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# Performance Report Quarter 3

Dorset & Wiltshire Fire and Rescue Service

Dorset Local Performance & Scrutiny Committee

01/10/2018 - 31/12/2018



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

## Dorset

### 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
1.1.1.33	How are we working with our partners in Dorset 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 work 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 Dorset &amp; Wiltshire Fire and Rescue Service (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.</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. 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 Safe and Independent Living (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.</p> <p>This allows us to align our delivery plans and our evaluation to key priorities within Health and Wellbeing 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 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 of 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.

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

Action Code	Action Name
1.1.5.11	How are vulnerable people in Dorset receiving the support, advice and information they require to reduce their risk of fire
<p><b>Progress comment:</b></p> <p>1. What are we trying to do? (A project outline of what we are attempting to achieve and the impact of our work)            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 do this primarily through our Safe and Well visits.</p> <p>Safe and Well within Dorset has now been established for over two year and we have a constant stream of referrals being sent through from our referral partners, such as South West Ambulance Service (SWAST), health providers, as well as individuals who self-refer.</p> <p>Our teams visit households to fit smoke and heat detectors and provide information to make them aware of potential risks in their home. The visit normally last one hour and covers areas such as:</p> <ul style="list-style-type: none"> <li>• Electrical safety</li> <li>• Cooking safety</li> <li>• Making an escape plan</li> <li>• What to do in the event of a fire</li> <li>• Good practice, such as a night time routine</li> <li>• Identify if a SAIL referral might be required</li> </ul> <p>2. Where are we at the moment?            We are able to support individuals with their varying needs and are able to supply them with fire retardant bedding, extension leads or deaf alerts. If appropriate we can spray a fire retardant spray 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.</p> <p>In Quarter 3 Dorset area undertook 1135 visits, 83% of these visits have been carried out on homes that are classed as high to very high risk. The total of Safe and Well visits this financial year is 2969. These visits have been carried out by our team of Safe and Well Advisors as well as operational fire crews. Safe and Well Advisors are starting to fit hearing and vision specialist equipment to provide resilience for the team, this has previously only been installed by one member of the Safe and Well team.</p> <p>During October a co-ordinated 'hot strike' was undertaken in Weymouth, this was following a fire in an industrial unit where a large number of local residents had to be evacuated in the early hours of the morning. Following the incident to provide support and reassurance and in a bid to increase fire safety awareness, Weymouth firefighters and the Safe and Well tea, undertook visits in the area. Leaflets were hand delivered and visits were arranged as a result, with 45 households taking up our offer of support. To highlight the risks of inconsiderate car parking on narrow streets information was also provided to all households.</p>	

Flu clinics have been attended in Sherborne's station ground with 36 referrals gained and Dorchester 12 gained.

At Dorchester Library we attended a Mental Health Event, this was an excellent opportunity to network and good for PR, over 30 conversations with visitors; also 15+ non English speaking residents identified, and visits discussed.

We've started having a monthly stand in West Moors Medical Centre, this enables the Advisor to provide residents with advice and support and try to gain referrals.

Safe and Well have undertaken talks at Swannery Court Residential Home, Weymouth to 69 residents; Portland Library; Hillbrook Court in Sherborne. We also attended a carers networking event in Ferndown and gained five referrals as well as promoted the Service.

During the Autumn we have been educating people on better cooking practices and electrical safety within the kitchen to help reduce accidental dwelling fires in this area. We have been using social media to highlight the hazards and dangers of unattended cooking, keeping the cooking area clean etc. This has enabled us to educate those who possibly wouldn't qualify for a safe and well visit. Those who have qualified for a visit and we have identified poor cooking practices have been offered advice and provided with resources to help them remember our key messages, such as tea towels and spatulas. Where an occupier perhaps has memory problems, they have been given kitchen timers for them to set when cooking.

All Stations were provided with five winter warmth packs for distribution if they identified a vulnerable person who had insufficient heating or it was broken. Referrals are now made back to the Safe and Well team who can visit the occupier to provide an oil filled radiator on loan.

A Safe and Well Team Leader has identified an opportunity to partner with local pharmacies in Dorset. Meetings have taken place with the Chair of Local Pharmaceutical Committee for a joint working approach. This means that all 148 Pharmacies including national chains such as Rowlands, Lloyds, Tesco, Boots and small independent Pharmacies will have information about of Safe and Well Visits on display. Further training to delivery drivers and an opportunity to attend Pharmacies to promote this service and also attend Flu Clinics is also being discussed. Advertising on Medication bags is also being considered.

### 3. Where are we going in the future?

We are due to start work on a national project that will see us collaboratively work with the British Red Cross, this is being led by National Fire Chiefs Council. We have been invited to look at hospital discharge, community development and frequent caller schemes along with a few other Fire and Rescue Services.

The SAIL review is continuing, key stakeholders have met and agreed a draft referral form, this has now been issued for approval amongst key stakeholders.

Dorset Clinical Commissioning Group (CCG) have invited us to attend a Suicide Prevention meeting, this is a pan Dorset forum and we're looking to see the benefits this will bring to our Service.

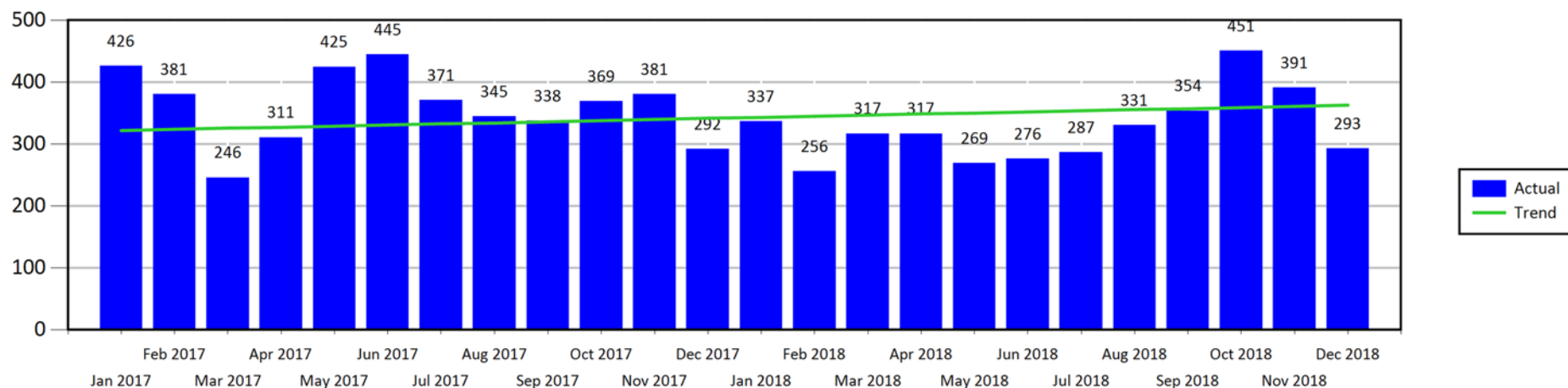
4. Case study evidencing best practice and positive impacts for external partner

We have carried out a joint visit with Social Health and Adult Care team for a central Dorset resident. He was living on own with limited mobility, is a smoker and alcoholic and prone to violent outbursts. The occupier is also a hoarder with minimal smoke detection and unsafe use of electrical equipment (freezer). There was evidence of poor hygiene (urine & faeces on floor, in bags, soiled bedding in black bags in property). We ensured this was not carried out as a 'lone visit' due to violent outbursts which have included throwing urine at a Social Worker. Police have been involved with the gent/domestic violence incidents.

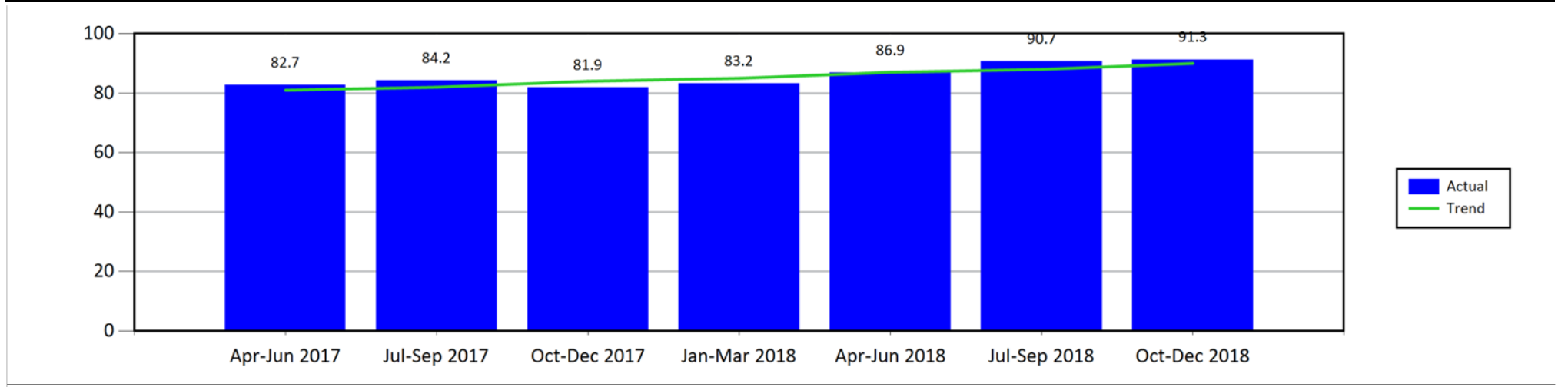
We have been able to support the occupier by providing flame retardant bedding. However, we have been unable to use fire retardant spray due to clutter. Lots of risk from occasional smoking, when he can gain access to cigarettes, however he does 'vape'. He also sleeps in the living area in reclining chair with no room around him to protect the flooring. Additional risk from coming into contact with faecal matter and upsetting gent. We have been able to fit five smoke, a heat and CO detector. We have provided advise about the electrical and cooking risks.

**Key Performance Indicators**

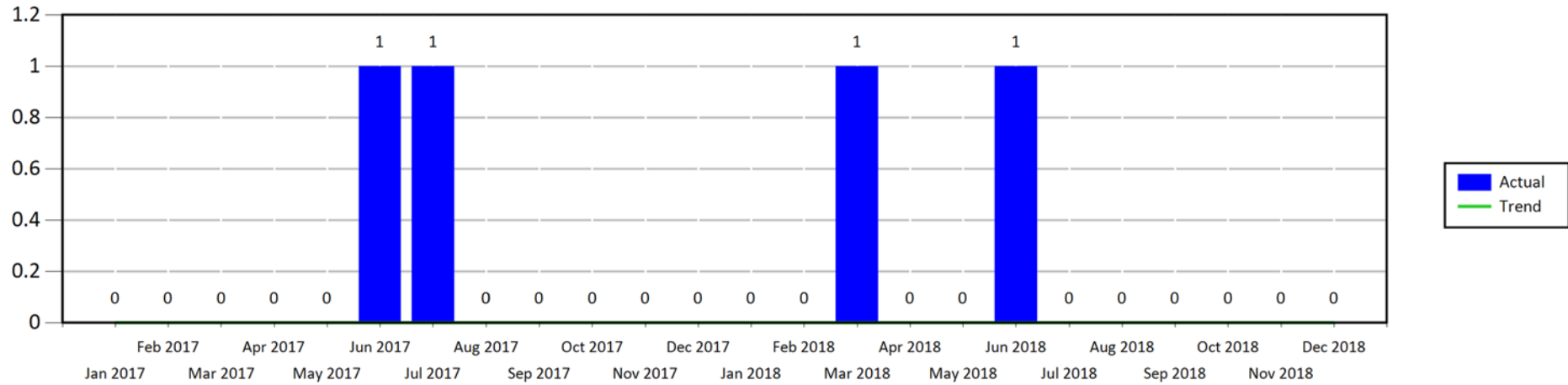
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Dorset County Council	Month	Dec 2018	293



KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken to high risk households in Dorset	Quarter	Oct-Dec 2018	91.3%

