor is exploring an opportunity for leaflets to be put in with the prescription deliveries at a local Pharmacy and has also approached another High Street Chemist which is being explored further.

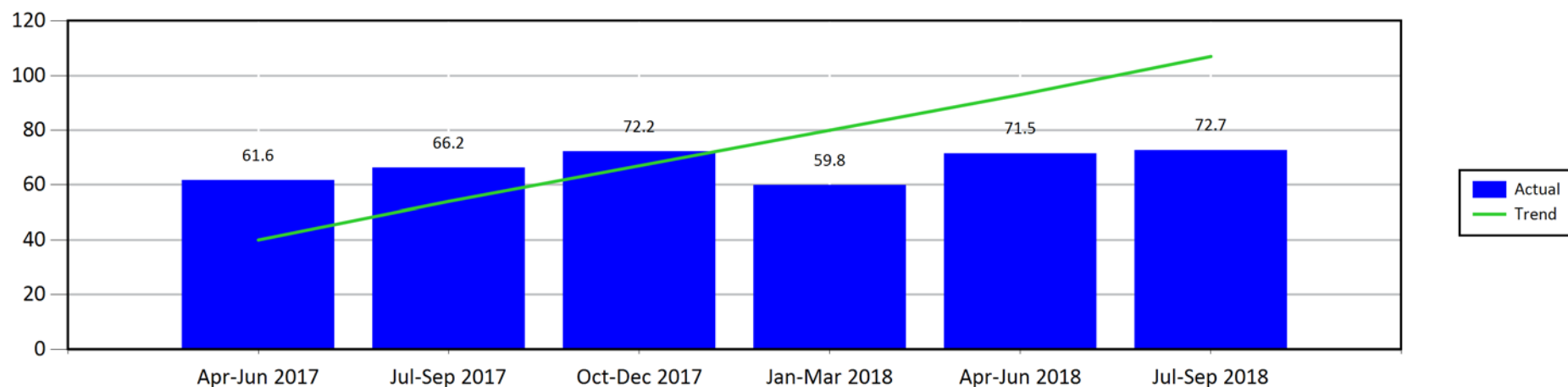
We will be supporting 999 Day in Salisbury on 13 October and using the opportunity to promote our autumn campaign - safer cooking practices.

Key Performance Indicators

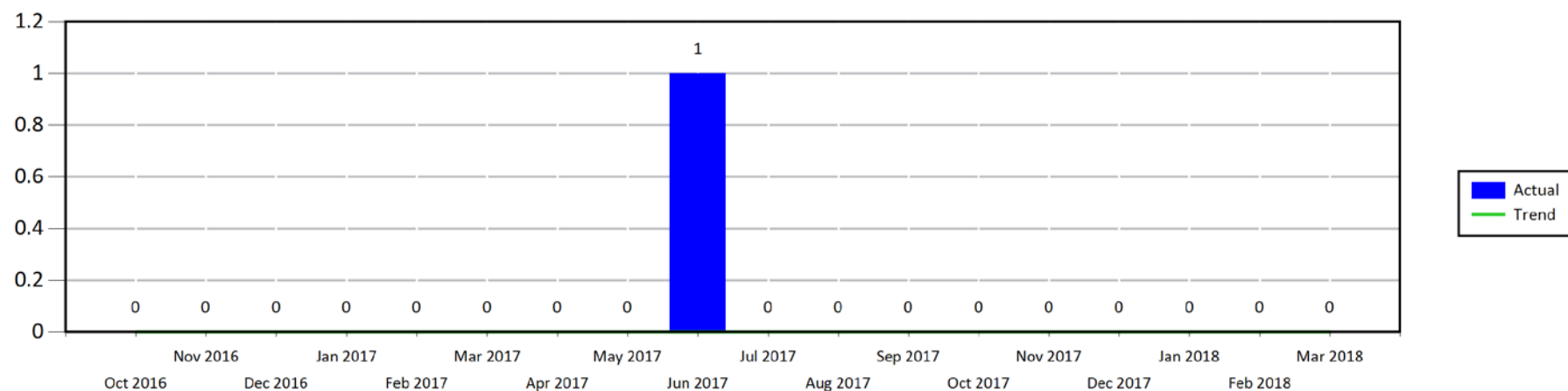
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Wiltshire Council	Month	Sep 2018	245



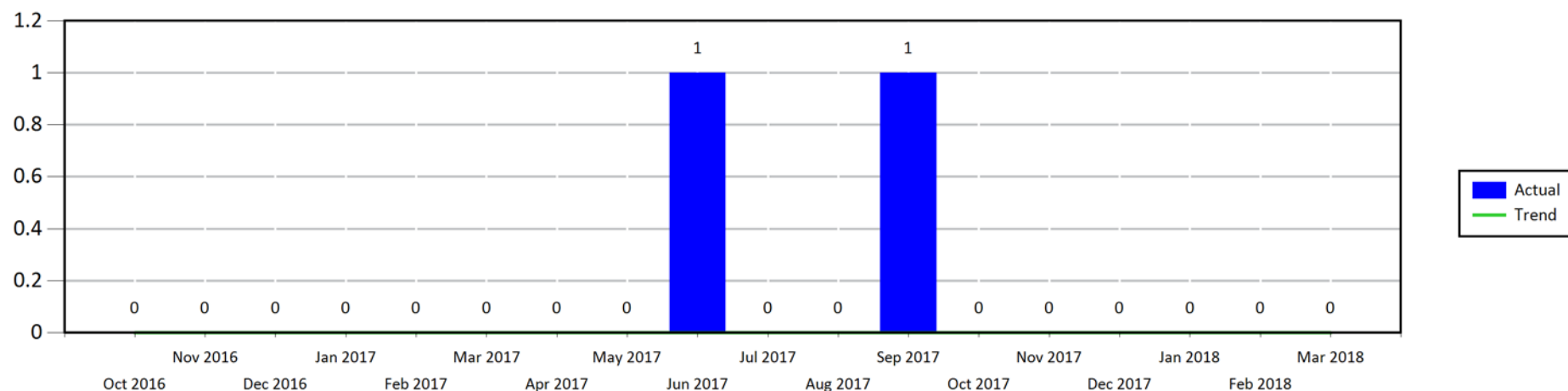
KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken to high risk households in Wiltshire	Quarter	Jul-Sep 2018	72.7%



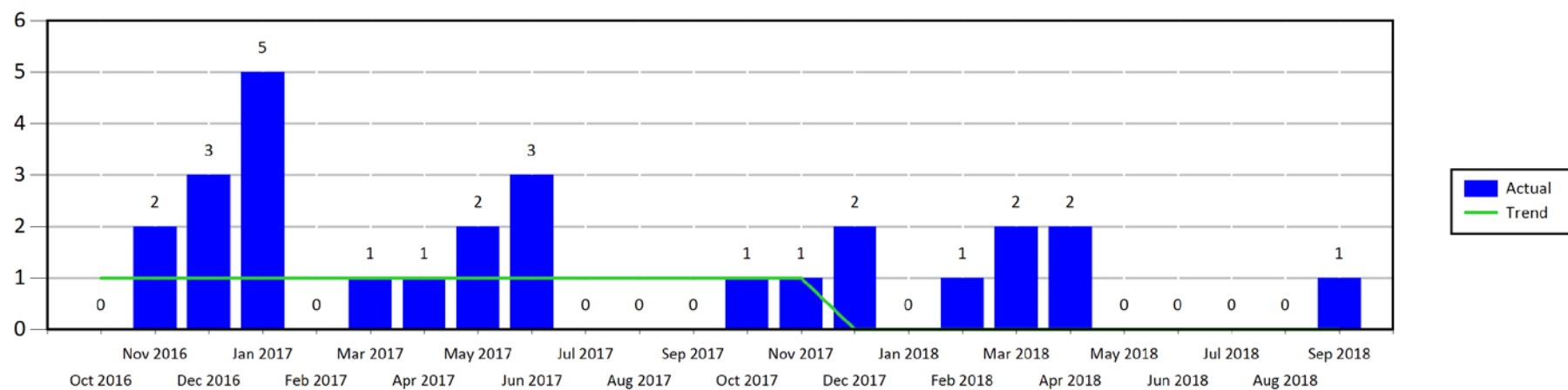
PRE01A-Number of fire related deaths in accidental dwelling fires - Wiltshire Council	Month	Mar 2018	0
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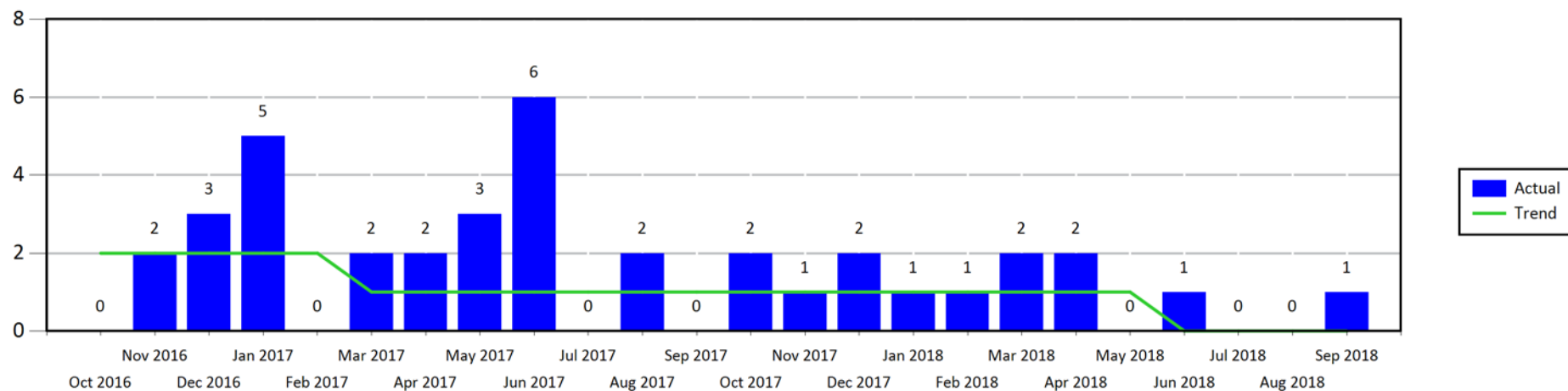
KPI Title	Period	Time Frame	Period Actual
PRE01-Number of fire related deaths - Wiltshire	Month	Mar 2018	0



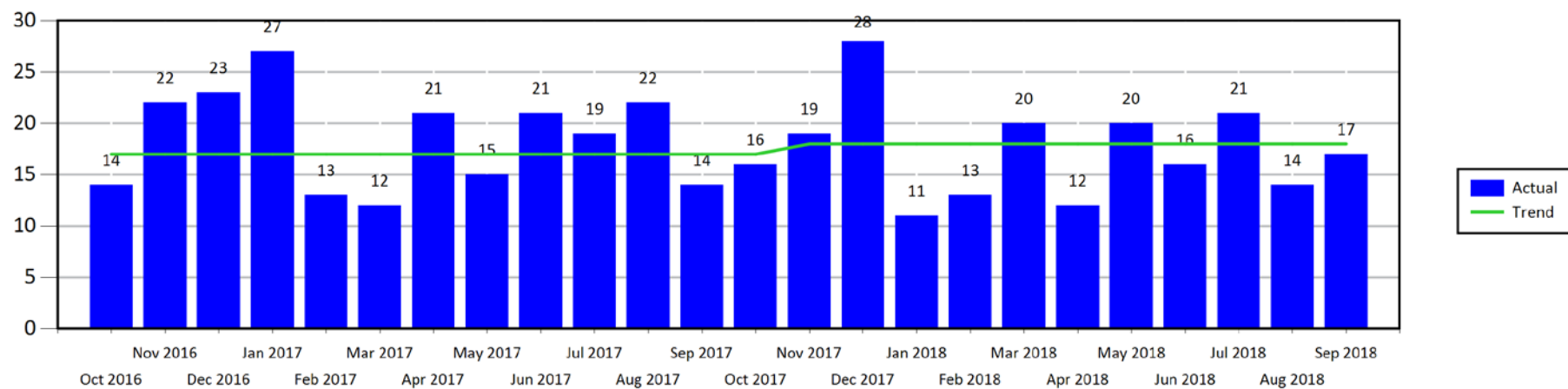
PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire Council	Month	Sep 2018	1
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KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Wiltshire	Month	Sep 2018	1



PRE03_Number of accidental dwelling fires - Wiltshire Council	Month	Sep 2018	17
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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
1.1.6.16	How do we deliver our safety education to children, young people and communities in Wiltshire, helping them build safer and healthier lives?
<p>What are we trying to do?</p> <p>Our Youth Intervention programmes provide the most vulnerable young people in our service area with personal development programmes to help educate young people in the dangers of engaging in risk taking behaviour. In Wiltshire this includes Salamander, an intensive five day course for young people aged 12-18 who are at risk of offending or exclusion from School. This course provides young people with the opportunity to take part in firefighting activities such as hose running, ladders, learn search and rescue techniques, work as a team to overcome Road Traffic Collision scenarios and conduct aerial and water rescue drills. All activities are designed to identify the dangers and consequences of engaging in risk taking behaviour and anti-social behaviour, as well as developing key skills such as communication and team work. Our delivery plan for the 2018/2019 financial year includes five Salamander courses being delivered in Wiltshire.</p> <p>In addition to Salamander, a new Fire Cadet Unit launched in Wiltshire in September 2017 and this completed its first year of delivery in July 2018. This unit, based at Trowbridge Fire Station followed the National Fire Cadet model and followed the academic year providing young people with an opportunity to gain a BTEC Level 2 Award in Fire Services and the Community qualification. The course was an even mix of theoretical and practical input and gave the Cadets an opportunity to take part in a variety of community based activities.</p> <p>Where are we at the moment?</p> <p>The inaugural Trowbridge Fire Cadet Unit ended in July with the Cadets demonstrating their skills in front of over 40 guests at the Pass Out Parade. A total of 12 Cadets completed the course and achieved the National Fire Cadet Level 1 Certificate. We are now awaiting the results of their BTEC Level 2 Award which have been submitted to the external Awarding Body. We received a lot of feedback from the Cadets who graduated this summer including Sam (name changed) who said <i>"I want to thank Christine and all the instructors for a fantastic year. I've gained so much confidence, have learnt how to work with people I don't know and now understand exactly how hard a Fire Fighter works. Completing this course has made me a much better person!! Thank you!!"</i></p> <p>In August six of the Trowbridge Cadets represented Dorset & Wiltshire Fire and Rescue Service (DWFRS) at the very first National Fire Cadet games hosted by London Fire Brigade at Crystal Palace Athletics Stadium. The games saw 19 Fire and Rescue Services from all over the UK attend to compete in a mixture of challenges including hose running, search and rescue and fire safety activities. Our Cadets unfortunately didn't qualify for the second day quarter finals however they did DWFRS and themselves proud by competing to the best of their ability, fairly and with a smile on their faces! Our staff received compliments from other FRS and members of the staff at the Stadium on our Cadets behaviour and politeness which made our staff team very proud.</p> <p>The new Cohort of Fire Cadets in Trowbridge started on the 5 September and a total of 16 young people aged 13-18 are attending the weekly sessions. So far, the Cadets have been getting to know each other through team building activities and have already learnt words of command, how to run out and make up a hose as well understanding about water hydrants. The Unit is a good mix of males and females and already are starting to improve their confidence and leadership skills.</p> <p>Where are we going in the future?</p> <p>Our Youth Intervention Coordinator for Wiltshire has been off long term sick and is not due back until end of October at the earliest. As soon as they return they will start planning two Salamander courses to be delivered in Wiltshire during Quarter 4.</p>	