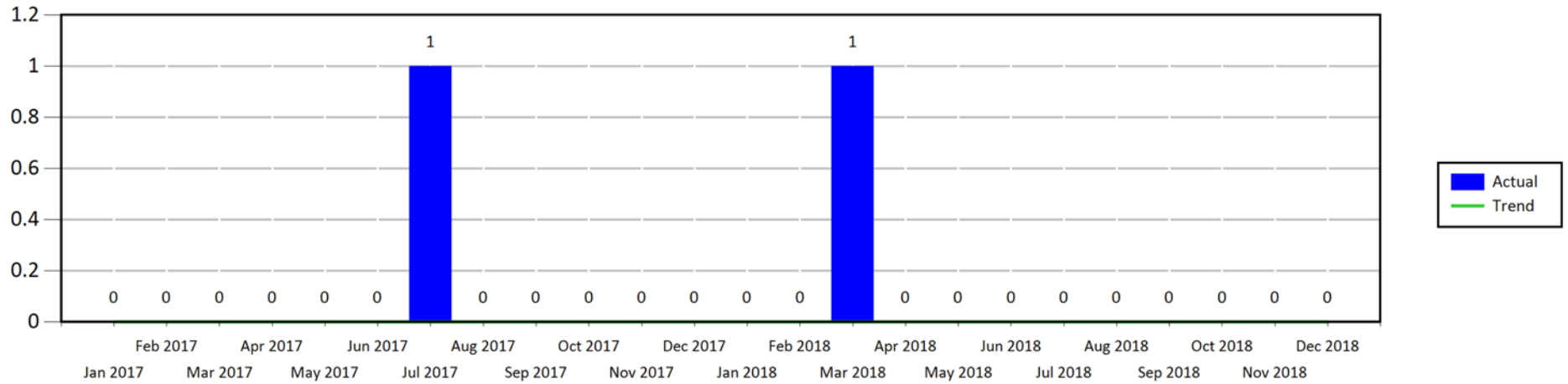


KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Dorset County	Month	Dec 2018	0

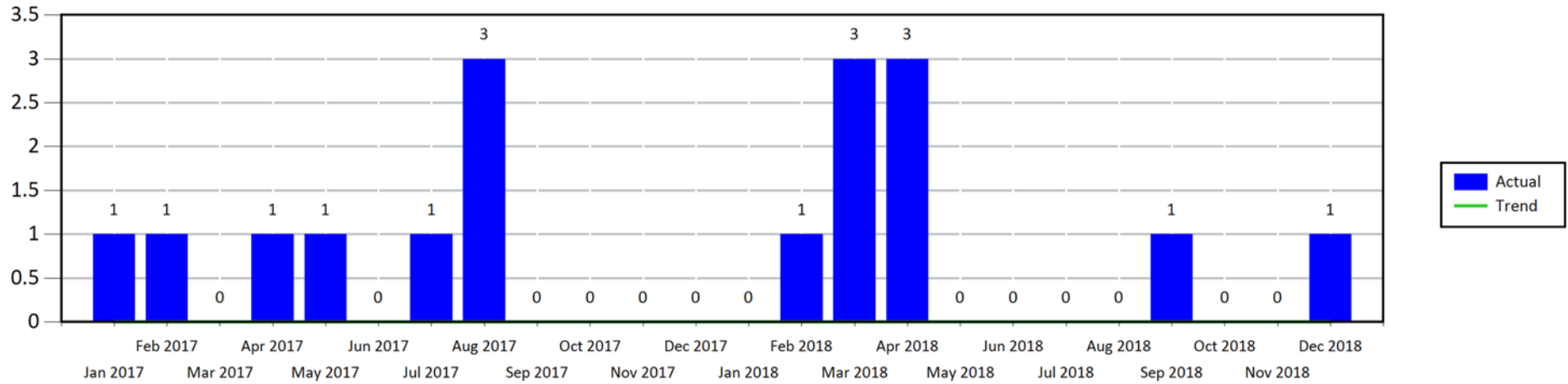




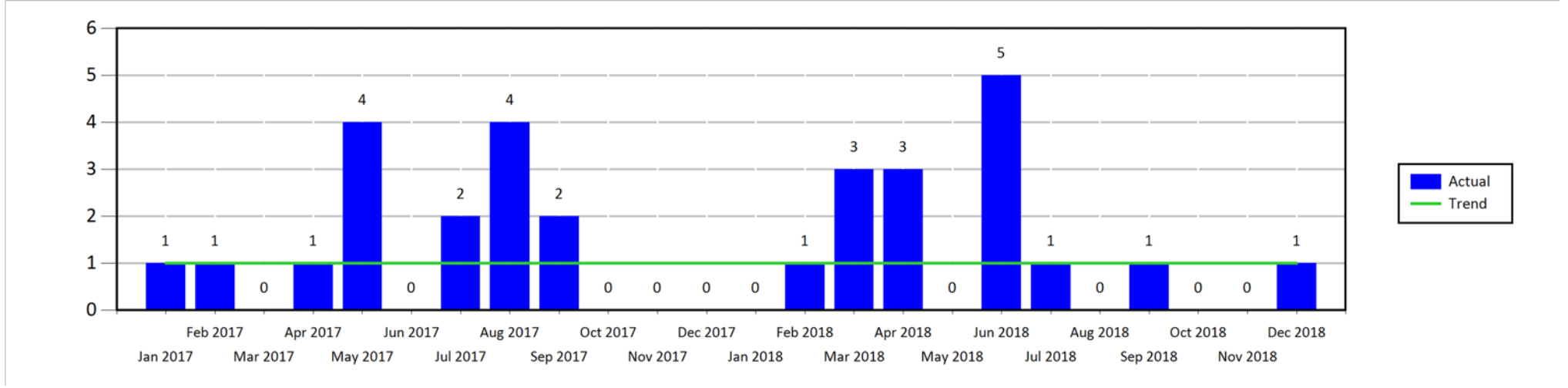
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Dorset County Council	Month	Dec 2018	0



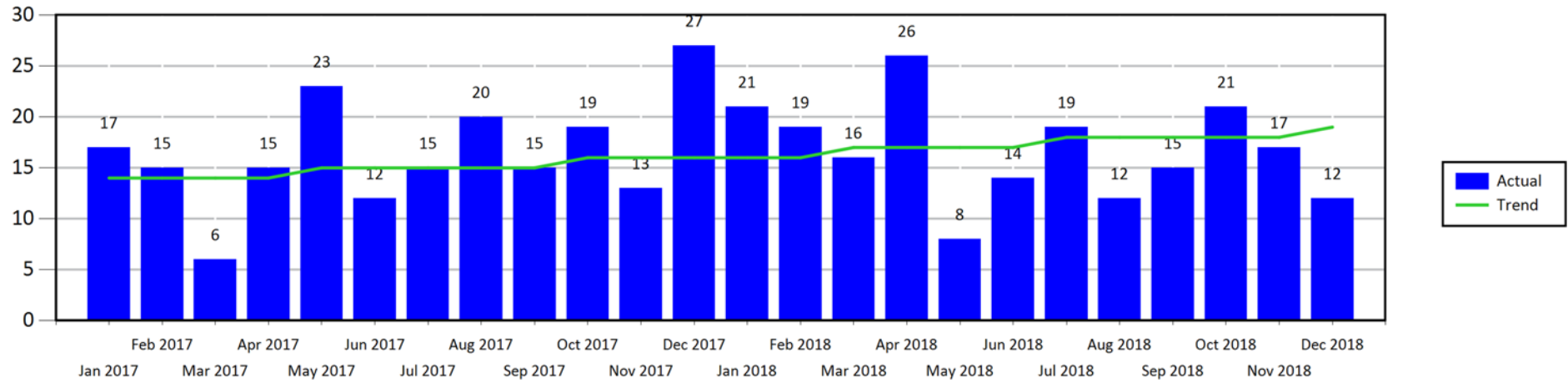
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Dorset County Council	Month	Dec 2018	1



KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Dorset County	Month	Dec 2018	1



KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Dorset County	Month	Dec 2018	12



### 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
1.1.6.12	How do we deliver our safety education to children, young people and communities in Dorset, helping them build safer and healthier lives?
<p><b>Progress comment:</b>            Education Officers have been targeting schools in their areas and offering and delivering the fire safety lessons to the targeted year groups of Reception, Year 2 and Year 5/6. Working on the academic year, the education officers have a planned approach to contacting schools, prioritising those who are in more vulnerable locations by using community mapping, those schools in communities out of the ten minute response time are prioritised, alongside information from station managers such as high numbers of fires both accidental and deliberate.</p> <p>Where possible other year groups are visited where capacity allows, the targeted year group cannot be reached and to visit another year group in the school allows access. An example of this is a small primary school in West Dorset which we have never been able to secure a visit. The school enquired about a support visit from a fire crew for the Daily Mile, the reception teacher then agreed to an educational visit on the same day, the other classes, after their Daily Mile were offered a look around the fire appliance and then the Year2 and year 5/6 teachers asked for an educational visit as they were so impressed with the feedback from the reception teacher and the support and enthusiasm of the education officers and the fire crew. This school has now asked for yearly visits to each year group. The support of fire crews to the education programmes in schools has been very valuable.</p> <p>The Education team work closely with the Arson Reduction Coordinator, in December a year 1 class was visited as a child had got very scared when the fire alarm had sounded, there was a fault on the system and the alarm went off a number of times that day and each time the child got more and more upset, which then upset the rest of the class. A joint approach was taken and then child was visited as a Fear of Fire case under the Firesetters Intervention Scheme and the class visited by the education team and a firefighter. This has had a positive effect on both the child and the class and will make them less worried and therefore safer should an alarm sound.</p> <p>During the October half term local libraries were visited for a Safety Story Session, the topic was bonfires and fireworks and included the road safety message of dressing bright in the dark mornings/ evenings. Although numbers of children were down on the summer sessions (this was to be expected) the sessions were very well received.</p> <p>Our Youth Intervention programmes provide some of 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 Dorset this includes Safer People and Responsible Communities (SPARC), an intensive five day course for young people aged 12-17 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, working as a team to overcome Road Traffic Collision scenarios and aerial and water rescue drills. All activities 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.</p> <p>Our delivery plan for the 2018-19 financial year includes four SPARC courses being delivered across Dorset to include the North, East and West of the county.</p> <p>Dorset Fire Cadets is a 20-week Cadet course that rotates its delivery across the county each year. Young people aged 14-16 are eligible to apply and are given an insight into the Functions, Roles and Responsibilities of the Fire and Rescue Service which provides them with the opportunity to gain a BTEC Level 2 Award in Fire and Rescue Service in the Community.</p>	

In addition, the Cadets are encouraged to engage in community events such as volunteering opportunities, fund raising events or social action projects.

A SPARC course was delivered at Dorchester Fire Station in September in partnership with Ansbury, a Dorset based charity that provides specialist careers advice and support for young people aged 16-25 who are not in education, employment or training. The course was commissioned as a result of a successful course delivered for the same charity in Hamworthy during May 2018. Ansbury were solely responsible for the recruitment of young people to the programme and unfortunately only five young people took up the opportunity to get involved however all five completed the course and gained an AQA Award in Fire Services Training.

The young people that engaged in the course were high needs and hadn't engaged with education for a number of years. James (name changed) has been diagnosed with high functioning Aspergers. He struggled initially with some of the instructions he was given due to him feeling they were too broad and not specific enough. He continued to work hard throughout the week and despite saying he wouldn't, he gave a short speech in front of family and friends at the Pass Out Parade. His Mum, who was in attendance thanked everyone for their support to help him finish the course and even admitted "We normally really struggle to get him out of bed on a daily basis, however, this week he has been up before us nagging us to hurry up because he didn't want to be late!!"

There is a SPARC course being delivered at Weymouth Fire Station for young people aged 12-17 who are at risk of engaging in anti-social behaviour/exclusion from School in February 2019.