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

Action Code	Action Name
1.1.7.10	How are we delivering effective road safety education in Wiltshire to reduce the risk of road traffic deaths and injuries?
<p>Progress comment:</p> <p>Road Safety Update – Wiltshire</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 now? (12 months)</p> <p>Wiltshire Council are providing £25,000 of funding to SDSA</p> <p>We are currently planning the delivery of SDSA to 5-6,000 students – venues, transport, staffing etc.</p> <p>We have completed four Don't Drink & Drive Roadshows in Chippenham, Trowbridge, Salisbury & Castle Combe. 700+ people spoken to at each venue.</p> <p>3. The last quarter?</p> <p>MOD Project</p> <p>We have completed the filming of the new MOD Road Safety Video six days in August). The new presentation will be called 'Survive the drive' and will be launched at the MOD's Rose Bowel Awards on the 8th October. We will be testing and evaluating the presentation with the Army in November (6 roadshows in Tidworth) and we plan to have the whole presentation complete and ready for distribution from January 2019.</p> <p>Operation Close Pass</p> <p>We supported the Police led Operation Close Pass at Trowbridge Fire Station. Police enforced the 1.5-metre clearance when overtaking a cyclist on Hilperton Road. Drivers were pulled into the fire station where fire, council staff and paramedics gave education on how to pass correctly using a practical display.</p> <p>In attendance were cameras from ITV and the Wiltshire Times & coverage by BBC Wiltshire</p> <p>Results</p> <p>38 Drivers Stopped and educated on passing cyclists</p> <p>38 Eyesight Tests conducted (no fails)</p> <p>2 No seat belts</p> <p>3 Advisories for Misc. Matters</p> <p>Numerous pieces of Defective Vehicles identified given advisories</p> <p>2 Drivers reported for No Insurance</p>	

25 July - Safe Drive Stay Alive to the Army at Tidworth – 200 attended

28 July - Crashed Motorbike display and advice at Calne Bike Meet – hundreds engaged.

4. The Next Quarter?

We will be running the majority of our Safe Drive Stay Alive Roadshows throughout October to December. Central venues will host the roadshow in Chippenham, Melksham, Devizes, Salisbury and Marlborough with students transported from surrounding schools. We estimate 5,000 students attending 18 shows.

We will also be delivering to the Army in Tidworth, six roadshows with a total capacity of 4,200 attending.

National Road Safety Week 19–25 November. Main Theme: Bike Smart – aimed at educating road users on Cyclists and Motorcyclists. DWFRS will be running the Army SDSA on the 22 November in Tidworth. We will also have a real crashed motorbike display at Tidworth. DWFRS will also have events in other areas (Wilts & Dorset) during the week.

We will be supporting four Don't Drink/Drug Drive roadshows during December – 10 Dec Swindon, 11 Dec Trowbridge, 12 Dec Salisbury, 14 Dec Chippenham 10-3, resources – crashed car, driving simulator.

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 and post 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%
- 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 and 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 we are delivering a highly effective educational tool.

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 all 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 implantation of behaviour change techniques to aid in influencing those young people to make better choices.

As mentioned above we will be targeting the four schools 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 (Wiltshire & Swindon Combined) 2018 stats are up until March

These Stats are Wiltshire Only (Excluding M4) Casualties

	2015	2016	2017	2018 (2018 5 mths)
Fatal	27	23	16	8
Serious	206	216	188	65
Slight	290	1267	1034	373

Motorway 2018 – 0 deaths

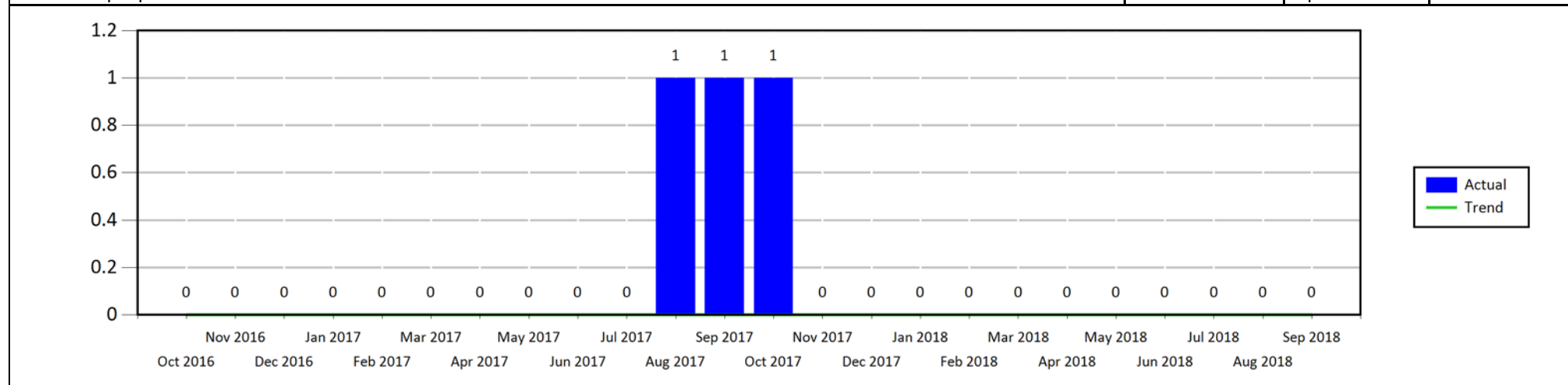
There is currently a gradual decline in road traffic collisions across all the categories. Vulnerable Road Users – Fatal (NOTE – These totals are for Wiltshire & Swindon combined)
Fatal Casualties

	2015	2016	2017	2018
Motorcycles	10	5	7	3
Pedestrians	2	7	5	1
Pedal Cycles	4	2	0	2
Horse Riders	0	0	0	0
Children <15	1	1	0	0

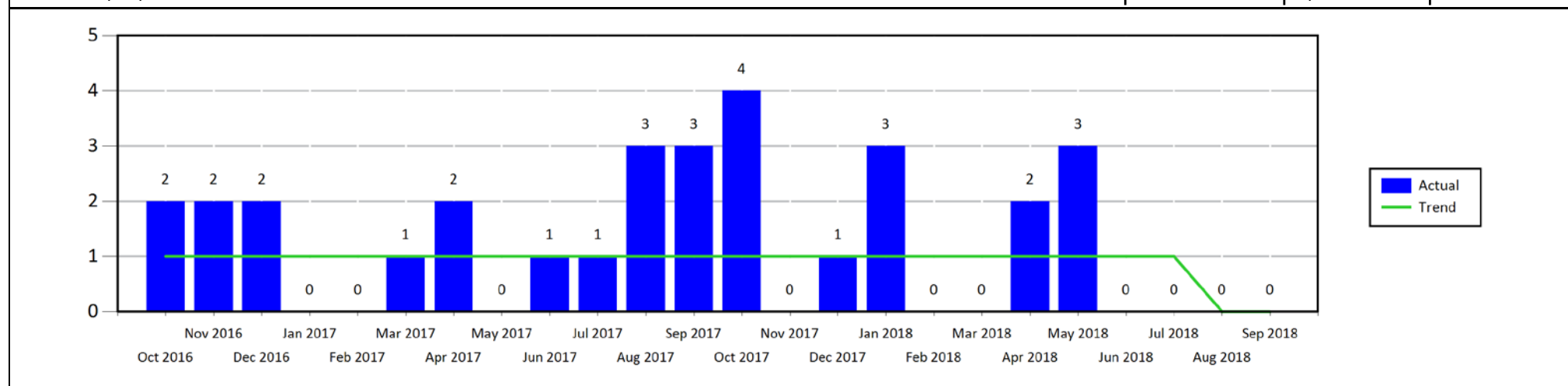
Motorcycle feature strongly across all the years

Key Performance Indicators NB: FIGURES UNAVAILABLE FROM JUNE ONWARDS

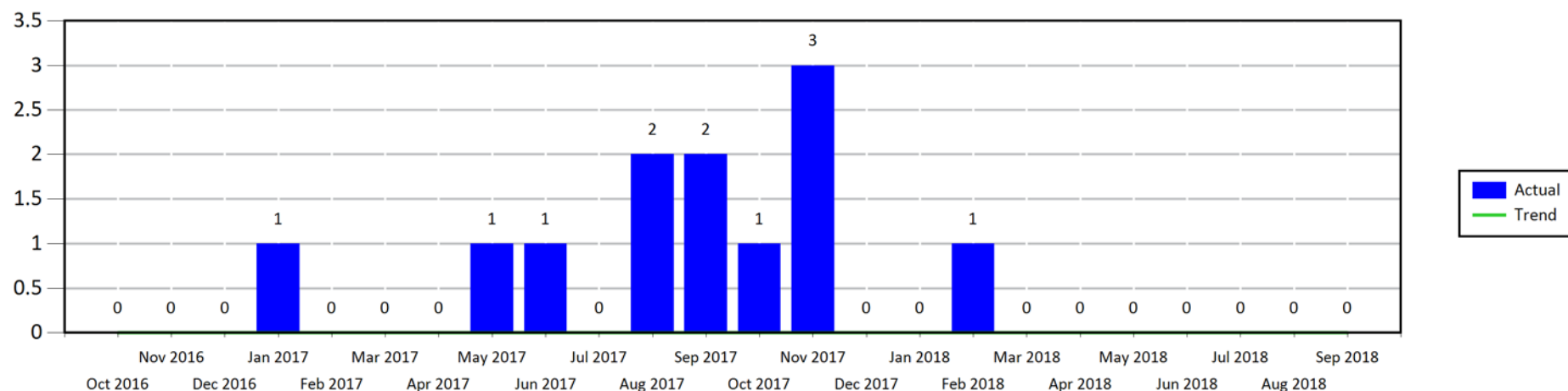
KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - M4	Month	Sep 2018	0



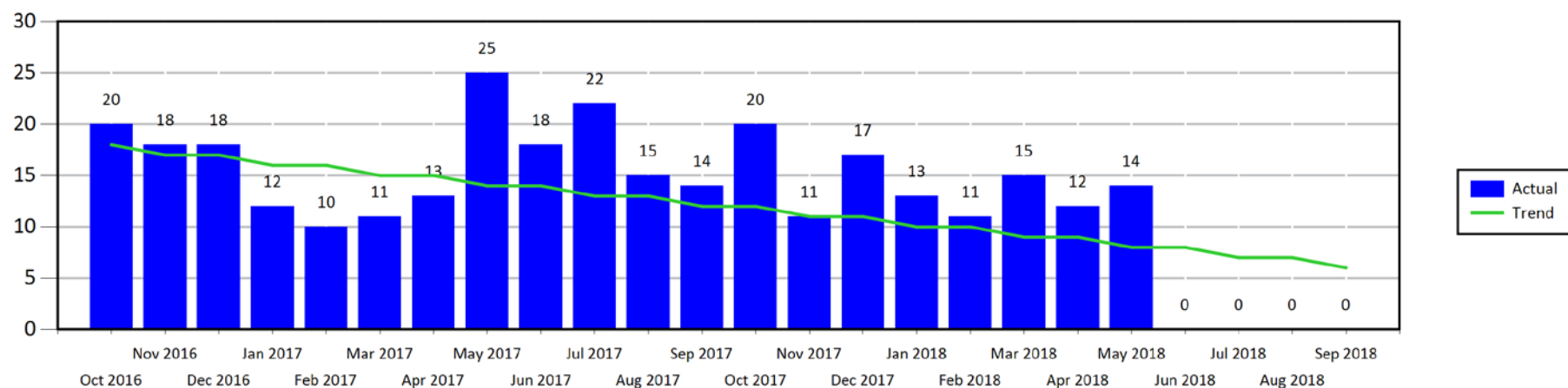
Number of people killed in road traffic collisions - Wiltshire	Month	Sep 2018	0
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KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions - M4	Month	Sep 2018	0



Number of people seriously injured in road traffic collisions - Wiltshire	Month	Sep 2018	0
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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
1.2.1.7	How are we effectively working with our partners in Wiltshire to safeguard the vulnerable people we come into contact with?
<p>Progress comment: Wiltshire</p> <p>DWFRS are represented on the Local Safeguarding Children's Board (LSCB) Quality Assurance Sub Group. We have completed a report on Organisational Headlines to alert the LSCB to performance headlines and emerging issues. This will support the LSCB in its monitoring of key performance Information and help demonstrate the effectiveness of the partnership's safeguarding activity. The report covers information about the strengths and challenges that we have in respect of our service's safeguarding responsibilities, with a particular focus this quarter on Early Help.</p> <p>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"> • Effective Prevention • Effective Safeguarding • Effective Learning • Effective Governance <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 Annual Report.</p> <p>A Safeguarding Adults Boards (SAB) 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.</p> <p>The SAB Voluntary Sector Representative carried out a Line of Sight visit to DWFRS.</p> <p>A report followed which was presented at the next board meeting. Findings shared were positive.</p> <p>"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>	

The Safeguarding lead met with a representative from Wiltshire MASH (Multi Agency Safeguarding Hub).