Due to the success of the recent SPARC courses we have delivered in partnership with Ansbury they have booked in a five day course to be held at Blandford Fire Station in March 2019. This will be aimed at their cohort of young people aged 16-25 who are not in Education, Employment or Training and will aim to develop their confidence, communication and team work skills.

Planning is currently in place for the 2019 Fire Cadet Unit in Dorset. We plan to move from the historical 20 week programme to follow the national model of the 38 week course, which has been piloted in Wiltshire over the past year. Planning is currently taking place and recruitment of young people aged 13-18 will take place in February ready for the September 2019 start. The unit will be delivered from Hamworthy Fire Station and will follow the academic year, running one evening per week starting in September and finishing in July 2020. The Cadets will participate in practical and theory sessions which will enable them to work towards the National Fire Cadet Level 1 certificate and a BTEC Level 2 Award in Fire Services in the Community.

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

Action Code	Action Name
1.1.7.6	How are we delivering effective road safety education in Dorset to reduce the risk of road traffic deaths and injuries?
<p><b>Progress comment:</b>            The Service has representation on the Strategic Group, Road Death Overview Panel, Tactical Group and Education Training and Publicity Meetings. All three Service 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>We have supported the Dorset Road Safe launch of the Don't drink drive campaign for June and we delivered Safe Drive Stay Alive (SDSA) to Sir John Colfox Academy and The Beaminster School. We delivered SDSA to Queen Elizabeth School, Wimborne, 250 students (end of 2018 term) attended &amp; Ferndown in September (200 students)</p> <p>We have assisted the Police with Operation Close Pass in Weymouth in September. This targets drivers that do not provide 1.5 meters of clearance when overtaking cyclists (plain-clothes officer on a bicycle with cameras). Offending drivers are directed away from the road by police to a safe area, where they receive education through a practical demonstration. The education is an area where fire can assist as generally, it is better received.</p> <p>Safe Drive Stay Alive - Schools            We will be delivering the school SDSA roadshow with 30 schools currently booked (up from 12 at combination). We have a further seven schools targeted. This year we expect more than 5,540 students to attend across Dorset, Poole &amp; Bournemouth. The following schools are not currently attending in Dorset:</p> <p>The Grange School, Christchurch            Canford School, Wimborne            Sturminster Newton High School, Dorset            Shaftesbury High School, Dorset            Bryanston School, Dorset            Clayesmore School, Dorset            Milton Abbey School, Dorset</p> <p>Mod Project - 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 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. Survive the Drive is a military-specific adaptation of the SDSA roadshow. Developed during 2018 in a partnership between the Dorset &amp; Wiltshire Fire and Rescue Service, Devon &amp; Somerset Fire and Rescue Service, Safe South West and the Ministry of Defence. Launched at the MOD Rose Bowl Awards on the 8 October. Main Theme: Bike Smart – aimed at educating road users on Cyclists and Motorcyclists.</p>	

We are delivering eight 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 7 January. On the 29 November there 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. On the 21 November we visited Blandford Camp for the first time.

The next Dorset event was held on 21 November, this was the same day as our Blandford Survive the Drive. We also got some fire personnel involved in the National Road Safety Week 19 - 25 November.

As a Service we will have

- 1 School SDSA
- 4 Military Survive the Drives
- 2 Operation Close passes

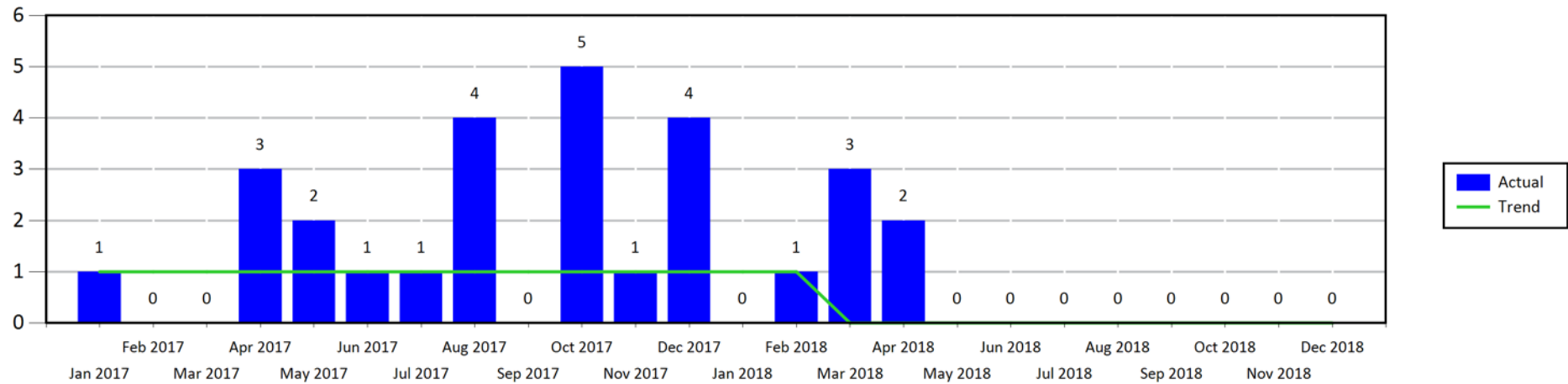
Dorset area

- 19th – Weymouth Pavilion SDSA – three colleges
- 21st – Operation Close Pass – North Dorset or Bournemouth
- 21st – Survive the Drive – Weymouth

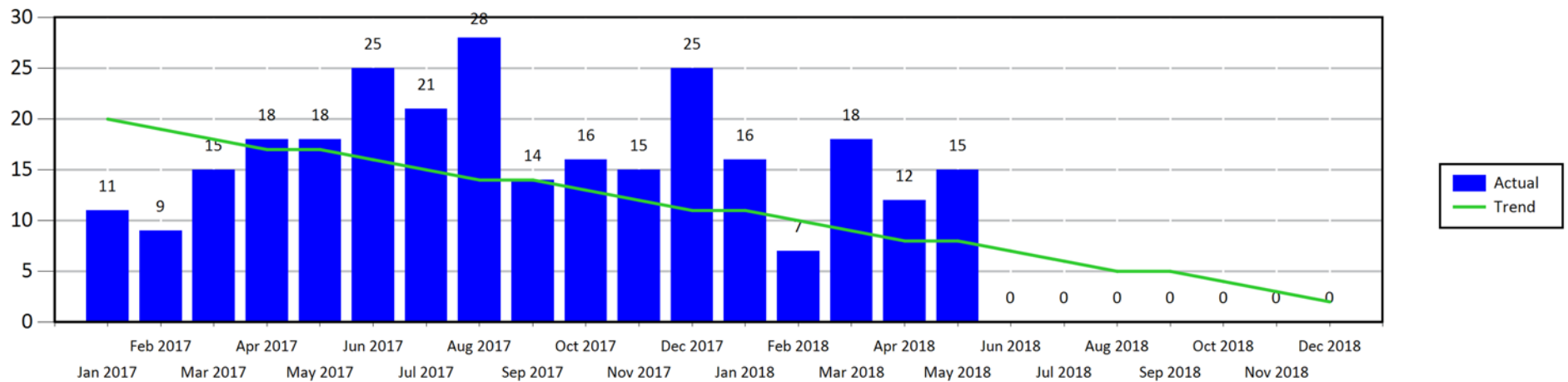


Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions (RTCs) - Dorset	Month	Dec 2018	0



KPI Title	Period	Time Frame	Period Actual
PRE07-Number of people seriously injured or killed in road traffic collisions - Dorset County	Month	Dec 2018	0



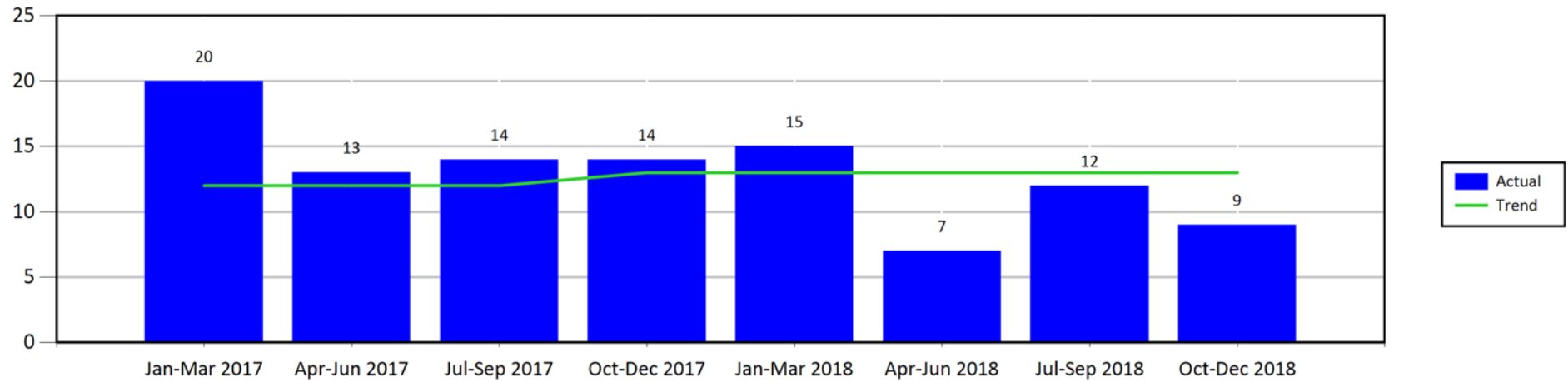
## Priority: Protecting you and the environment from harm

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

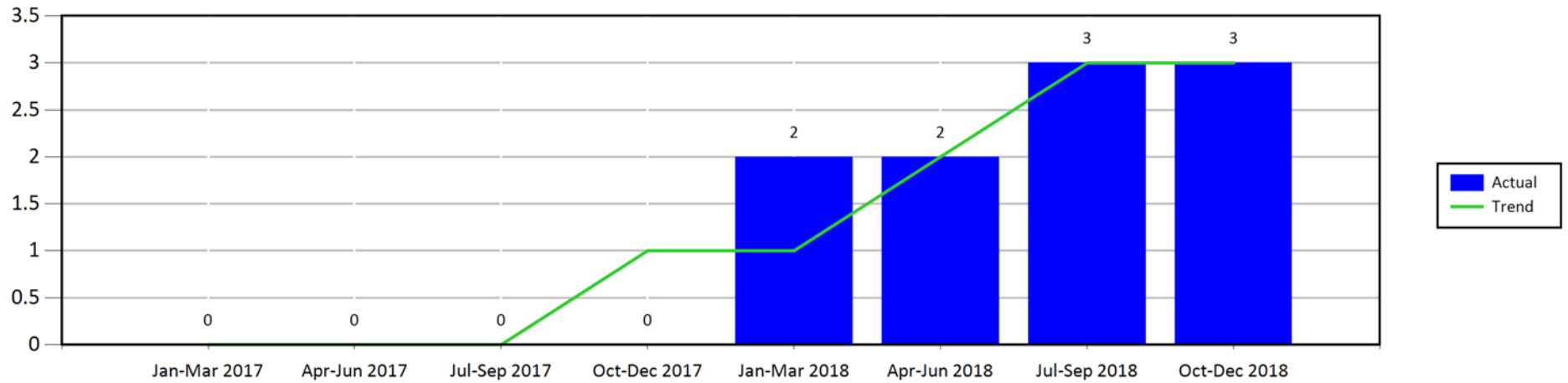
Action Code	Action Name
1.2.1.5	How are we effectively working with our partners in Dorset to safeguard the vulnerable people we come into contact with?
<p><b>Progress comment:</b></p> <p>At a National Fire Chiefs Council meeting the Safeguarding Lead learnt of the seven step training about Emollients. This has been shared with the Safe and Well Team and Local Safeguarding Boards. This has led to the boards organising 2 x large events of which some of the day will be given to raise the awareness of fire when using emollients. The Safe and Well Manager will be representing the Service at the event as a guest speaker on Emollients. The day is open to multi agencies including groups such as Care Providers, Community and Voluntary Groups.</p> <p>A meeting took place with the Dorset Police County Lines lead. From the meeting it was arranged he would deliver an awareness session to all Safe and Well Advisors in the South. Work is taking place to arrange an update on County lines for the Service Update and Connect to raise the awareness of County Lines in the service.</p> <p>We supported #TellUsWhatYouSee public intelligence gathering campaign around Modern Slavery and Human Trafficking. The Campaign was supported by multi agencies and led by the Police. The campaign featured in national newspapers after the Daily Mirror and the Sun shared the domestic servitude images and videos. Other national publications include the Daily Mail, the Metro, Uni Lad, Lad Bible, as well as Fox News in America.</p> <p>The Safeguarding Lead (SL) will be attending a multi-agency workshop in the New Year and attends monthly meetings with other SL's 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 SL's 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.</p> <p>The Area Managers continue to represent the Service on the Dorset Safeguarding Adult Boards. In December the representation changed due promotions and the change in roles of Area Managers.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals from the Service - Dorset County Council Area	Quarter	Oct-Dec 2018	9