Key discussions were around:

The need to understand what each other's services can offer and when to refer, understanding thresholds, clear pathways and the need to strengthen operational connections.

A meeting was set with Wiltshire Police Safeguarding and CSE lead. Due to work commitments this meeting has been rescheduled.

Links have been made with the Modern Slavery and Human Trafficking lead in Wiltshire. Work is taking place on communications to be shared with all staff around an Anti-Slavery day in October

Eight members of staff have volunteered to be Domestic Abuse Champions in DWFRS. Training is pending. Once training is complete, information on Domestic Abuse and support will be shared in the Service Update and Connect.

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.

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.

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. As a result of the success of the meeting and DWFRS, Devon and Somerset and Hampshire Safeguarding teams have been encouraged to work together more closely, we will be meeting two to three times a year. This will be ongoing

The Safeguarding Co-ordinator attends a monthly meeting with other Safeguarding Leads (SL) from external agencies this helps to ensure 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

At September's meeting the group had a guest speaker from Rape Crisis Support.

Work is pending on sharing information on the Service Update and Safeguarding Team page.

The Safeguarding Co-ordinator has met with Preventions HR Business Partner to look at safer recruitment. This is ongoing.

DWFRS have representation on the monthly Wiltshire Hoarding Protocol Task and Finish Group with Wiltshire Council. The panel has been set up to create a multi-agency working group to look at how organisations deal with hoarding.

Working alongside:

The Health Protection and Environment Group (Wiltshire Council)

The Public Services Board (Wiltshire Council)

Wiltshire and Swindon Community Safety Partnership.

This will be ongoing

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.

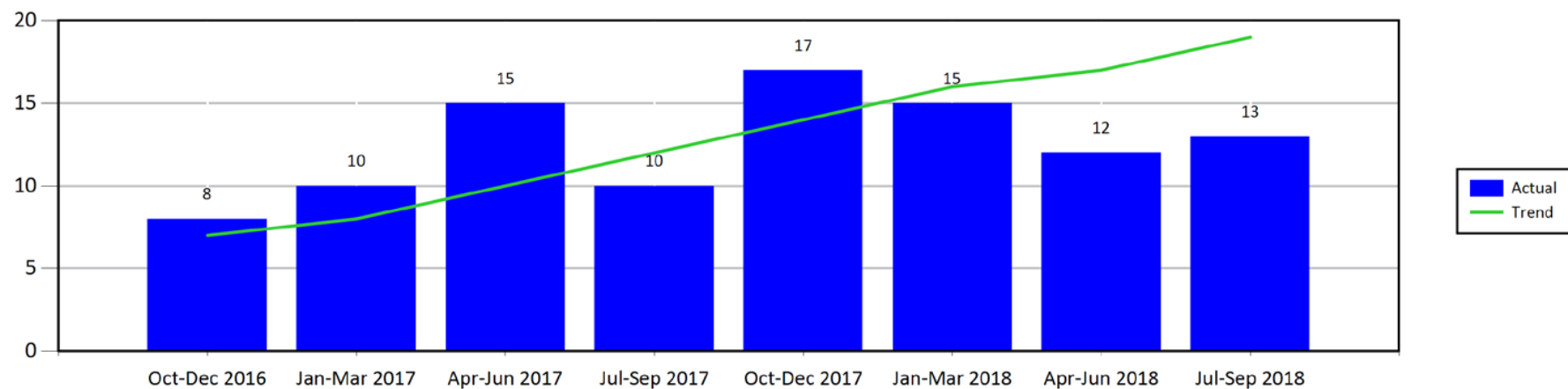
DWFRS continue to work with multi agencies: Receiving referrals from the Police and SWAST

We make referrals to Children Services, GP's and NHS Teams, Social Services, Police, (CMHT) Community Mental Health and Sight and Hearing Teams, Falls Clinics and more.

The Area Manager continues to represent the service on the local Wiltshire safeguarding board.

The Safeguarding Lead has monthly meetings with the SPOC and bi monthly meetings with the two Safeguarding Deputies for training and supervision.

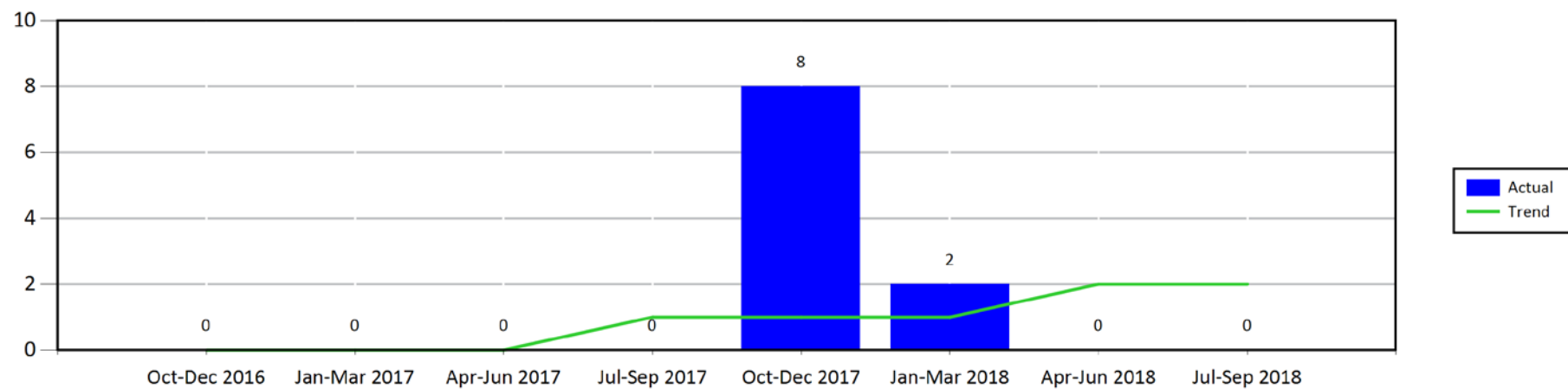
KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals from DWFRS- Wiltshire Area	Quarter	Jul-Sep 2018	13



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

Progress comment:

None



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
1.2.2.9	How are we providing advice, support and consistent regulation for local business in Wiltshire so they can meet their legal fire safety obligations?
<p>Progress comment: Q2. 2018/19</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... working to reduce the overall impact and cost of fire.</p> <p>We will focus on buildings with a sleeping risk. In the last year, we have targeted Residential Care Homes, Hospitals, Accommodation above commercial units and Landlords of Houses of Multiple Occupation (HMOs).</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, Food Standards Agency, Environmental Health, Licensing, Police, Immigration and the Environment Agency; 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 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.</p> <p>Primary Authority Partnership confirmed with Hall & Woodhouse bringing the number active partnerships to seven. Further partnerships with HF trust and Shaw Trust Group are in the application stage.</p> <p>On 4th September we gave a presentation to Directors at Aster Group on implications for Housing Associations post Grenfell and the Hackitt Review.</p> <p>Meetings with Police and other partners on modern day slavery attended targeting locations in the Trowbridge and Salisbury areas. As a result of a joint visit to Treetops Carwash in Bulford we issued a restriction notice for associated HMO accommodation. We attended premises in Salisbury used as a massage parlour at the request of Wiltshire Police, with regards to use of the accommodation for sleeping purposes and have liaised with Wiltshire Council Housing as a result.</p>	

Chiefs Council (NFCC) published guide 'Do you have paying guests' and a number of other bespoke guidance materials written in conjunction with NFCC. Due to the high level and quality of guidance and internal scrutiny combined with there being no known instances of fires in Airbnb premises within Wiltshire the service is satisfied that no current work need be planned to further scrutinise these premises. This will be closely monitored for change.

Ongoing review of HMO CFRMIS records to improve operational intelligence for active HMOs.

Fire Safety Inspectors targeted local businesses in Westbury and Warminster as Part of Business Safety Week between 10th and 14th September. we visited industrial estates and contacted competent persons to offer fire safety advice. Any concerns identified have been recorded and follow up action taken where necessary. 15 premises visited in total. Issues covered included maintaining effective means of escapes, emergency planning, salvage plans, use of firefighting equipment and fire doors.

Proactive fire safety audit programme was introduced in August. Work will be completed between now and March 2020. We are using Experian data to identify premises which include known sleeping risk and premises where large numbers of people congregate, stock is held and where there are cooking facilities. This will require 20-25 audits per month to be completed in Wiltshire area in addition to reactive audits. Current performance is 63.9% completion which is 11.9% above target

We have trained three additional personnel in use of our sprinkler demonstration unit. This will enable us to support demonstrations at DWFRS and other public events, promoting the use of domestic and commercial sprinklers more effectively.

We held a seminar on the use of Sprinklers in British Automatic Fire Sprinkler Association at the Guildhall, Salisbury on September 19th. 90 delegates from across the fire safety, business and local government sectors attended the event. Subjects covered included Grenfell/Hackitt, Sprinklers in Schools, Sprinklers in Heritage Buildings, Retrofit Sprinkler projects in Swindon and Plymouth. There was also a presentation by a firefighter from Salisbury giving a firefighter's perspective on the benefits of sprinkler systems. Our Sprinkler demonstration unit also attended the event. The Seminar was extremely well received, and we have had a great deal of positive feedback.

Outputs for Wiltshire – Q2 2018 - 19

- 64 Building Regulations consultations, all within the 15 working day statutory period
- 183 Unwanted fire signals (non-domestic). Work underway to identify repeat offenders and reduce, in partnership with area team
- 14 Fires in non-domestic premises including three 'Significant' fires
- 9 Post fire audits
- 135 Fire Safety Audits
- 34 Licensing applications

Common failings that fire safety inspecting officers find are: 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.

Current Prohibition Notices in force:

Flat 77 Westbury Leigh Westbury	22-Feb-18
Flat 77 Westbury Leigh Westbury	22-Feb-18
Salisbury Spice Salisbury	1-Feb-18
New Champion Chinese Take Away Westbury	14-Nov-17
Harnham Fishbar, Salisbury	01-Apr-2016
Grillado, Salisbury	27-May-2016
Pan Master Trowbridge	17-Jan-2018

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.

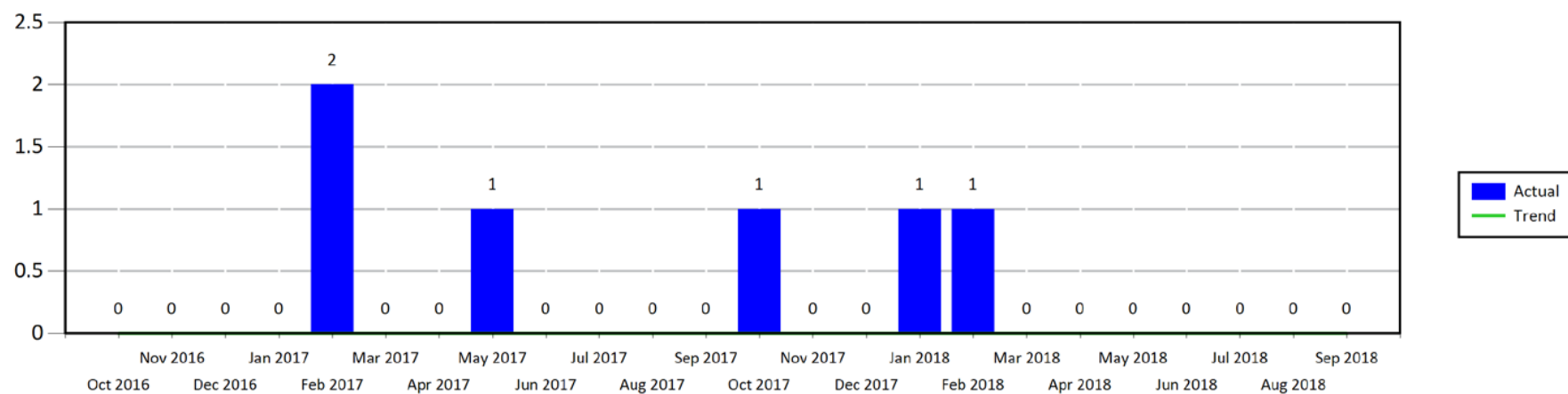
Detailed information has been obtained from the Environment Agency on waste sites and this will be considered with regards to further proactive work for auditing the higher risk sites. A second Sprinkler Seminar in partnership with BAFSA will take place at in Swindon covering local and national issues in relation to commercial sprinklers and considerations post Grenfell.

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

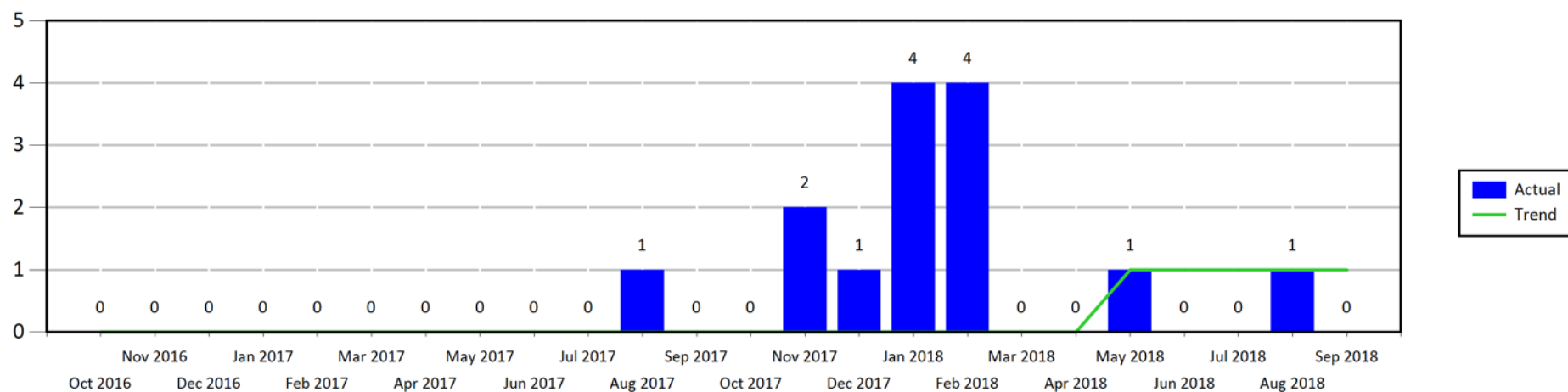
DWFRS seminar on in partnership with the British Automatic Fire Sprinkler Association at the Guildhall, Salisbury on September 19th. 90 delegates from across the fire safety, business and local government sectors attended the event. Subjects covered included Grenfell/Hackitt, Sprinklers in Schools, Sprinklers in Heritage Buildings, Retrofit Sprinkler projects in Swindon and Plymouth. There was also a presentation by a firefighter from Salisbury giving a firefighter's perspective on the benefits of sprinkler systems. Our Sprinkler demonstration unit also attended the event. The Seminar was extremely well received, and we have had a great deal of positive feedback.