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals from the Service - Dorset County Council Area	Quarter	Oct-Dec 2018	3



## 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																				
1.2.2.7	How are we providing advice, support and consistent regulation for local business in Dorset so they can meet their legal fire safety obligations?																				
<p><b>Progress comment:</b> Q3 2018-19 reporting (figures quoted are for the South Team).</p> <p><b>Building Regulations</b> We continue to manage high levels of building regulations in the team with the average for the quarter being 67 submissions a month (7% decrease on Q2). We still see many large projects in the Bournemouth area, mainly around student accommodation, with more proposals on the horizon for the Richmond Hill area. Meetings have been held locally with the developers of Lansdowne projects to discuss and agree variances to fire safety for these bespoke buildings.</p> <p><b>Audits</b> An average of 44 audits per month were completed for the quarter (26% increase on Q2). Despite the Christmas period where staff levels were lower, the team increased their audit levels to the highest average this year. Post fire audits were carried out where deemed relevant and an average of 15 audits were carried out per month by Fire Safety Officers. This was a slightly lower level than Q2 indicating a drop in the number of significant fires.</p> <p><b>Complaints</b> We are still receiving complaints from crew referrals, partners and the general public. An average of eight complaints a month were received for the quarter (53% decrease on Q2) and these included Priority 1 (within 24 hours – sleeping risk) and Priority 2 (non-sleeping risk) complaints. This is at the lowest level of complaints for the year.</p> <p><b>Licensing</b> The South Team dealt with an average of 18 licensing consultations per month over the last quarter (18% decrease on Q2).</p> <p><b>Non-domestic fires:</b></p> <table border="1"> <thead> <tr> <th></th> <th>B&amp;P</th> <th>Dorset</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Oct</td> <td>7</td> <td>9</td> <td>16</td> </tr> <tr> <td>Nov</td> <td>8</td> <td>3</td> <td>11</td> </tr> <tr> <td>Dec</td> <td>4</td> <td>7</td> <td>11</td> </tr> <tr> <td>Monthly average</td> <td>6</td> <td>6</td> <td>13</td> </tr> </tbody> </table>			B&P	Dorset	Total	Oct	7	9	16	Nov	8	3	11	Dec	4	7	11	Monthly average	6	6	13
	B&P	Dorset	Total																		
Oct	7	9	16																		
Nov	8	3	11																		
Dec	4	7	11																		
Monthly average	6	6	13																		

For Q3, there were two less non-domestic fires than in Q2 for Dorset, with B&P remaining at six.

Q3 was particularly difficult for the South Team with staff being on a BS9991 course, HMI visits taking up time, and the annual round of personal reviews to complete whilst sparing time to celebrate the seasonal holidays.

In October the South Fire Safety Team supported a Landlords Seminar in Bournemouth, hosted by Bournemouth Borough Council. This is an annual well attended event, held throughout the day which enabled us to convey the Landlord's responsibilities with regards to fire safety in their rented premises.

A one hour fire safety breakfast seminar was advertised for 2 October to be held in our Ling Road offices. Unfortunately, it was not well attended, however two businesses from Ferndown did attend and felt it was worthwhile. Since the seminar, a fire safety officer has visited both businesses and offered them further advice whilst carrying out a supportive audit.

Following an October visit to a shop in Boscombe, by the Dorset Police drugs team, we were notified of a potentially dangerous condition. South Fire Safety Team members attended and after a telephone case conference with the Head of Fire Safety, it was agreed that an Article 31 restriction be served at the premises. The team worked with Dorset Police and Bournemouth Borough Council at the premises and restricted the use of the commercial premises being used as a residential flat. The main concerns were a single direction of egress from the flat, through the area being used as a kitchen, in the premises where the fire separation was inadequate, there was also evidence of dangerous electrical wiring and the occupant's lifestyle could add further risk to a fire starting. The premises were restricted on 24 October and the occupant was compliant. The occupant moved themselves and their possessions out of the premises and the Article 31 restriction was lifted only a few weeks later. Bournemouth Borough Council continue to work with the landlord to ensure compliance.

Particular attention was given at Christmas towards the festivities in Bournemouth town centre with the Skate Rink and Alpine Lodge being inspected. Also, the team carried out pre-Christmas inspections at various locations, mainly concentrating on delivery warehouses and some bargain stores. No major issues were identified and a rethink of premises to be targeted will be carried out for 2019.

#### Station Fire Risk Assessments:

For the Stations that come under the remit of the South Team, we are up to date with the three yearly cycle of thoroughly reviewing the fire risk assessments for our premises. Stations are reminded that they should continue to assess and maintain fire safety standards in their premises in the meantime and that support from the Fire Safety Team is available at all times. Premises due a three yearly review in 2019 include Ferndown, Maiden Newton, Poole, Redhill, Verwood, Gillingham, Shaftesbury, Sherborne and Sturminster Newton.

#### Reporting through the enforcement@dwfire.org.uk email address:

We continue to welcome crew/staff referrals through the complaints email enforcement@dwfire.org.uk however the Team intends to discuss with Area Management ways in which Stations can assist the Fire Safety Team further by following up some items themselves. The South Fire Safety Team are at capacity and at times may struggle with pro-active targeted work due to other workstreams. A business case has been put forward to recruit additional staff in order to relieve these pressures, with the recruitment process in full swing.

Over a year, each month the South Team currently deal with, on average:

- 24 fire safety complaints
- 52 building regulation consultations – some of which are very complex, large and tall premises
- 16 joint Houses of Multiple Occupation (HMO) inspections with Councils
- 21 licensing applications
- 22 fire safety audits

We continue to welcome crew/staff referrals through the complaints email [enforcement@dwfire.org.uk](mailto:enforcement@dwfire.org.uk) General fire safety enquiries can be made on [fire.safety@dwfire.org.uk](mailto:fire.safety@dwfire.org.uk) Building regulation consultations have a time limit of 15 working days for us to respond on behalf of the Dorset & Wiltshire Fire and Rescue Authority (the Authority) HMO inspections are projected to increase as the Council seek to licence more premises

Targeted activities currently include:

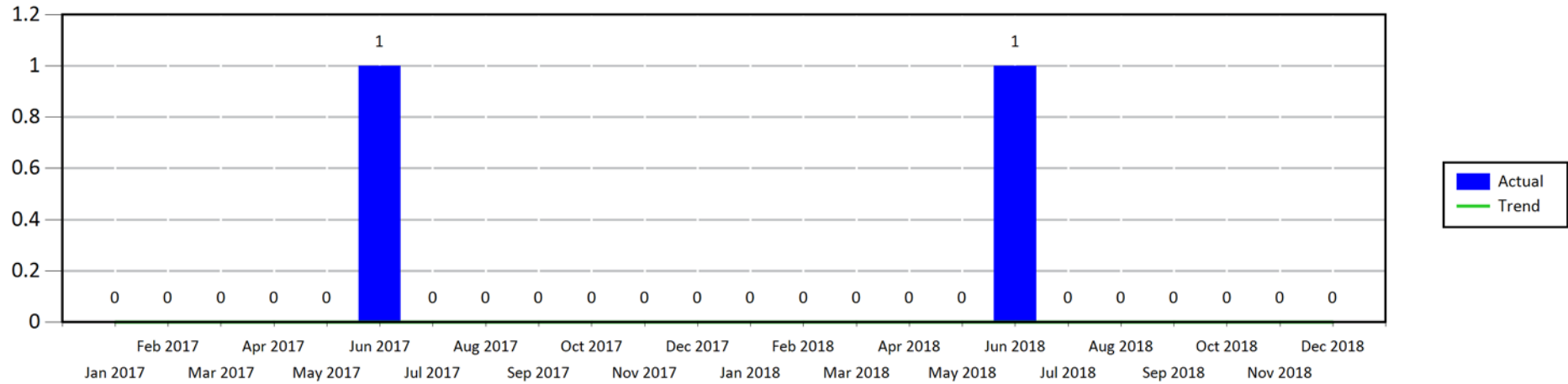
- Targeting Experian generated premises (17 per month) - Experian data suggest that fires start where high numbers of people congregate, stock is held, and cooking facilities are present.
- Inspecting take away/restaurant premises with residential above, which have not been previously visited, and which have a ten to 20 minute attendance time by the Service. This project is currently on hold due to the pressures of other workloads.
- Hotel/B&B premises, which have not been previously visited, and which have a ten to 20 minute attendance time by the Service. This project is currently on hold due to the pressures of other workloads.
- Continuing to work with high rise premises to ensure their safety following the Grenfell Tower incident
- Promoting the use of sprinklers in new builds – with new schools being built that include sprinklers (Christchurch - now open - and Wimborne first proposed)
- Ensuring we support fire stations with their own fire risk assessments

Future business fire safety activities include:

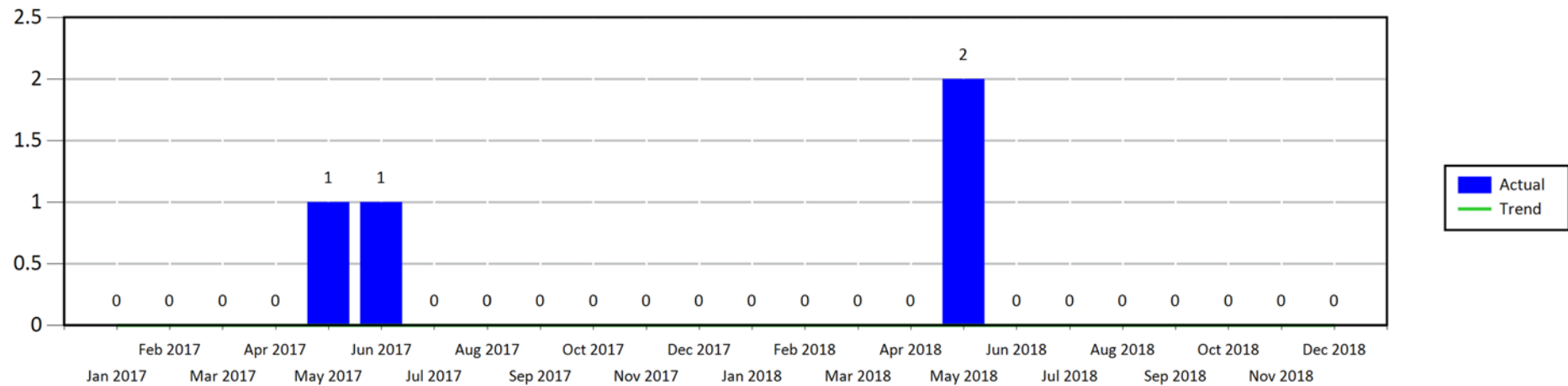
- Working with language student colleges to maintain a minimum standard of fire safety in lodgings
- Monthly business breakfast seminars to be held at Ling Rd, to enable businesses to come direct to us and chat in an informal setting
- Preparation of material to support business seminars, including scrolling information pages
- Rolling out a new misting system for prevention activities

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Dorset (CC)	Month	Dec 2018	0