Key Performance Indicators

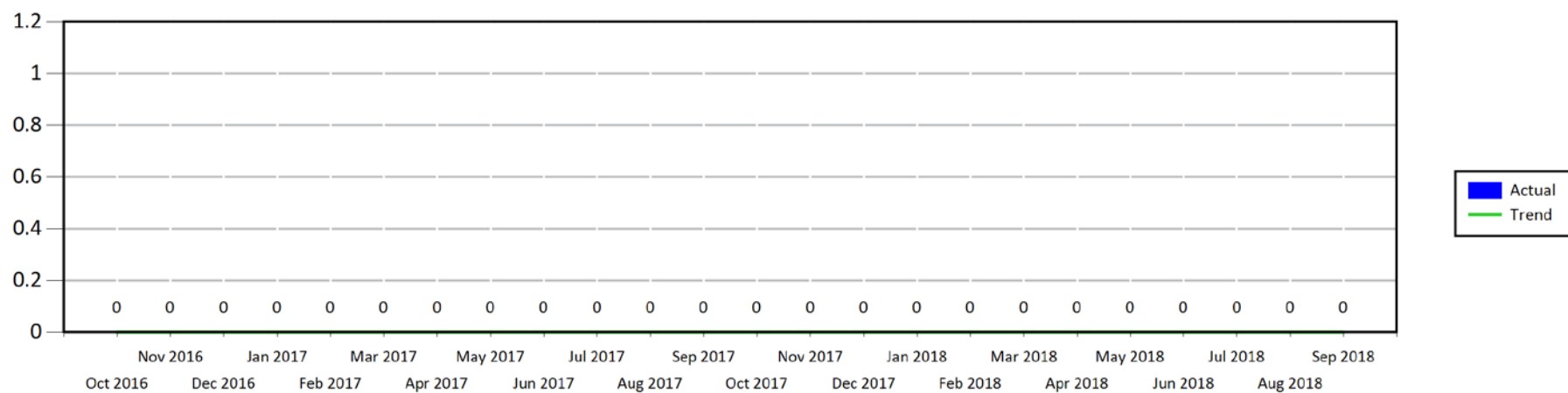
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Wiltshire	Month	Sep 2018	0

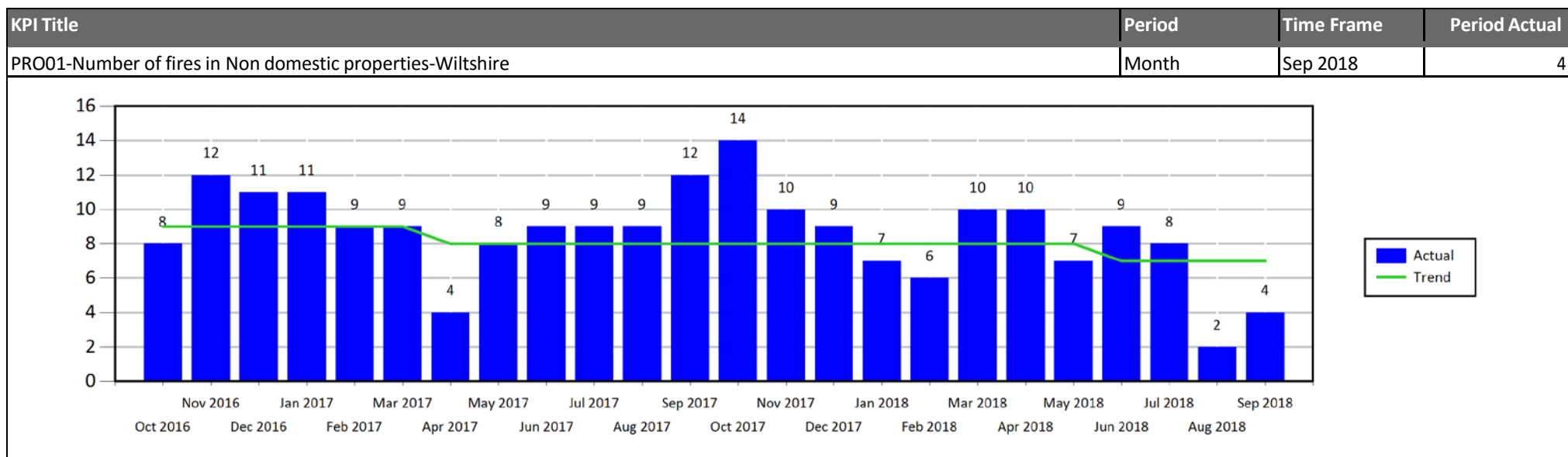


KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Wiltshire	Month	Sep 2018	0



Number of prosecutions in Wiltshire Council	Month	Sep 2018	0
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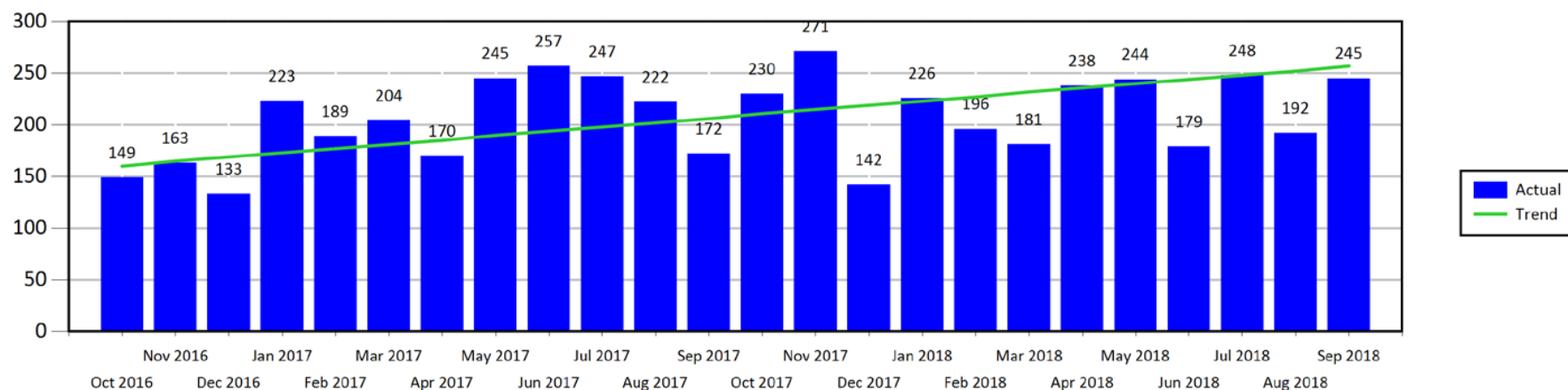


KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

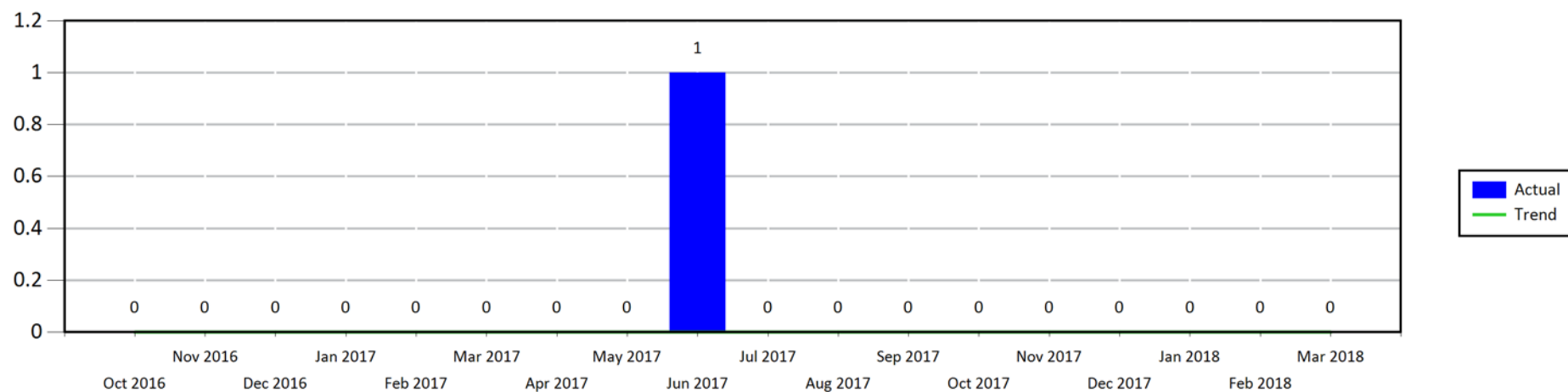
Action Code	Action Name
1.2.3.7	How are we identifying and driving down risk risks to the community, heritage and environment in Wiltshire?
<p>Progress comment:</p> <p>Wiltshire Group work alongside partners to identify risks and incorporate them into a variety of workstreams, these include joint work relating to flood warden initiatives, underpinning protocols for joint response to flooding related incidents ensuring our work supports the Wiltshire Emergency Planning Officer in translating the National and Community Risk Registers into meaningful outcomes to the public.</p> <p>DWFRS are now leading a review of the LRF emergency 4x4 protocols to ensure they are fit for purpose and suitable and sufficient to be invoked in severe weather to provide the most effective response to the needs of critical assets and respond to major incidents.</p> <p>Operational crews at key stations across the group are receiving additional training to provide them with the knowledge, understanding and equipment to work effectively alongside partners to mitigate the impact of flooding incidents.</p> <p>All Station Managers continually review the new and existing risks within their areas of responsibility adopting a methodical and systematic approach to reviewing and updating site specific risk information held for different premises, alongside On Call Support Officers, visits are subsequently programmed to all identified premises with some attracting a higher level of information capture and dissemination.</p> <p>The Group Manager continues to have a link into MARAC meetings with other partner agencies. This is to receive a number of referrals to properties and occupiers who have been victims of domestic abuse. 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 ensure the property is fitted with smoke detectors. We also highlight the threats of arson through the mobilising system to ensure crews and control staff are aware. This also helps with police attendance at specific addresses.</p> <p>Additionally, operational crews continue to use Pinpoint software. This enables them to highlight the high-risk addresses/occupants across the area. Once aware of the addresses the crews visit the area to offer the free visits. Uptake has been varied but crews will continue to pursue this method and others over the coming months along with working with partner agencies.</p> <p>We continue through our Fire Safety Manager to work with Wiltshire council in highlighting empty buildings and the risks associated with this.</p> <p>An exercise recently took place at Longleat House, a heritage risk within Wiltshire, to test the response arrangements were sufficient and identify key locations for specialist appliances such as the Ariel Ladder Platform. This also incorporated a 7.2d visit to ensure local crews are fully conversant with the premises and procedures to be adopted if attending an incident at the premises.</p> <p>In the coming months a number of industrial/commercial areas across the area will be allocated to individual watches to take responsibility of risk/arson reduction. This will be linked in with our protection department to ensure they are made aware of any significant issues that may need further investigations.</p>	

Key Performance Indicators

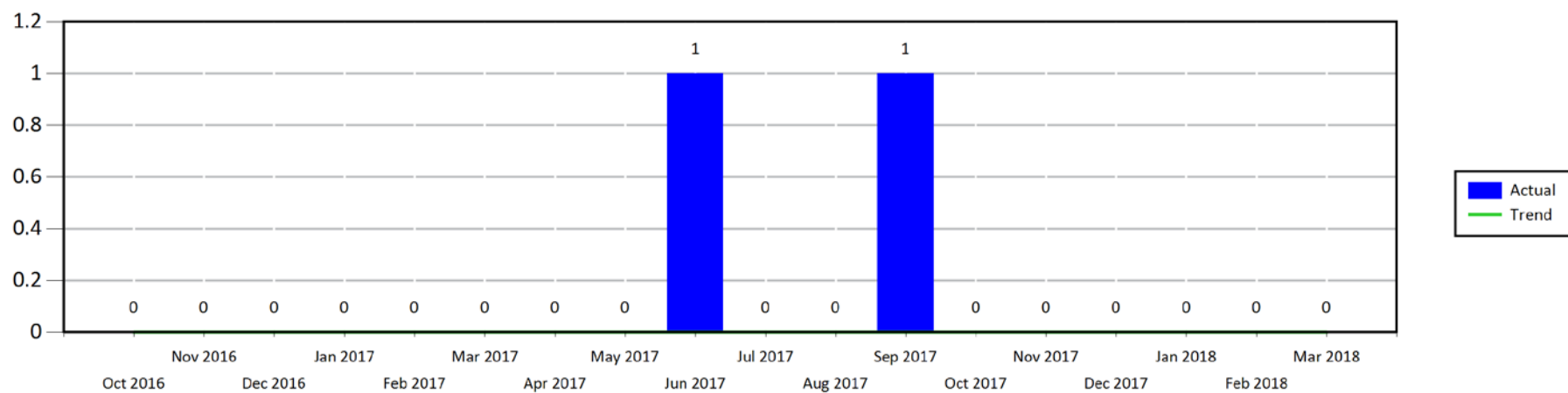
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Wiltshire Council	Month	Sep 2018	245



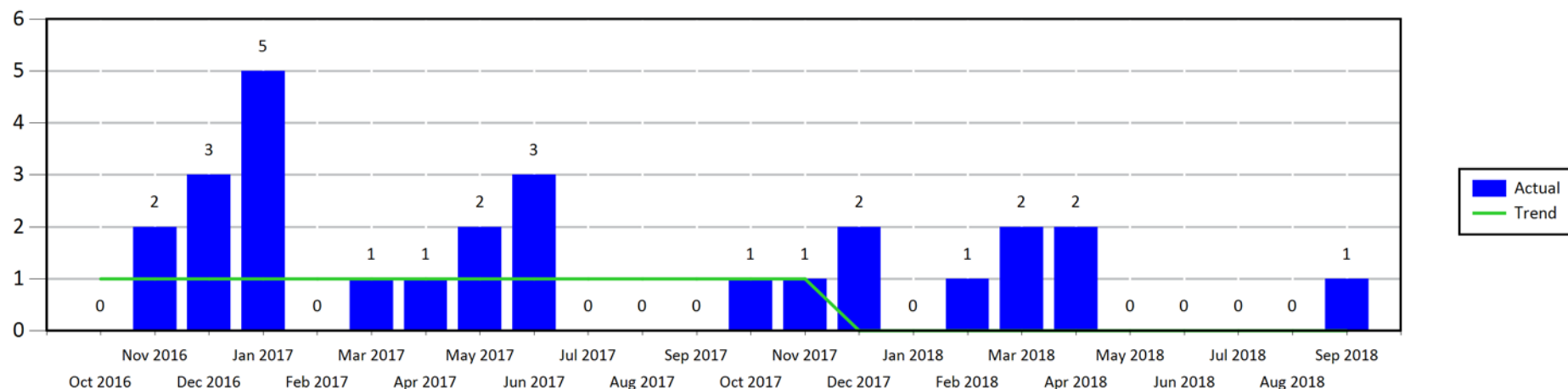
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Wiltshire Council	Month	Mar 2018	0



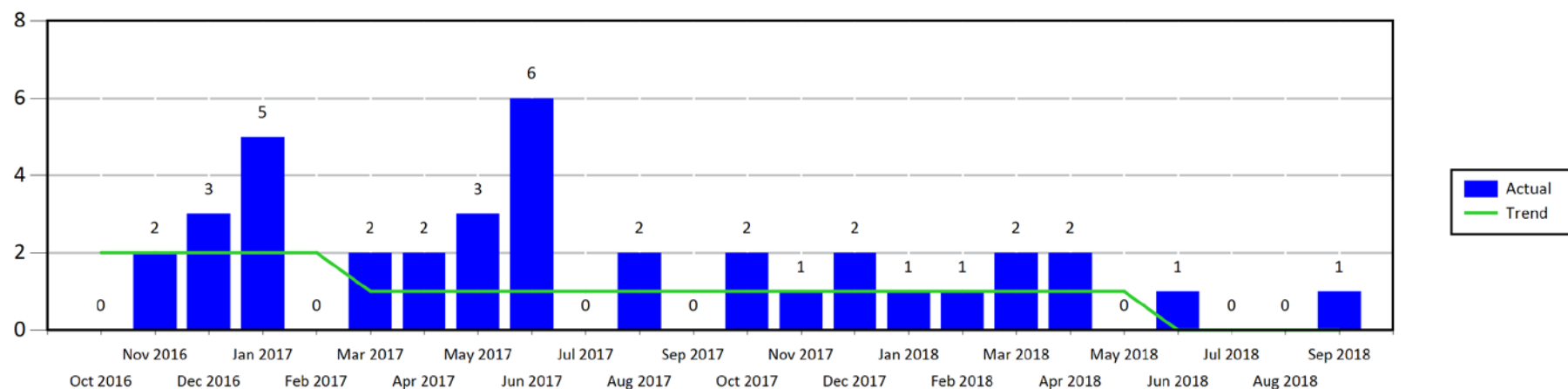
PRE01-Number of fire related deaths - Wiltshire	Month	Mar 2018	0
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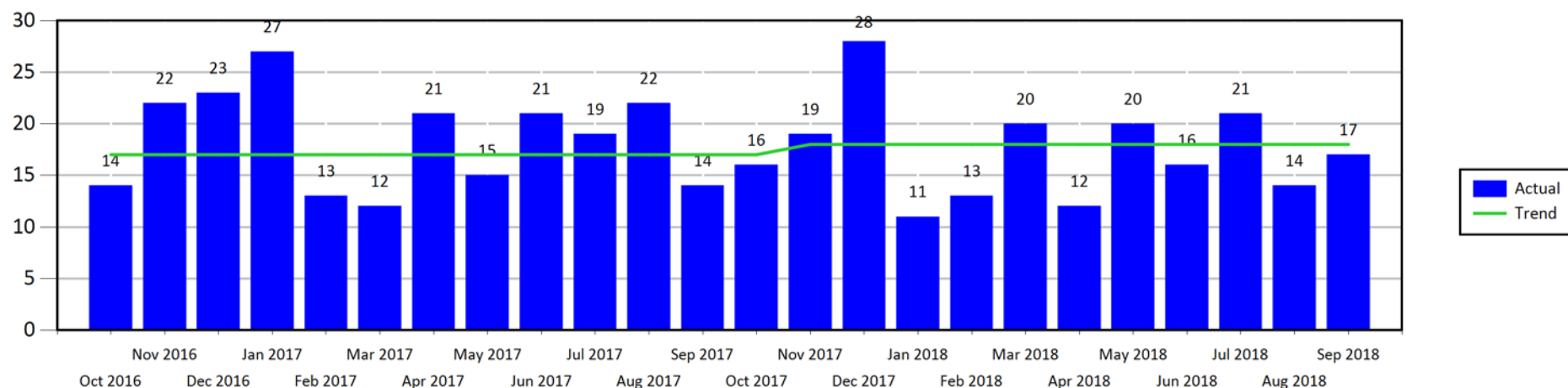
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire Council	Month	Sep 2018	1



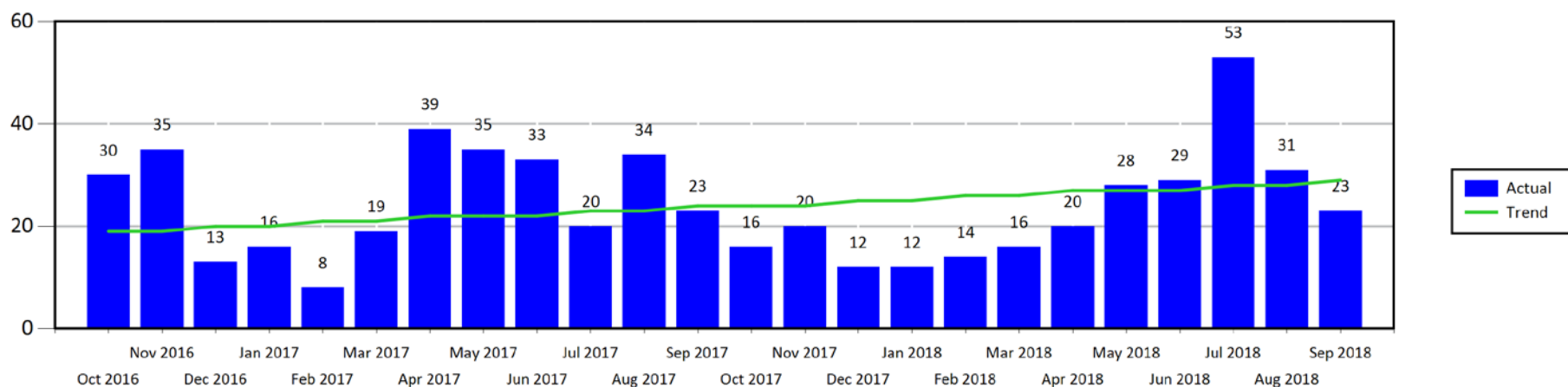
PRE02-Total number of fire related injuries - Wiltshire	Month	Sep 2018	1
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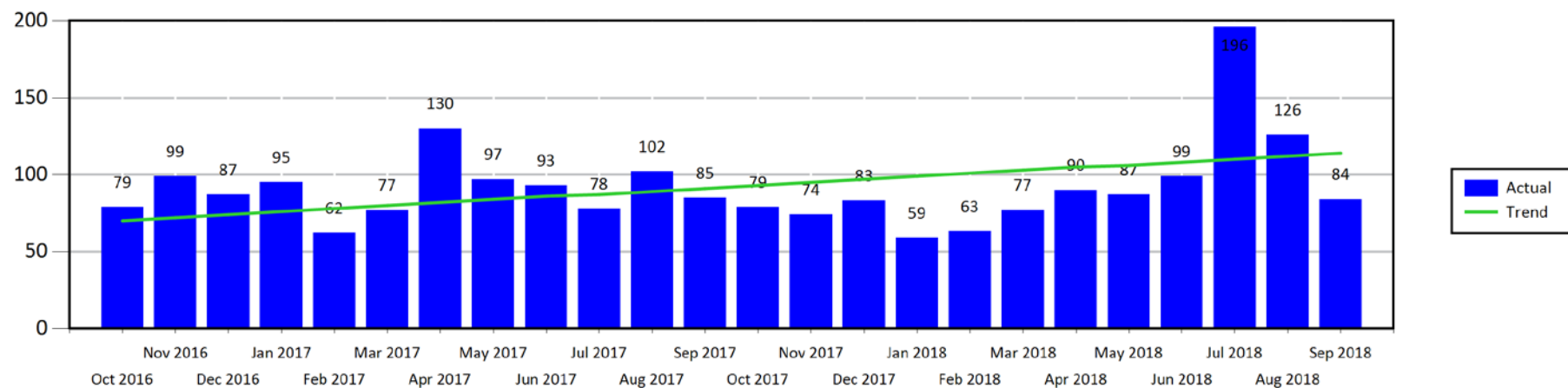
KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Wiltshire Council	Month	Sep 2018	17



PRE05-Number of deliberate fires (primary + secondary) - Wiltshire Council	Month	Sep 2018	23
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KPI Title	Period	Time Frame	Period Actual
PRE06-Number of fires - Wiltshire Council	Month	Sep 2018	84



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

Action Code	Action Name
1.2.4.12	How do we effectively support local resilience partnership arrangements In Wiltshire to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p>Progress comment:</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.</p> <p>Themes for these meetings going forward are: Severe weather, COMAH sites, CBRNe, and warning & Informing. Each of these topics has a risk assessment and a plan which are thoroughly reviewed and amended as necessary at these meetings.</p> <p>Continued to support the multi-agency operations to resolve the Salisbury nerve agent attack by contributing to the operation that ensures the safe clean-up of areas that may have been contaminated. This has been achieved by being an active member of various planning groups and providing emergency crews as part of the safe systems of work.</p> <p>On Tuesday 3rd July 2018 a major incident was declared in respect of the poisoning of two members of the public in Amesbury through contact with a nerve agent. The major incident was called Operation FORTIS and required the establishment of a Strategic Command Centre with relevant command, control and coordination structures being put in place. The incident followed on from Operation FAIRLINE in March 2018, where the Skripals were subject of a targeted exposure to a nerve agent in Salisbury.</p> <p>On the evening of the 16 September 2018 a couple were taken unwell in Prezzo in Salisbury and because of the symptoms they were exhibiting and other intelligence this event was suspected to be linked to the earlier attacks. As such a major incident was called by the Police and DWFRS stood up a number of systems and extra staff to support the multi-agency response. The victims were taken to hospital and tested negative for nerve agent so those systems were then stood down.</p> <p>DWFRS has contributed to a review of the LRFs 4x4 plan being undertaken by Wiltshire Council. The 4x4 cell, which is a key part of the 4x4 plan is run by DWFRS and was used to great effect during the severe weather last Winter. This resulted in over 1700 vulnerable people receiving essential medical care in their own homes.</p> <p>DWFRS has taken part in a Police led exercise to tests the LRF fuel plans, these plans ensure that there in minimum disruption to fuel supplies during a time of crisis.</p> <p>Looking forward there are a number of exercises being run by the Police to test our multi-agency response to a series of terrorist related type incidents. Wiltshire Council area leading on the delivery of a Multi-Agency Tactical Training Course (MATT) which prepares tactical commanders and managers to lead and support a response to a wide range of emergencies.</p>	

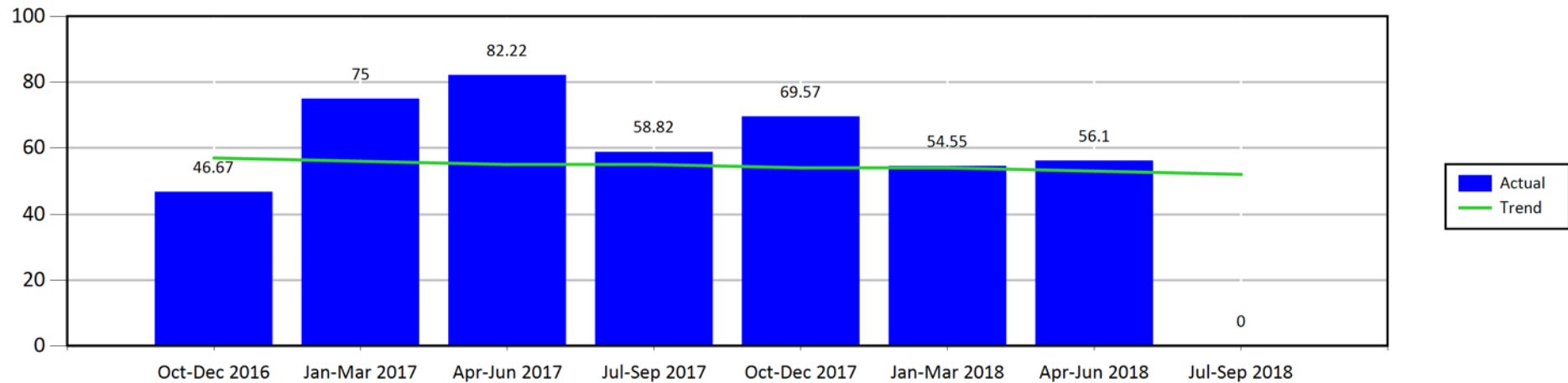
Priority: Being there when you need us

KLOE 9: Are appliances available when we need them?