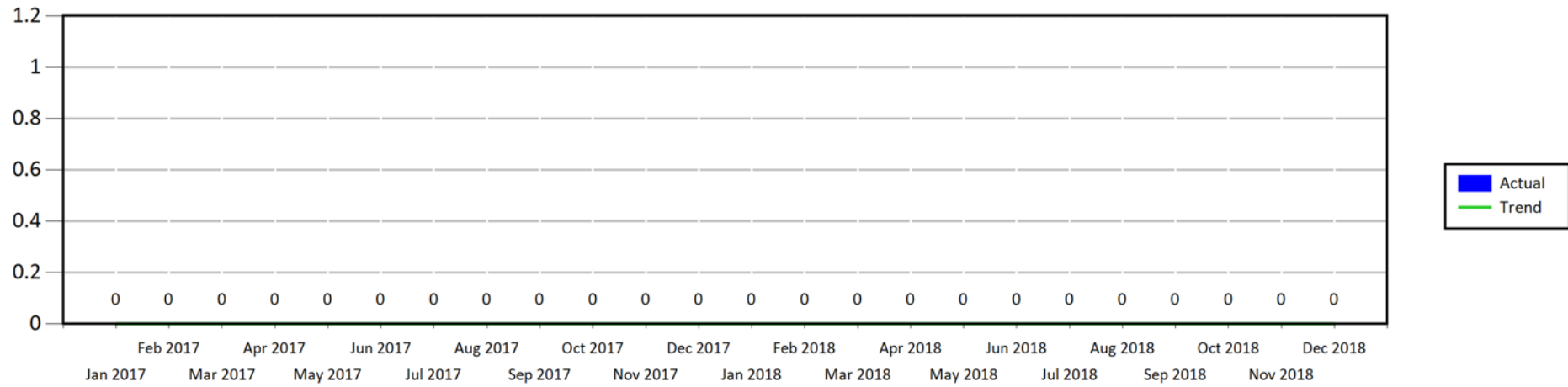


Number of prohibition notices served in Dorset (CC)	Month	Dec 2018	0
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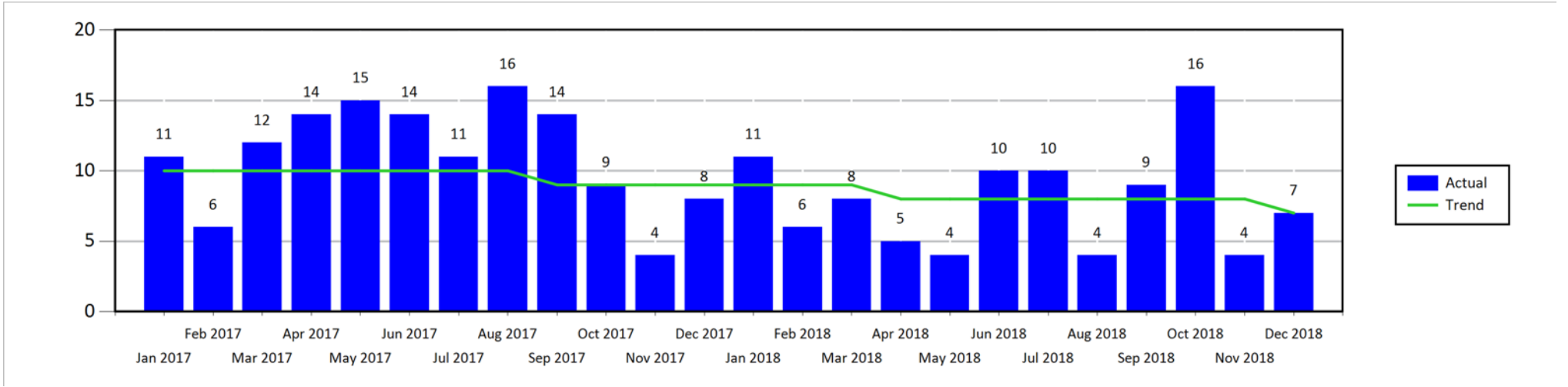




KPI Title	Period	Time Frame	Period Actual
Number of prosecutions in Dorset (CC)	Month	Dec 2018	0



KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in Non domestic properties-Dorset County	Month	Dec 2018	7

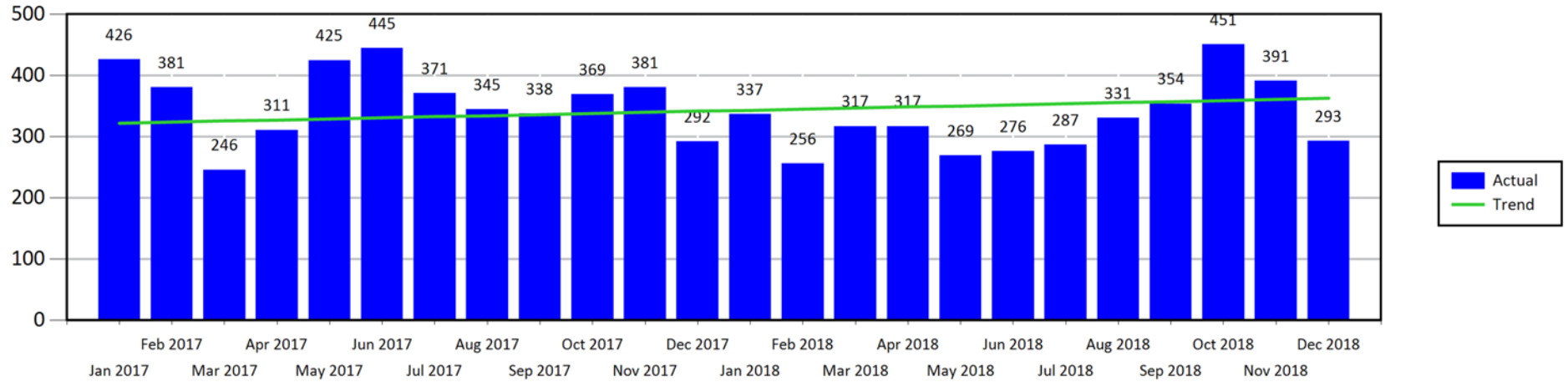


## KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

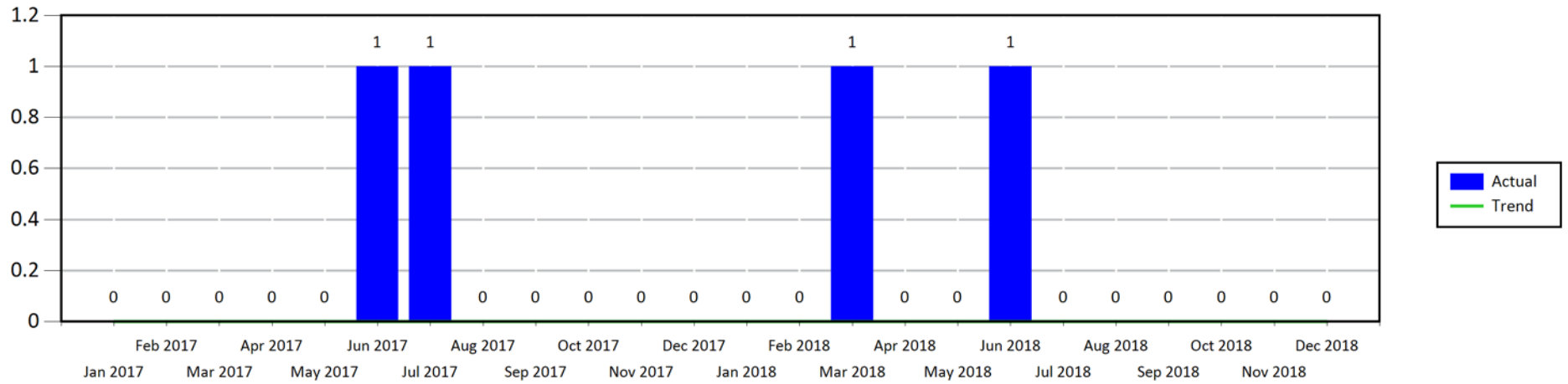
Action Code	Action Name
1.2.3.5	How are we identifying and driving down risk risks to the community, heritage and environment in Dorset?
<p><b>Progress comment:</b> Operational crews continue to gather and review information on key risks within their geographical areas to help ensure that they are prepared for emergency incidents should they occur. High 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 also 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 across Dorset following the Grenfell Towers fire in London. 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 our communities that may be affected and the perceived shift in risk following this very tragic event. This work has been supported strategically by the Chief Fire Officer directly and through the media team and the Service website.</p>	

Key Performance Indicators

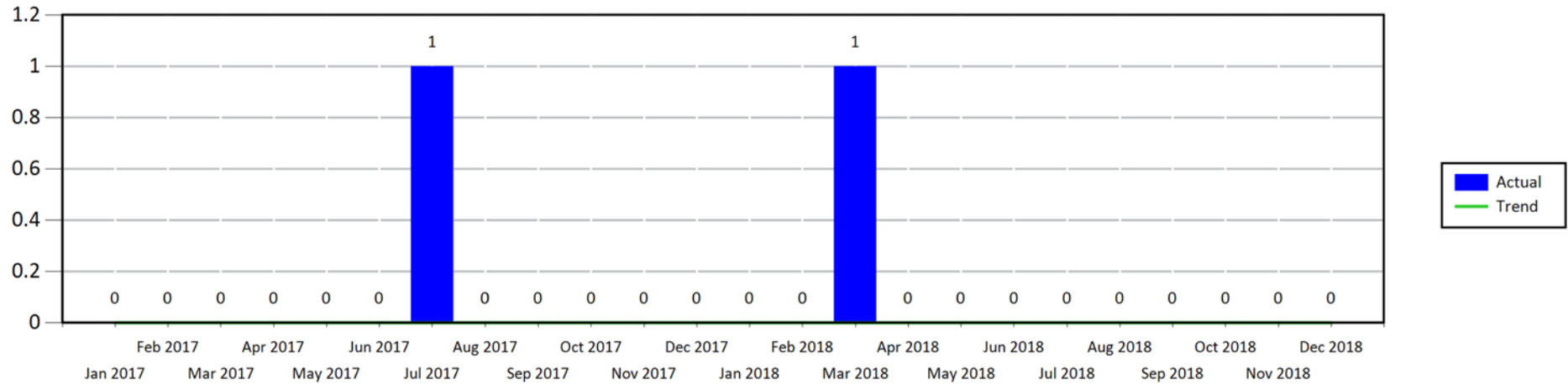
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Dorset County Council	Month	Dec 2018	293



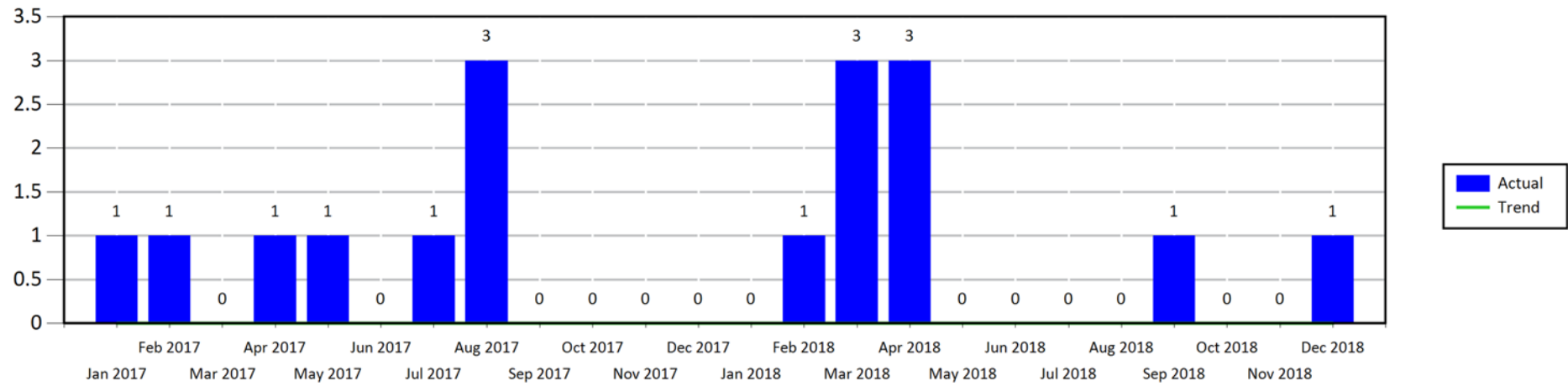
KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Dorset County	Month	Dec 2018	0