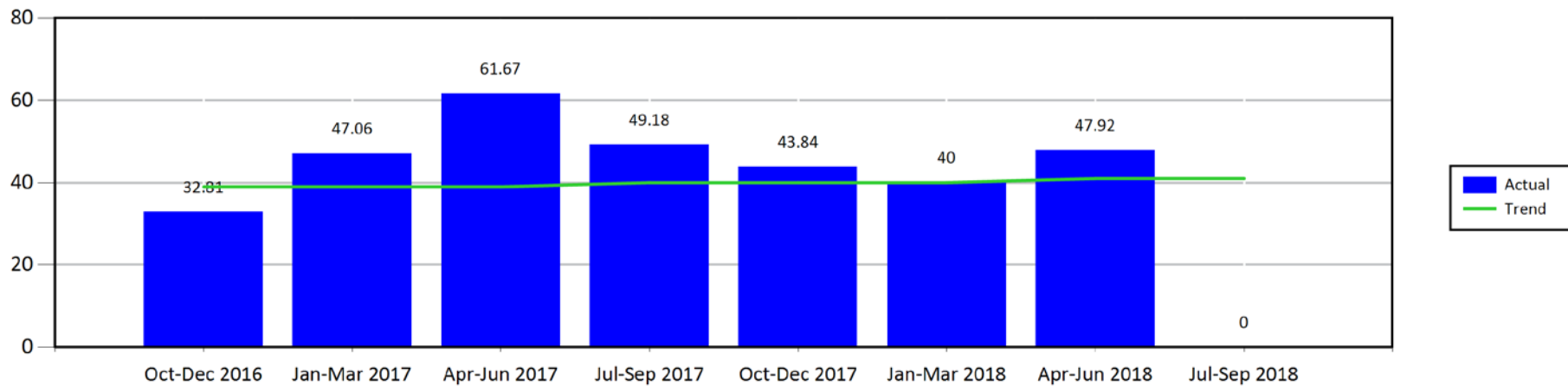
Action Code	Action Name
1.3.1.7	Are appliances in Wiltshire available when we need them?
<p>Progress comment:</p> <p>The availability of appliances and personnel across Wiltshire continues to be monitored on a regular basis and where appropriate targeted performance management measures applied to address underperformance. Low establishment levels continues to detrimentally effect the appliance availability across the group, whilst medium and long term solutions are being developed, including the introduction of revised salary scheme arrangements, increased flexibility to enable more efficient use of corporate and off duty whole time staff to conduct on call duties and the alignment and streamlining of the recruitment process other short term methods are employed where appliance availability at key stations in higher risk areas is not at the required level.</p> <p>These include; on call staff being relocated from their 'home' station to provide cover at an alternative location, this generally only takes place where there is sufficient capacity at the home station to avoid reducing availability. Use of personnel in the Crewing Shortfall process and the use of wholtime staff on overtime.</p> <p>On Call Support Officers have worked with local on call managers to embed the use of Gartan, an electronic availability system, to accurately forecast and illustrate crewing levels to ensure the use of resources is optimised, On Call Support Officers can then use the information available to monitor the availability of appliances and implement resolutions to identified breaches where possible. Close liaison has taken place with On Call managers to ensure they have the support they require to effectively identify, and forecast, gaps in establishment and skill attributes to mitigate the impact on availability of appliances.</p> <p>We're constantly recruiting within the on call system due to the turnover of staff. A number of stations across Wiltshire are participating in the Salary scheme trial 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>Recent recruitment events across the group have been a great success with a high number of the public attending. They were able to ask questions of fitness and educational standards as well as visit a number of work stations where they were able to try out breathing apparatus, ladder climb and Road Traffic Collisions skills. To promote the event, we used various social media platforms and used the #beoneofus which has been used extensively through our positive action campaign to try and encourage underrepresented groups to consider the service for a career. Work continues to identify areas of establishment shortages and implement targeted recruitment campaigns. This includes social media campaigns targeted to specific areas, for example Pewsey, who have successfully attracted new recruits through this method.</p> <p>The availability of wholtime appliances is almost guaranteed, however, similar levels of support are given to watch management teams to forecast potential shortages of personnel or skill sets and address them at the earliest opportunity. Furthermore, in September Crew and Watch Manager interviews took place across the organisation. A number of vacancies have arisen due to promotions and this will mean some changes to management teams across Wiltshire. Continuing this thread, it will then create firefighter vacancies which will be considered as part of the succession planning.</p>	

Key Performance Indicators NB FIGURES UNAVAILABLE FOR QUARTER 2

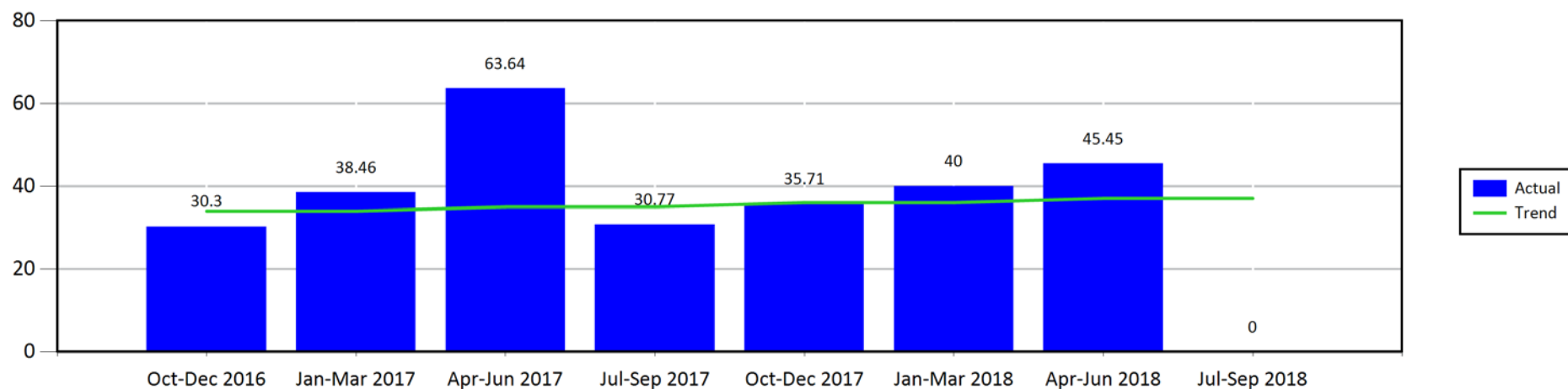
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time ischrone-Wiltshire Council	Quarter	Jul-Sep 2018	0%



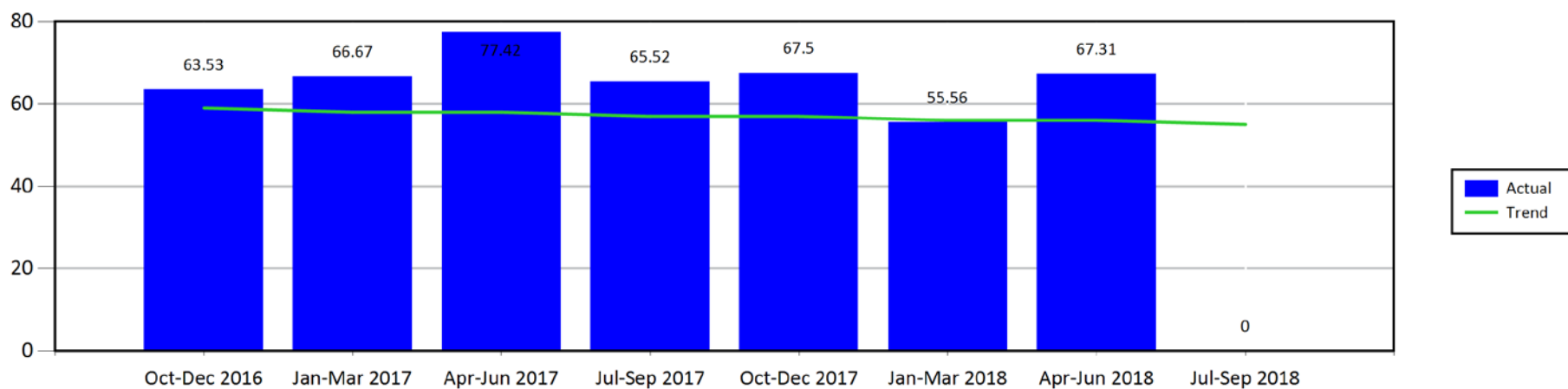
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Wiltshire Area	Quarter	Jul-Sep 2018	0%
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KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Wiltshire Area	Quarter	Jul-Sep 2018	0%



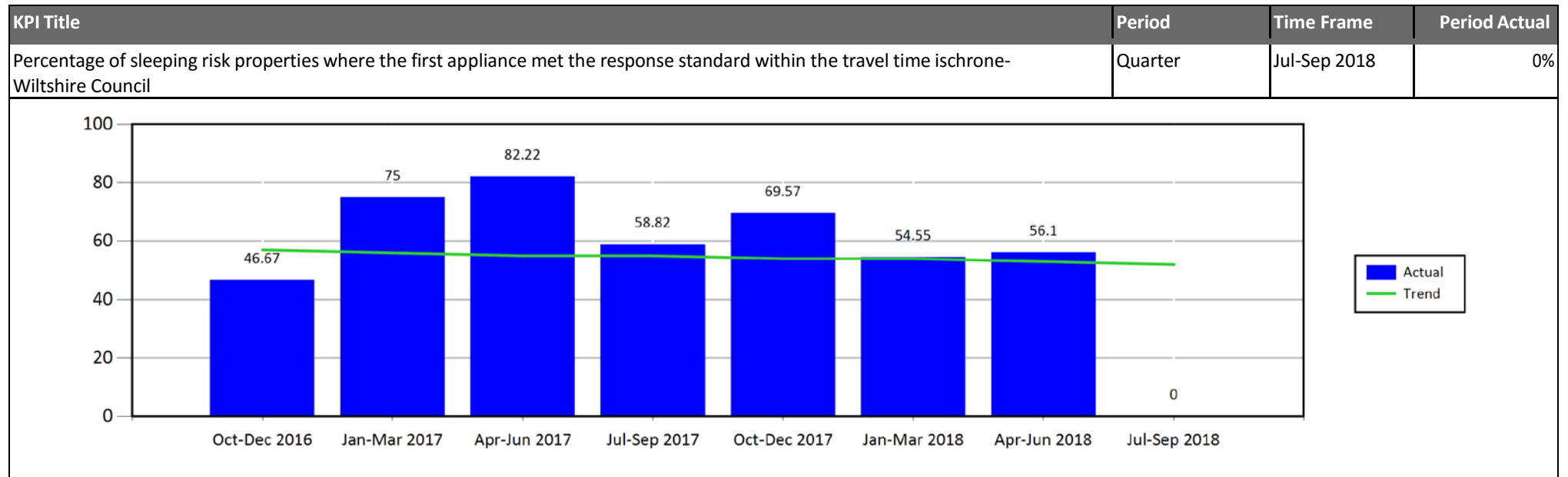
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Wiltshire Area	Quarter	Jul-Sep 2018	0%
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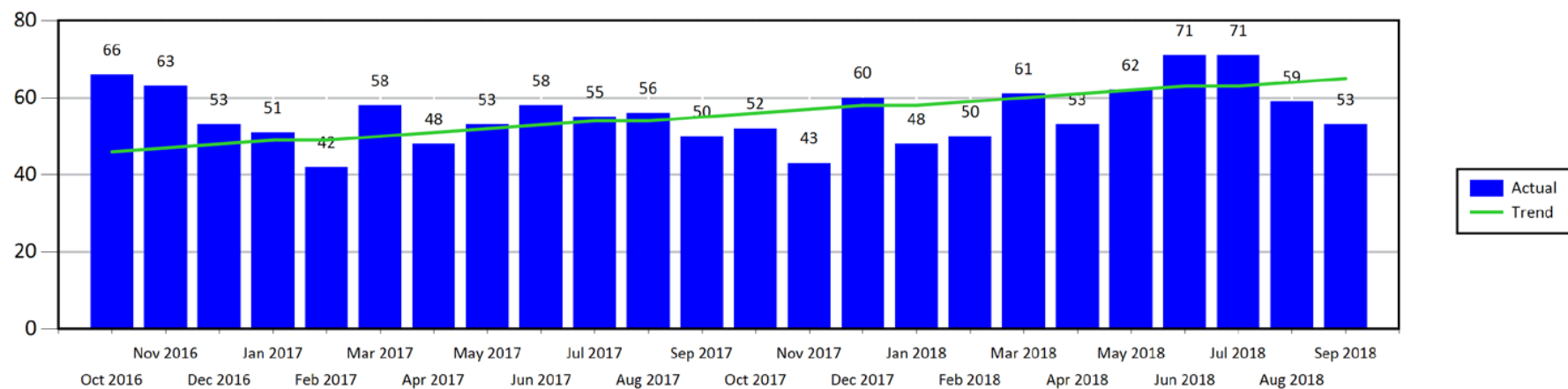
KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

Action Code	Action Name
1.3.2.11	How effective and efficient are our response arrangements in Wiltshire for dealing with the range of incidents we attend?
<p>Progress comment:</p> <p>Within Wiltshire Whole time duty system stations continually meet the majority of our response standards. We continue to strive for improvements to the response times for On Call appliances, balancing this against the need to employ staff who often have to travel some distance, on occasion through heavy traffic, to respond to the station from their workplace or home. Where an appliance is unavailable because of insufficient crewing and the next nearest appliance is mobilised this has an adverse effect on response times. All turnout time performance is monitored and, where appropriate, investigated on a monthly basis when appliances are not mobile within two minutes for Wholtime and 5 minutes for On Call.</p> <p>The response arrangements are set to save life, protect property and also to reduce harm to the environment. Response arrangements are one element within our Integrated Risk Management Plan (IRMP). Response arrangements are planned to make best use of operational resources in order to mitigate identified risks within our communities. The Emergency Response Standards introduced by the Fire and Rescue Authority are life-focused indicators setting challenging targets for a wider variety of incidents.</p> <p>Whilst we monitor the turnout times of the crews as explained above, we also investigate failures of response standards. The corporate target is that on 75% of occasions the first pumping appliance will achieve an attendance time of ten minutes to all premises fires; this response time includes call handling, mobilisation and travel time. The key performance indicators to support this target are 90 seconds call handling, two minutes turn out time for WDS or five minutes for on-call with the remaining six and a half or three and a half minutes respectively for travelling to the incident. The standard for the second pumping appliance is 13 minutes to premises with a sleeping risk e.g. dwellings, hotels, prisons and 15 minutes for non-sleeping risks. The response standard for RTCs is 15 minutes for the first pumping appliance.</p> <p>Where Response Standards are not met it can be linked to turnout times, however on occasion turnout times are met yet response standards are not. There are a number of reasons this can occur including an appliance being in other location when calls are received conducting risk visits or training or simply because of the distance they are required to travel, We have proactively identified areas across Wiltshire where appliances will not be able to reach within the response standard timeframes and work alongside prevention and protection teams to ensure work is conducted to reduce risk. In addition, crews across Wiltshire continue to promote the service wide initiative "Are we getting through" this was to highlight the issues of inconsiderate parking across the area. Targeted initiatives of this nature contribute to the overall response of appliances.</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 Hazardous Material and specialisms such as animal and water rescue ensuring operational crews are highly skilled and able to respond to the broad variety of incidents presented.</p>	

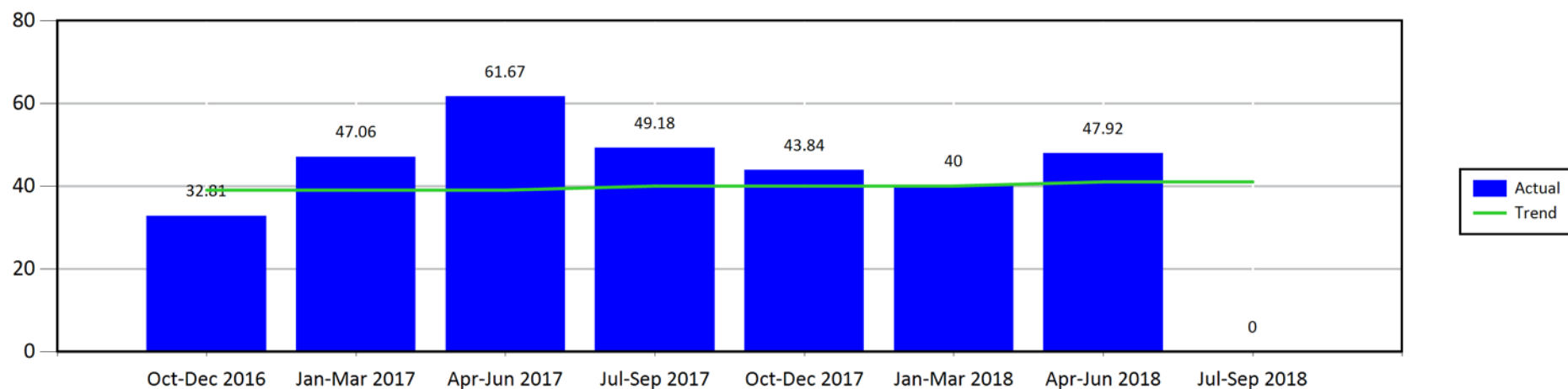
Key Performance Indicators



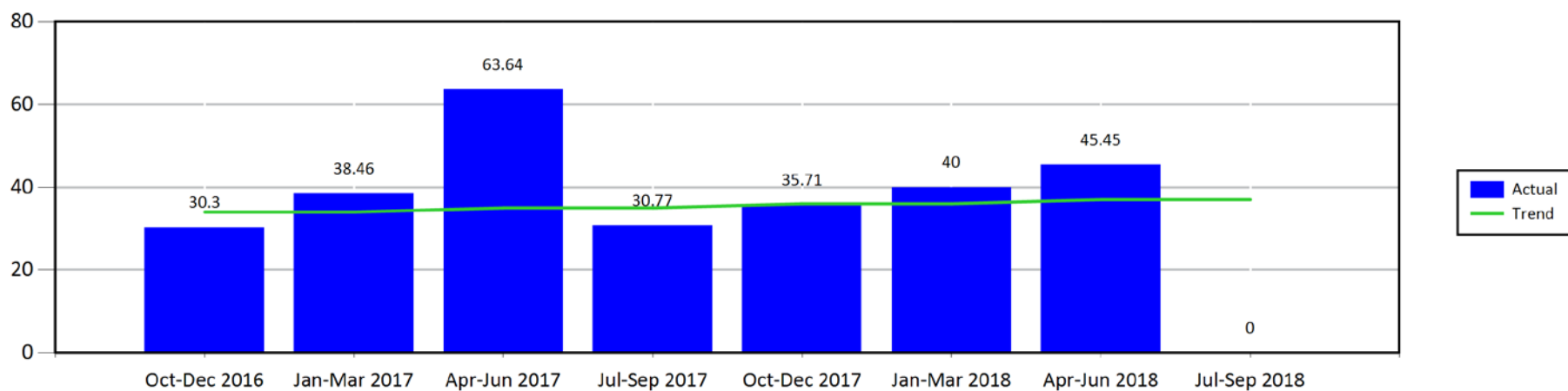
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Wiltshire	Month	Sep 2018	53



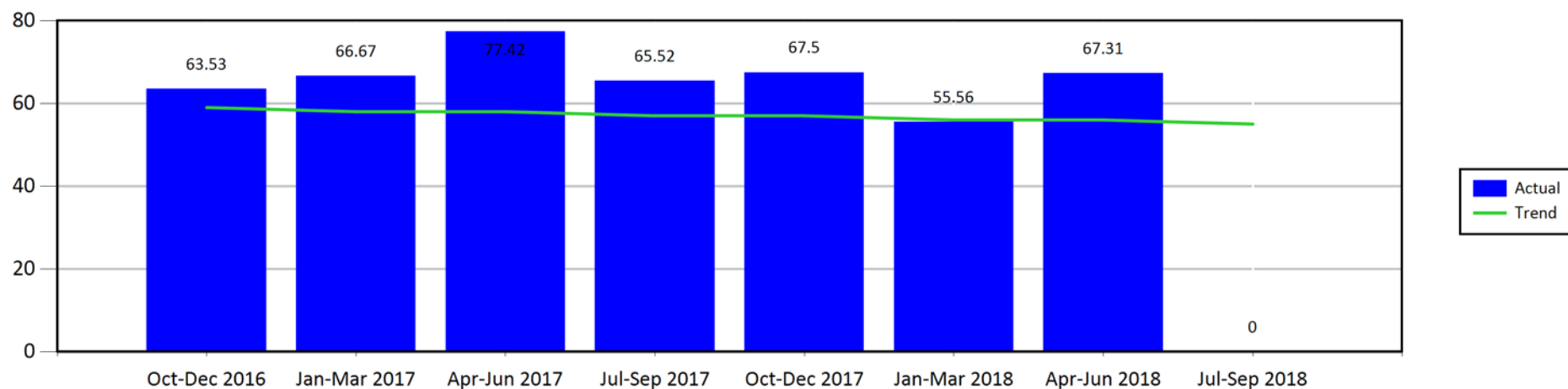
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Wiltshire Area	Quarter	Jul-Sep 2018	0%



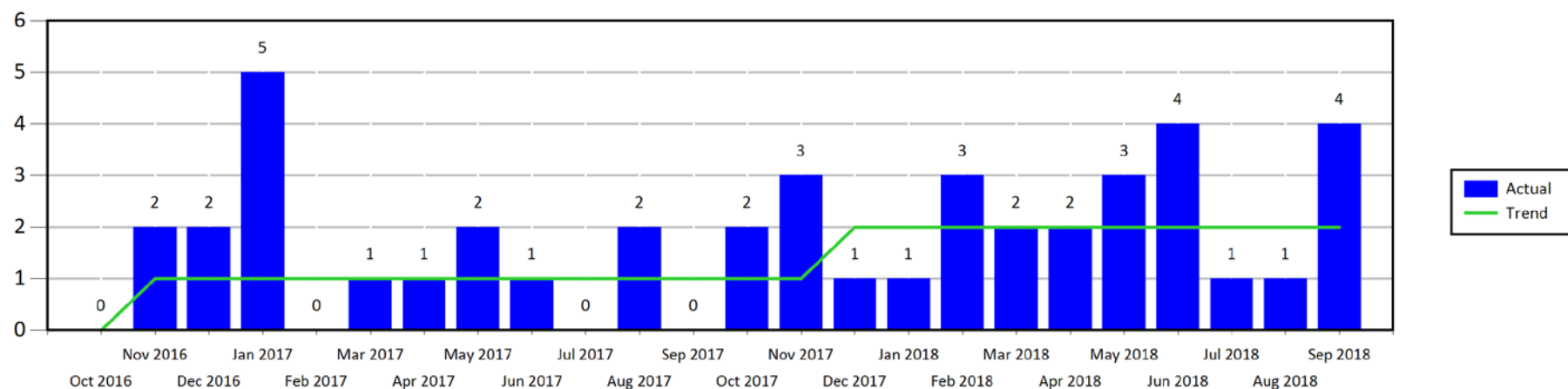
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Wiltshire Area	Quarter	Jul-Sep 2018	0%
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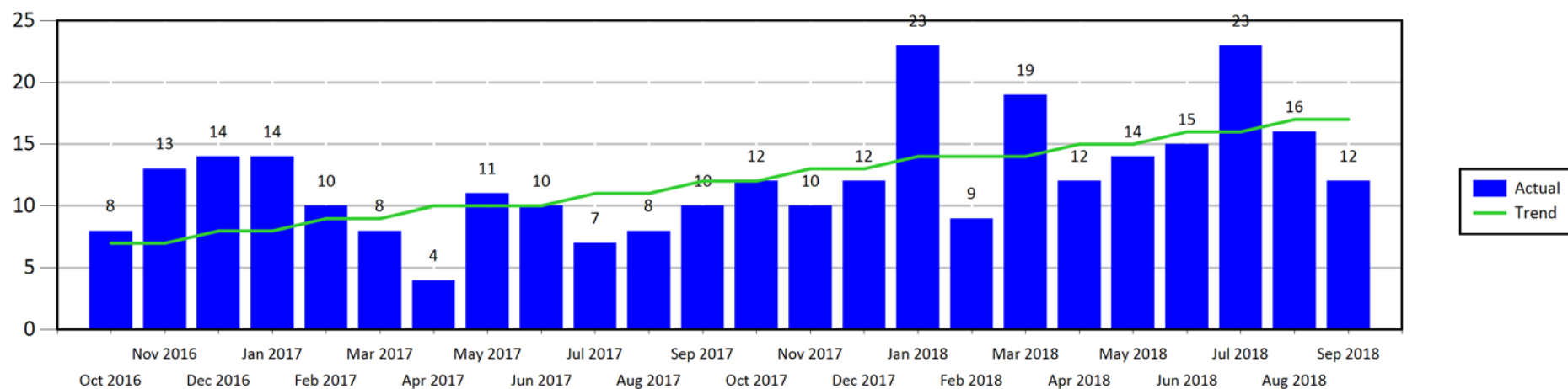
KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Wiltshire Area	Quarter	Jul-Sep 2018	0%



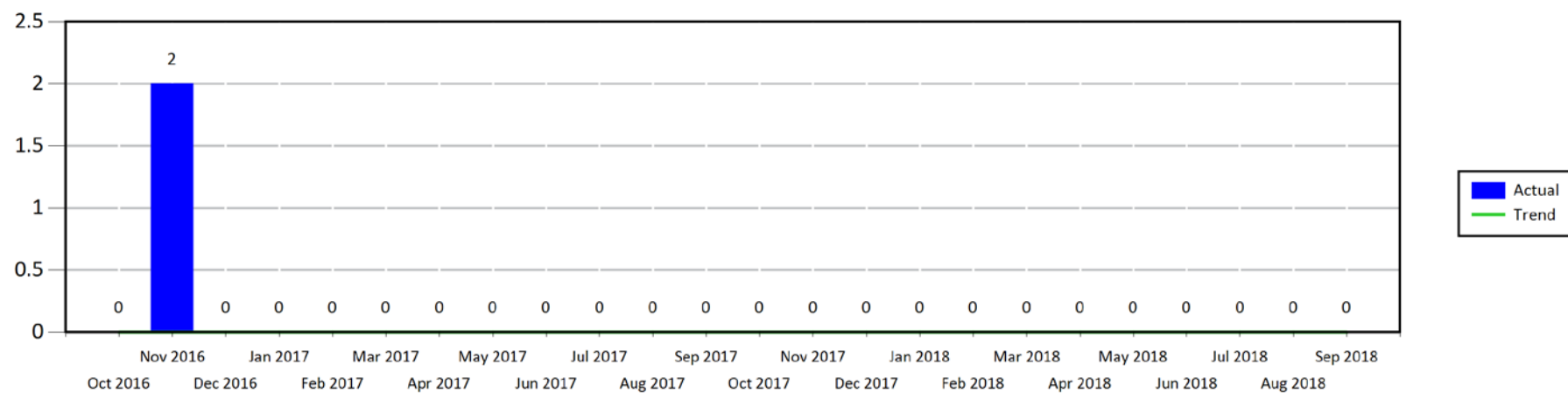
RES11-Number of people rescued at fire related incidents-Wiltshire Area	Month	Sep 2018	4
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KPI Title	Period	Time Frame	Period Actual
RES12-Number of people rescued from RTCs-Wiltshire Area	Month	Sep 2018	12