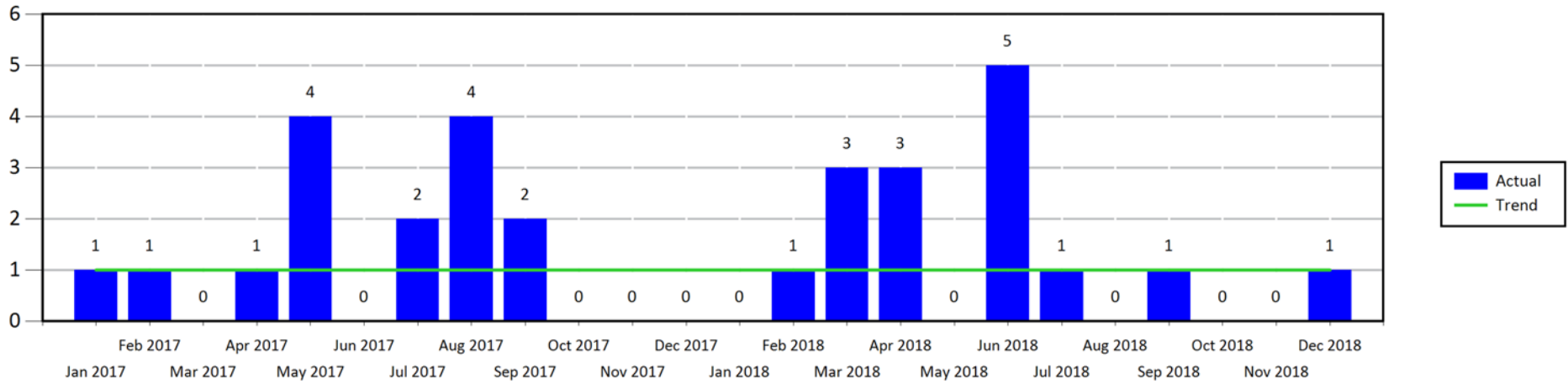
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Dorset County Council	Month	Dec 2018	0



KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Dorset County Council	Month	Dec 2018	1

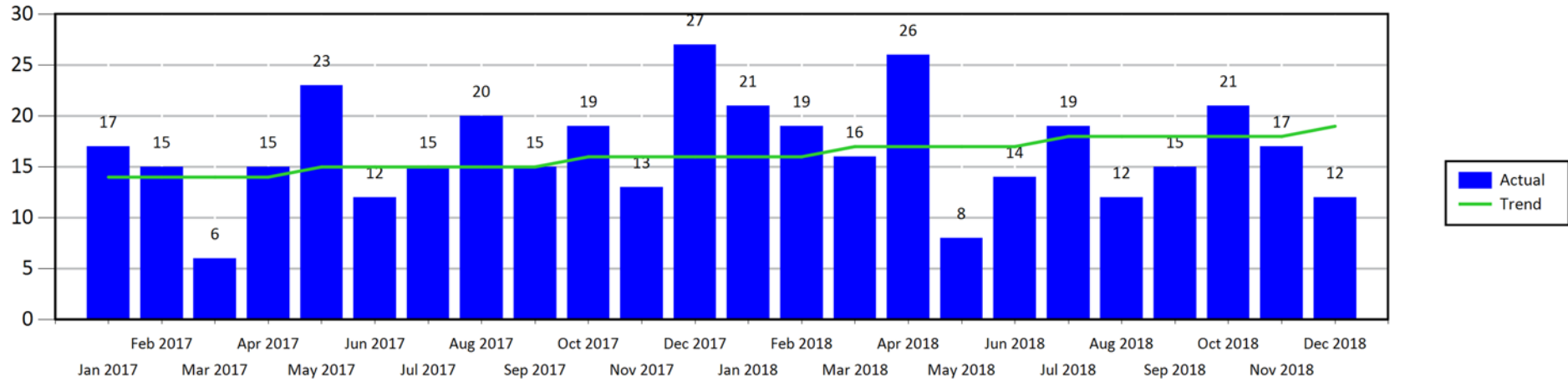


KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Dorset County	Month	Dec 2018	1

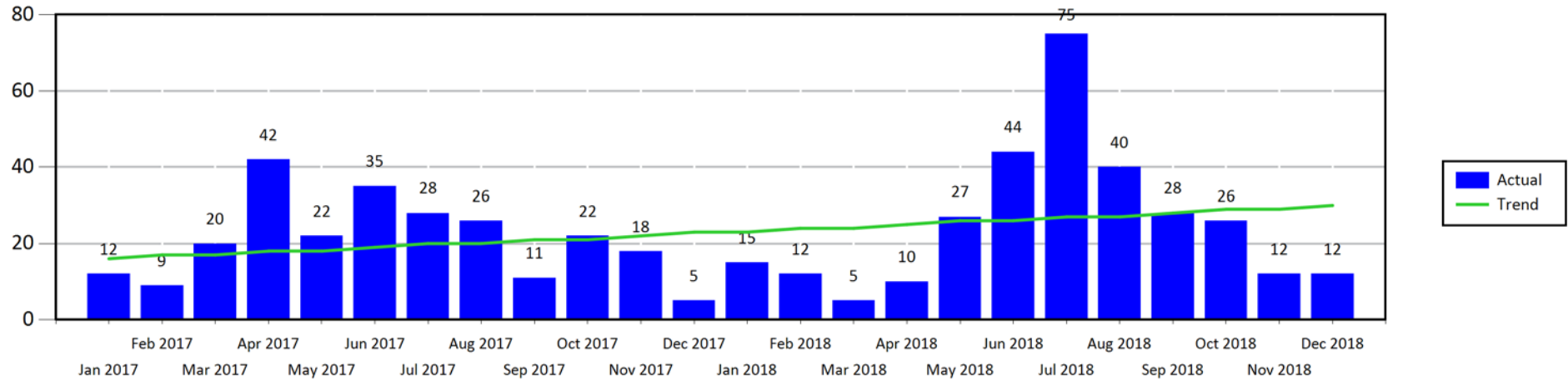




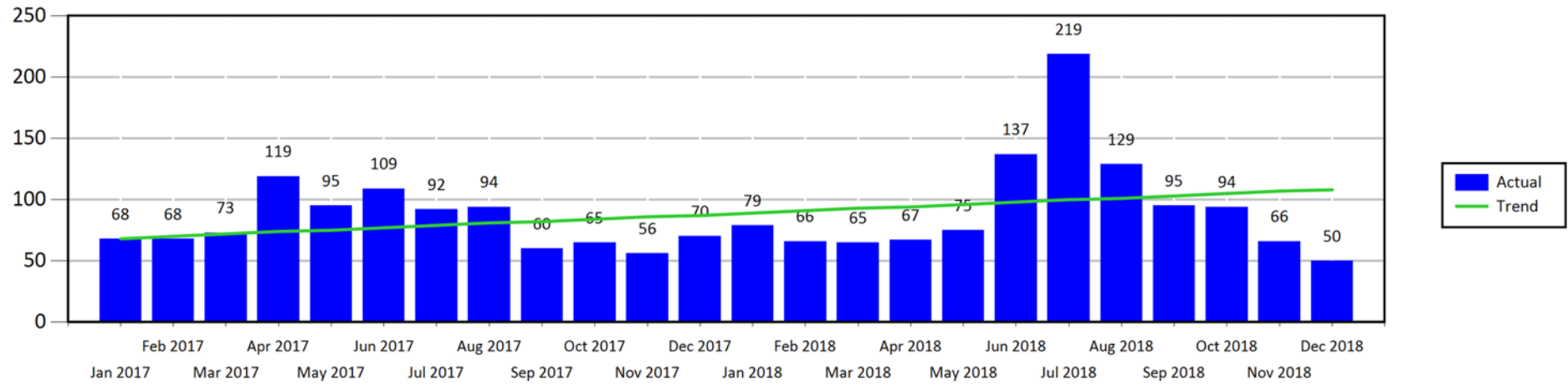
KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Dorset County	Month	Dec 2018	12



KPI Title	Period	Time Frame	Period Actual
PRE05-Number of deliberate fires (primary + secondary) - Dorset County	Month	Dec 2018	12



KPI Title	Period	Time Frame	Period Actual
PRE06-Number of fires - Dorset County	Month	Dec 2018	50



## 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
1.2.4.5	How do we effectively support local resilience partnership arrangements In Dorset to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p><b>Progress comment:</b>            The Service have continued to support the Local Resilience Forum (LRF) by contributing to risk assessments of local risk, plan preparation, prevention activities, training, and response. This has been achieved by actively engaging with the LRF groups; Business Management Group, Risk Management Group, Training and Exercising Group and other sub groups.</p> <p>Our staff are regularly working with the Civil Contingencies Unit (CCU) and contributing to the Community Risk Register, as well as officers attending meetings of the pan Dorset Prevent Meetings.</p> <p>Officers are an integral stakeholder in the recently formed 'Melcombe Regis Board' which is looking at creating opportunities for improvement in retail, housing, crime, health and environment in the Weymouth area. At the last meeting it was decided that the Service would also commit to part of the funding for this initiative and are currently involved in scoping for options in regard to HMO.</p> <p>Station Managers attend the Partnership Coordination Groups (PCG) in Weymouth, Purbeck, North, East and West Dorset. Where the appropriate Safe and Well Coordinators' also attend these meetings to promote the work of the Service and to look at how we can better support partners.</p> <p>Officers attend the Pan Dorset Early Help board which seeks to identify and assist the most vulnerable in the community, focusing specifically on loneliness and transportation. The newly updated SAIL process is integral to this partnership approach.</p> <p>An increased focus on rural crime and disorder is being addressed by Dorset Police Rural Crime Team with Dorset officers included in this approach. The principal of the group is to drive down rural crime, educate farms and businesses in rural areas on crime prevention including arson.</p>	

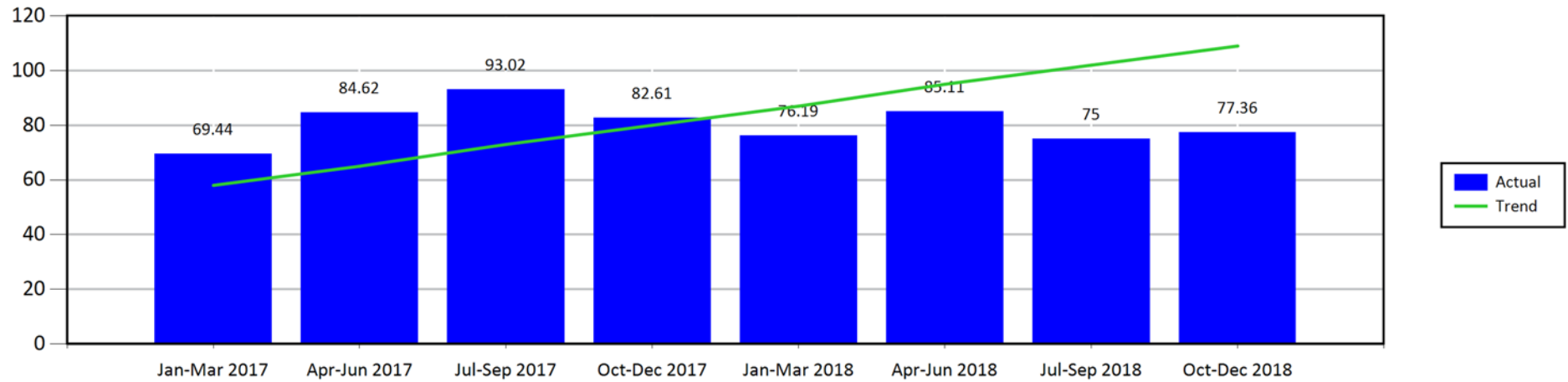
## Priority: Being there when you need us

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

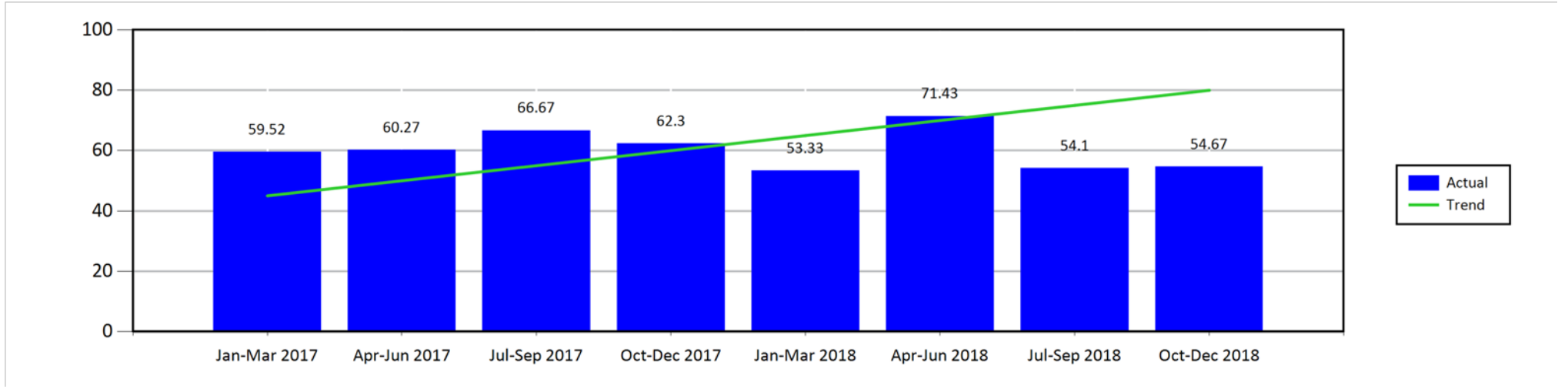
Action Code	Action Name
1.3.1.5	Are appliances available in Dorset when we need them?
<p><b>Progress comment:</b>            Current performance remains high with over 80% availability from On-Call crewed appliances for the Dorset area this quarter.</p> <p>This figure remains stable as cover for shortfall is provided by On-Call Support Officers (OCSOs) working with station commanders to predict issues in advance. In addition, we operate a crewing shortfall system which helps to fill gaps in cover.</p> <p>Some On-Call sections provide 100% availability in addition to the wholetime stations.</p> <p>We have an On-Call and Service degradation plan to prioritise station crewing when staff numbers are low. We are aware that On-Call retention is becoming increasingly challenging with knock-on effects in training and developing new drivers and supervisory managers. The OCSO team's primary role is to support recruitment and retention.</p>	

Key Performance Indicators

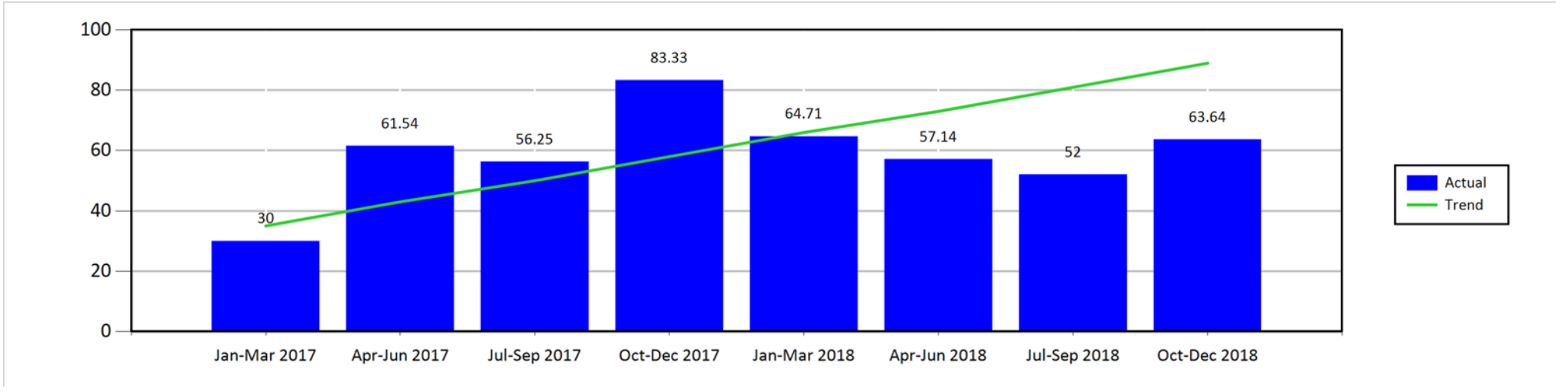
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Dorset County	Quarter	Oct-Dec 2018	77.36%



KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2018	54.67%

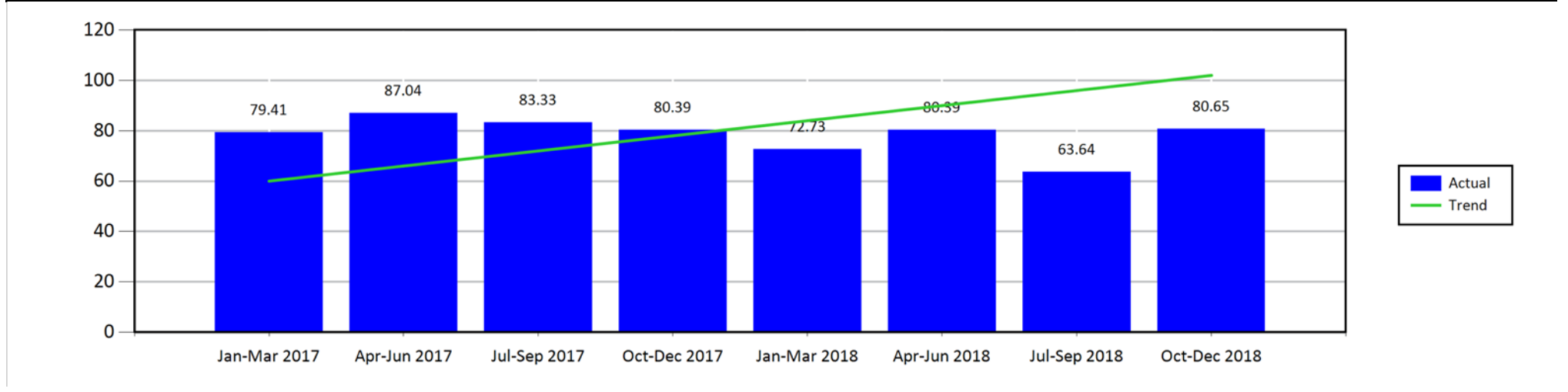


KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2018	63.64%

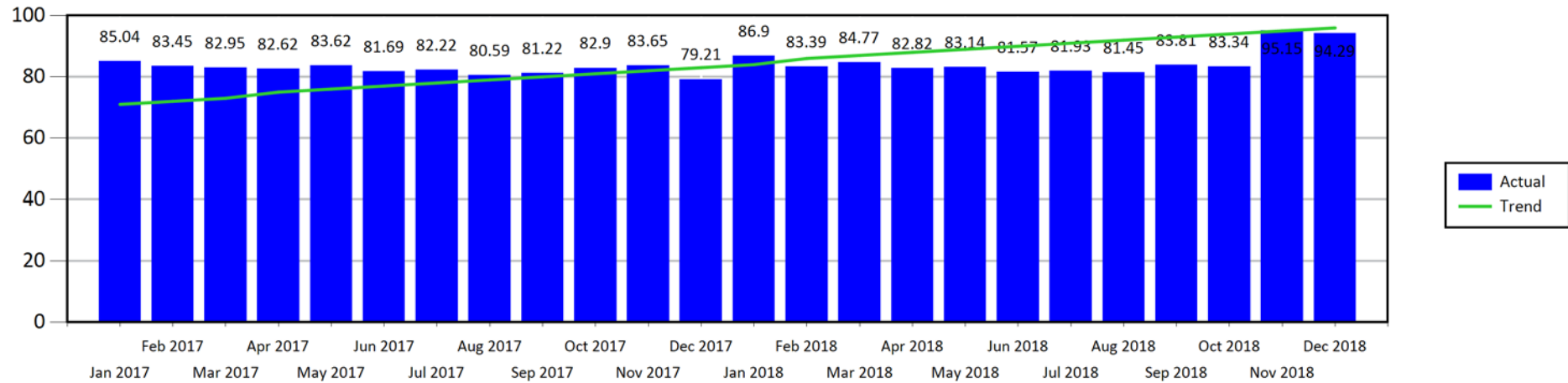




KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2018	80.65%



KPI Title	Period	Time Frame	Period Actual
RES07-Percentage of time On-call pumps are available to respond to incidents (On-call availability)-Dorset Area	Month	Dec 2018	81.65%