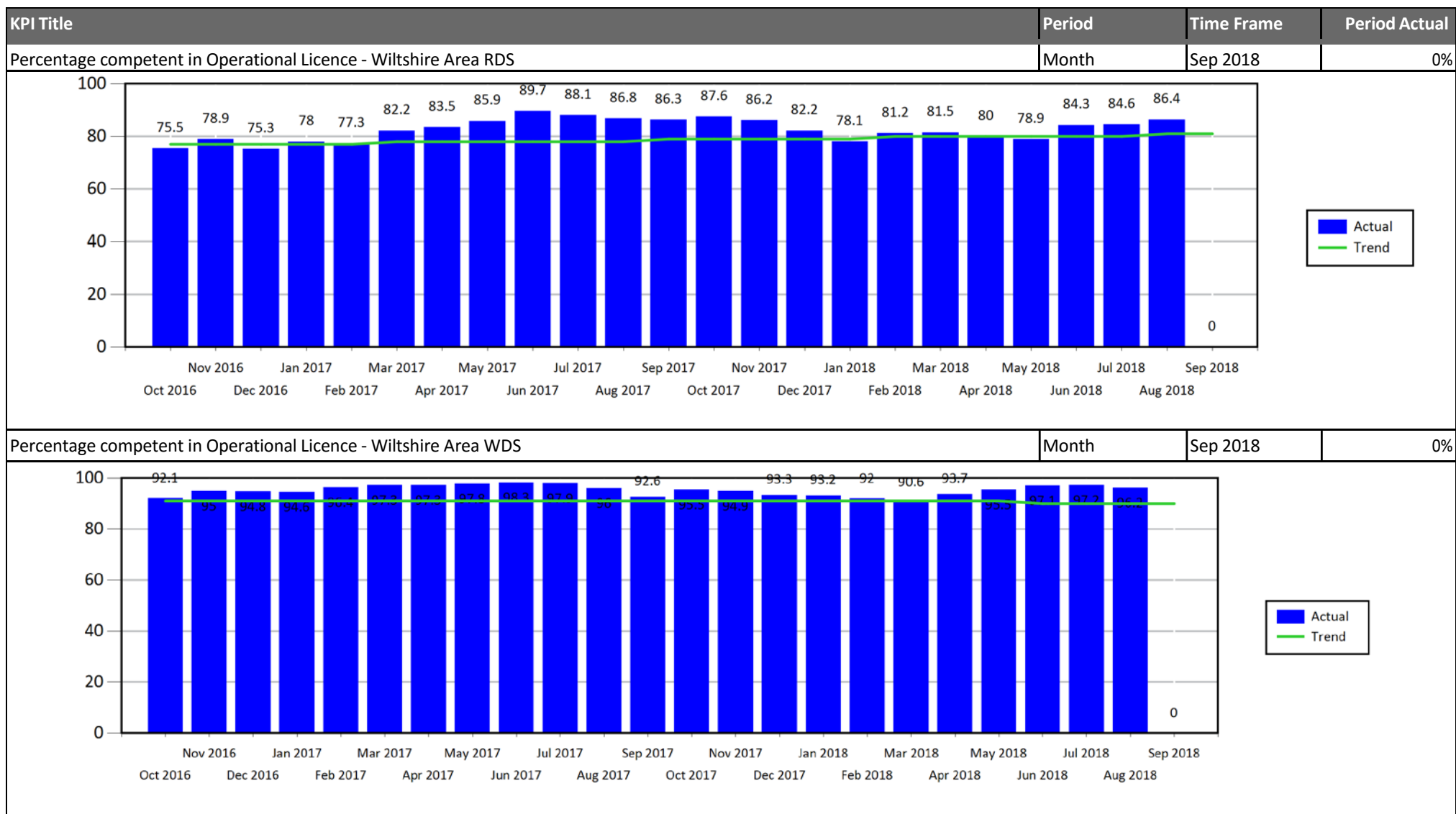
RES13-Number of people rescued from flooding-Wiltshire Area	Month	Sep 2018	0
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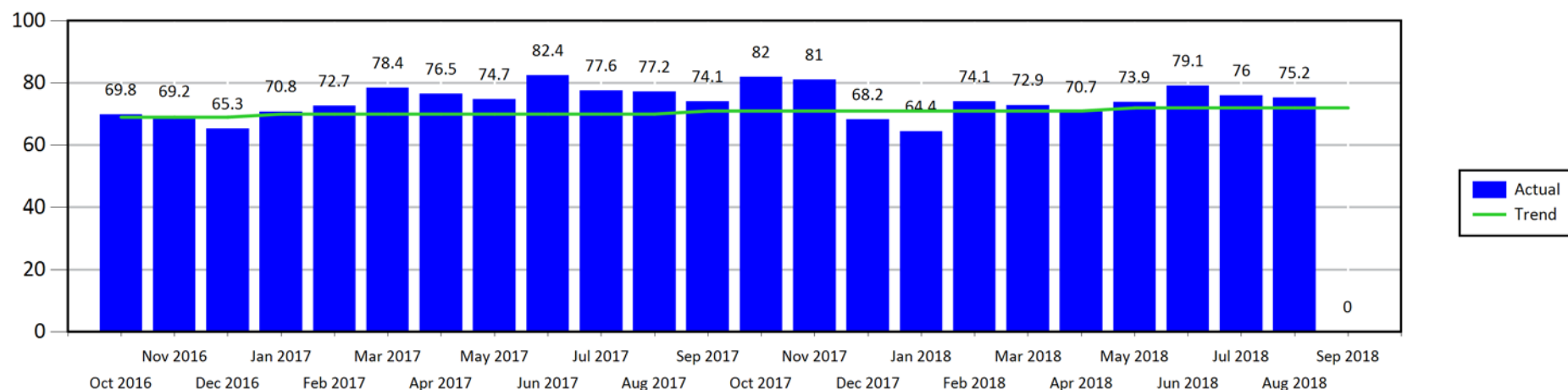
KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

Action Code	Action Name
1.3.3.15	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Wiltshire?
<p>Progress comment: Extensive work has been undertaken to continue to ensure that all operational personnel are afforded the opportunity to maintain an appropriate level of competence that is necessary for them to undertake their role efficiently, effectively and safely.</p> <p>Operational training has continued to be a key focus of Wiltshire AMT to ensure that all firefighters are competent within their respective roles.</p> <p>As a direct result of this focus, operational licence figures have shown improvement over the past 18 months Wiltshire AMT continue to strive to achieve its own ambitious target of 100% for all operational staff. Where individual or stations are shown to have lower than acceptable levels of competence in Operational License, robust action plans are developed by Station Managers and On Call Support Officers in conjunction with training support.</p> <p>Outcomes from premises and environmental risk inspections and reviews are promulgated to all operational crews to ensure that there is a common understanding of the relative risks across Wiltshire.</p> <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 also 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 October we will start to organise dates for 2018/19 audit as we are now aware of the key themes in the audit process.</p>	

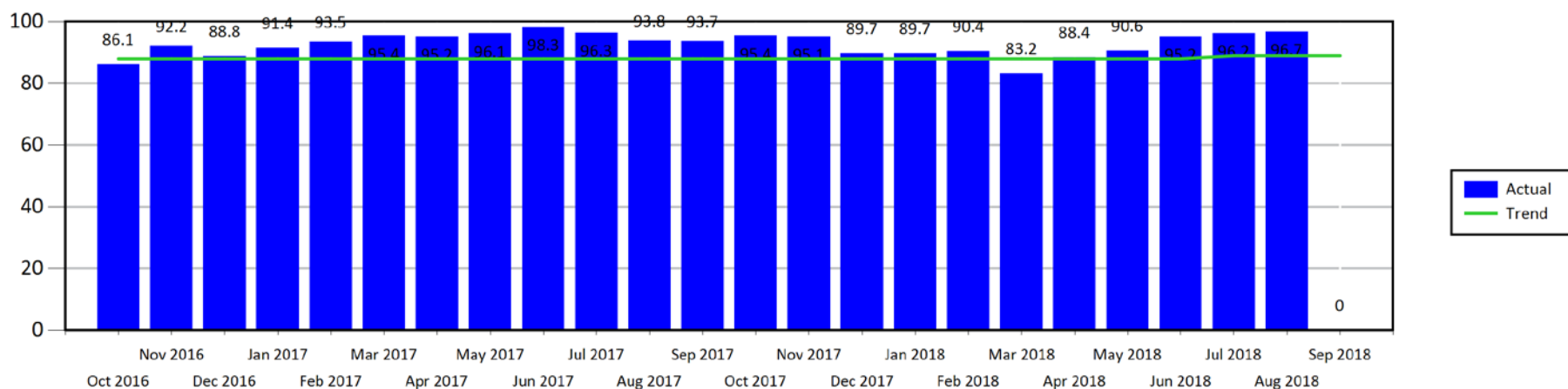
Key Performance Indicators NB: FIGURES UNAVAILABLE FOR SEPTEMBER

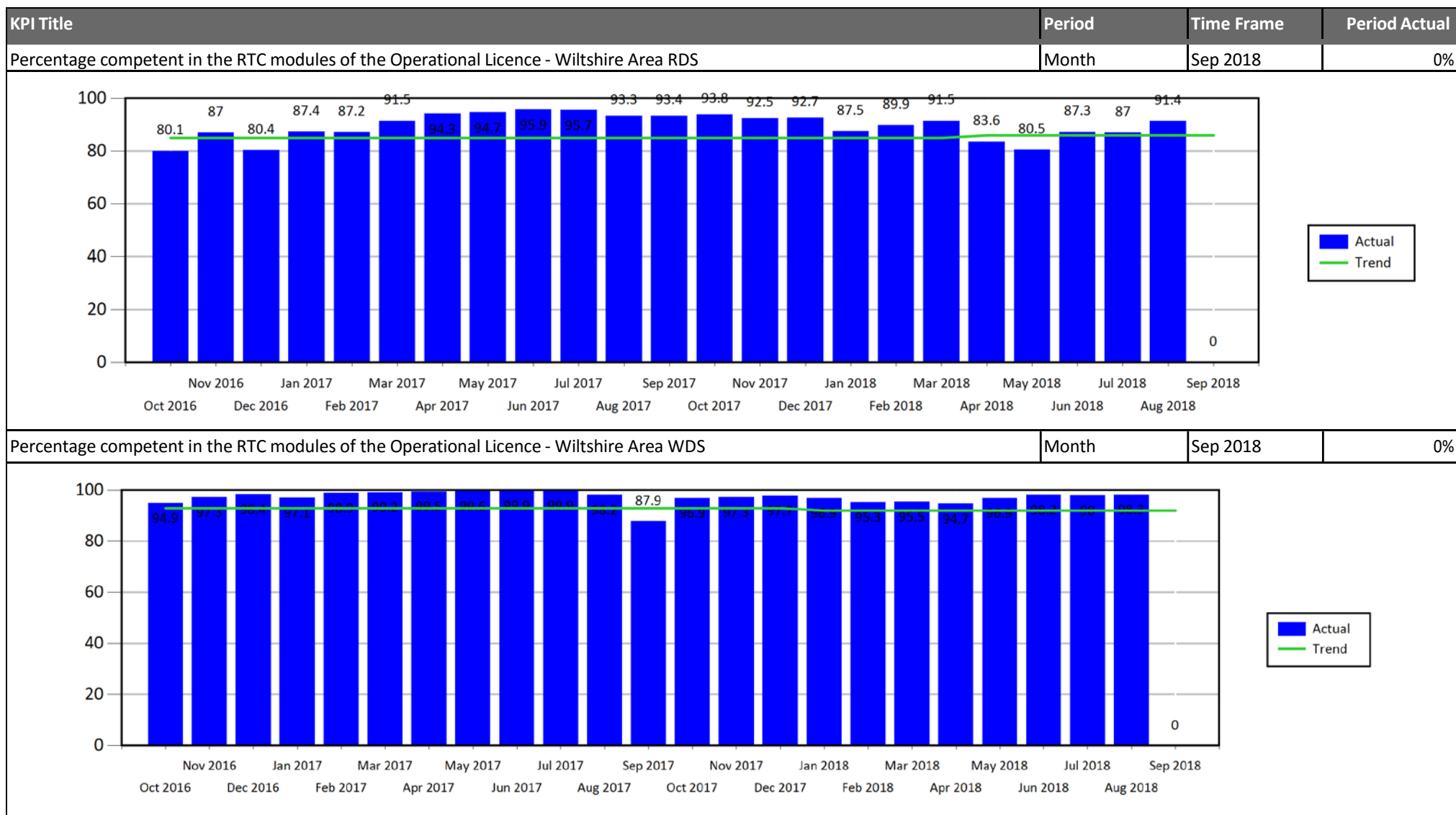


KPI Title	Period	Time Frame	Period Actual
Percentage competent in the BA modules of the Operational Licence - Wiltshire Area RDS	Month	Sep 2018	0%



Percentage competent in the BA modules of the Operational Licence - Wiltshire Area WDS	Month	Sep 2018	0%
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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
1.3.4.7	How do we learn from operational and community risk in Wiltshire; to improve the response services we provide?
<p>Progress comment:</p> <p>Through previous IRMP and operational reviews we have the required appliances and personnel in the right places. However, we constantly review this due to changes in incidents and the general movement of people and building work both commercially and private dwellings.</p> <p>We constantly monitor our operational activity through our performance management tools (Sycle). This allows us to consider our response and prevention activity to drive down incidents. We have seen steady performance in response times over the period, they do however fluctuate from each quarter. However, we are generally satisfied with performance. Members can be assured that all failures are investigated.</p> <p>Each quarter we look at all the response fails to see if these are avoidable. We do continue to have issues with our RDS crews responding to station within the five minutes. This is generally due to location of station and traffic at certain times of the day.</p> <p>We also learn from all the incidents we attend and on many occasions carry out either hot debriefs (following smaller incidents) through to command debriefs which are carried out following larger incidents in which other agencies will also be invited to attend. We have a robust system in which to document these debriefs and ensure that these are used to improve our performance in response and lowering the risks to both our staff and our communities.</p> <p>Over the coming months operational crews across the area will be undertaking risk/arson awareness visits across allocated industrial/commercial areas. This will help spread the word across business premises regarding the potential fire risk to their businesses. At the same time this will assist local crews to have a broader understanding of local risks and enable them to train and plan accordingly.</p> <p>Each station within the area is allocated an exercise to organise. This will be linked to local risk such as heritage, water incidents, Hazardous material, road traffic collision etc. Crews will complete risk assessments and appropriate lesson learnt paperwork to feed into the central operational effectiveness database so all can learn from the experience.</p>	