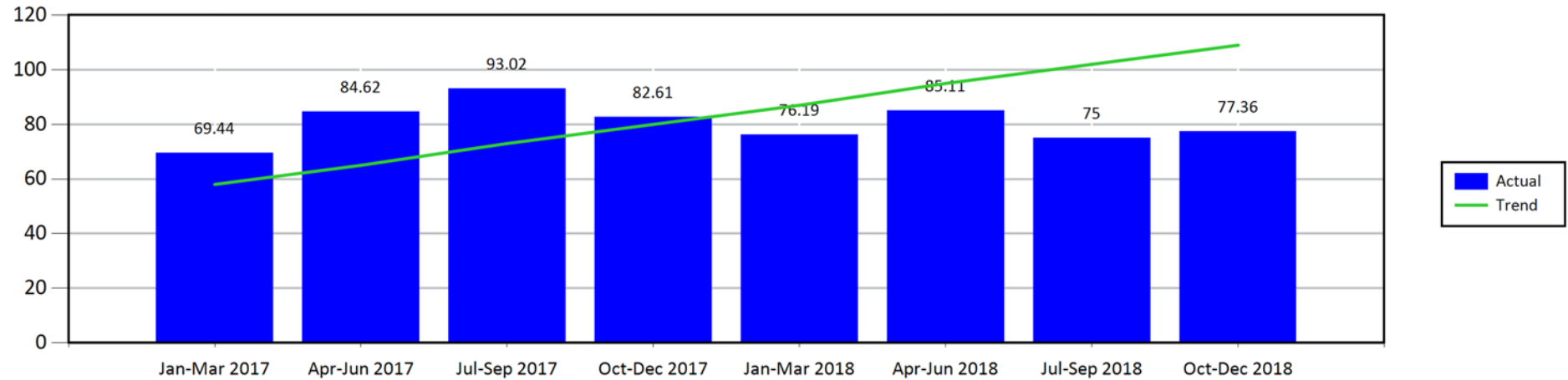


## KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

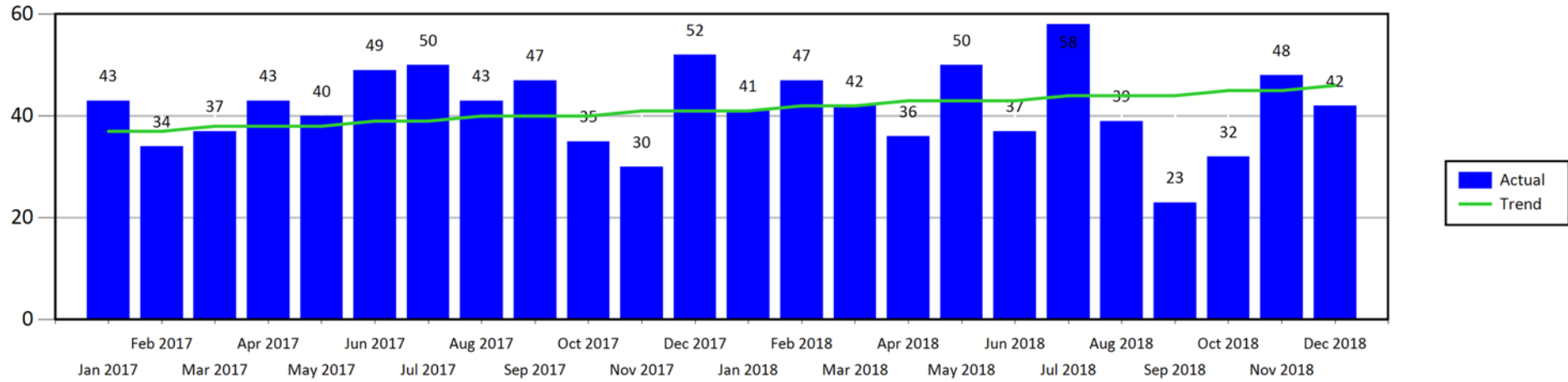
Action Code	Action Name
1.3.2.9	How effective and efficient are our response arrangements in Dorset for dealing with the range of incidents we attend?
<p><b>Progress comment:</b>  Dorset Area's availability and performance against the response standards are good, especially when considered against the backdrop of supporting predominantly rural locations. Current performance to sleeping risks in quarter 4 is just over 60%, and an improved performance to Road Traffic Collision's (RTCs) achieving just over 87%.</p> <p>Officers review our performance against the Service response standards and look to rectify any issues that impede our performance to individual incidents, such as traffic congestion, to wider service issues around mobilising technology. Where patterns emerge, specific plans are developed to reduce the impact.</p> <p>In Dorset there are five stations participating in the South West Ambulance Service Trust co responding scheme. These are Lyme Regis, Beaminster, Gillingham, Swanage and Cranborne and the number of incidents attended by some stations is relatively low and we are working with Ambulance Service managers to review this provision.</p>	

Key Performance Indicators

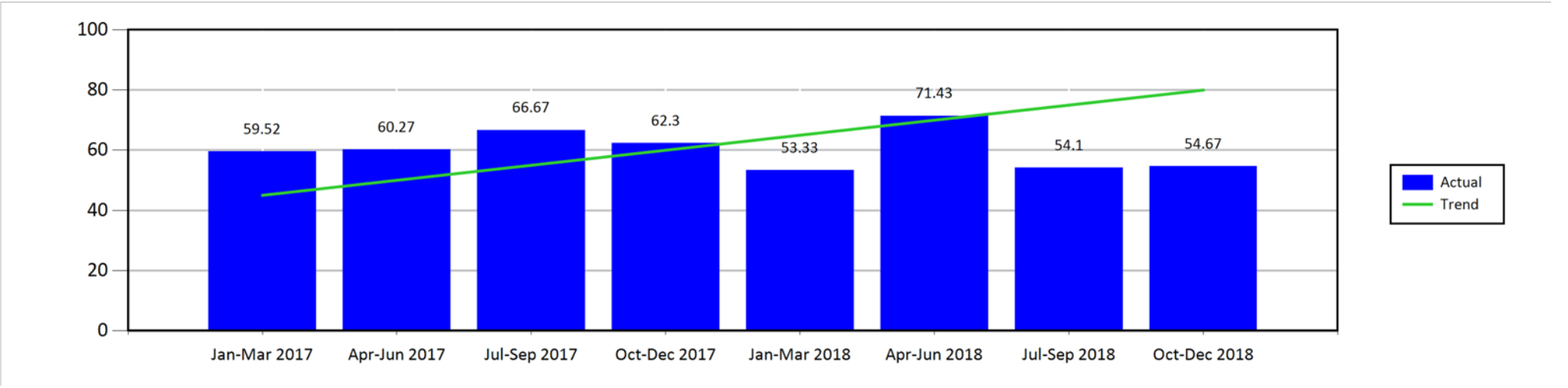
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Dorset County	Quarter	Oct-Dec 2018	77.36%



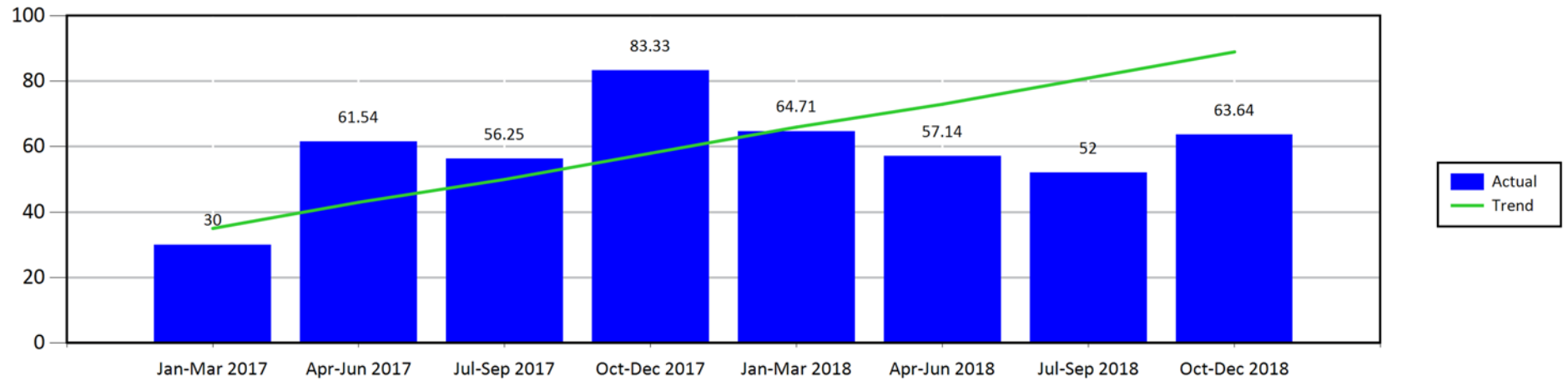
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Dorset Area	Month	Dec 2018	42



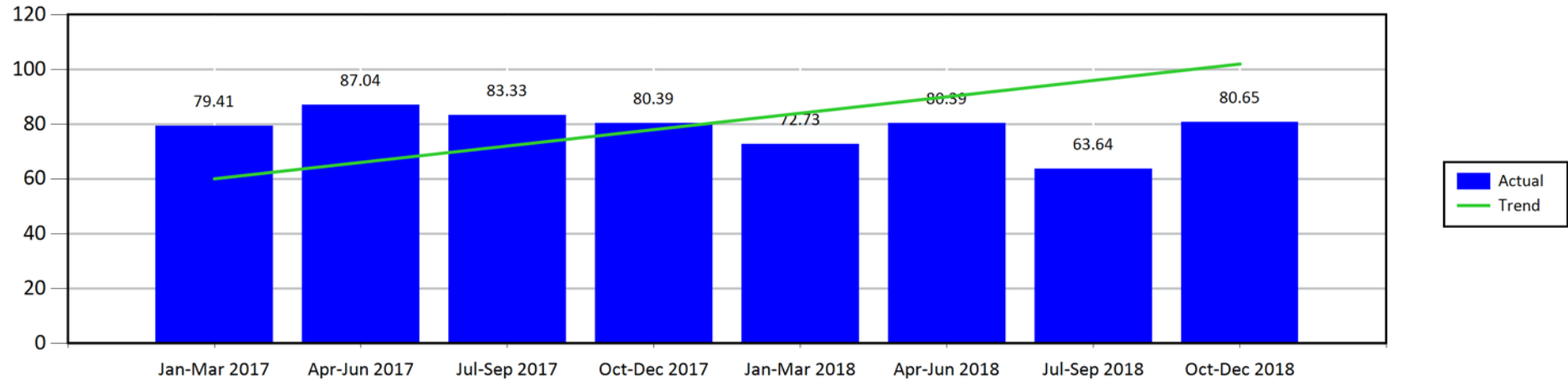
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2018	54.67%



KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2018	63.64%

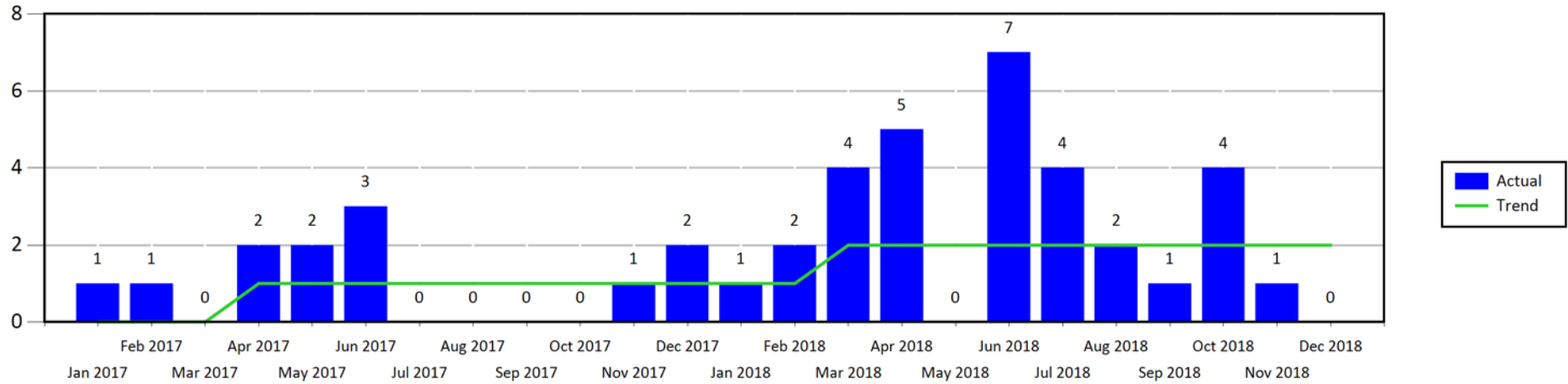


KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2018	80.65%

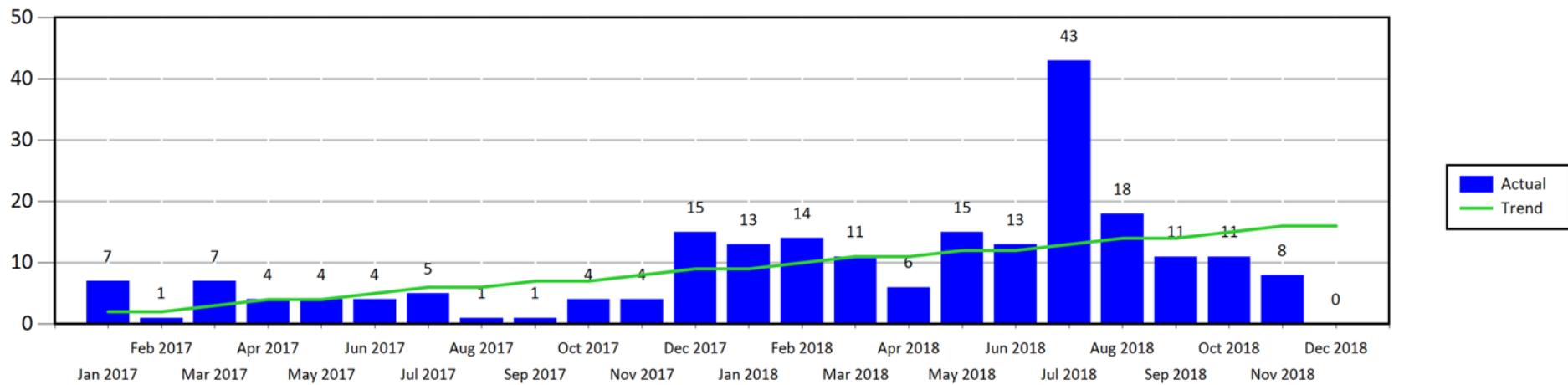




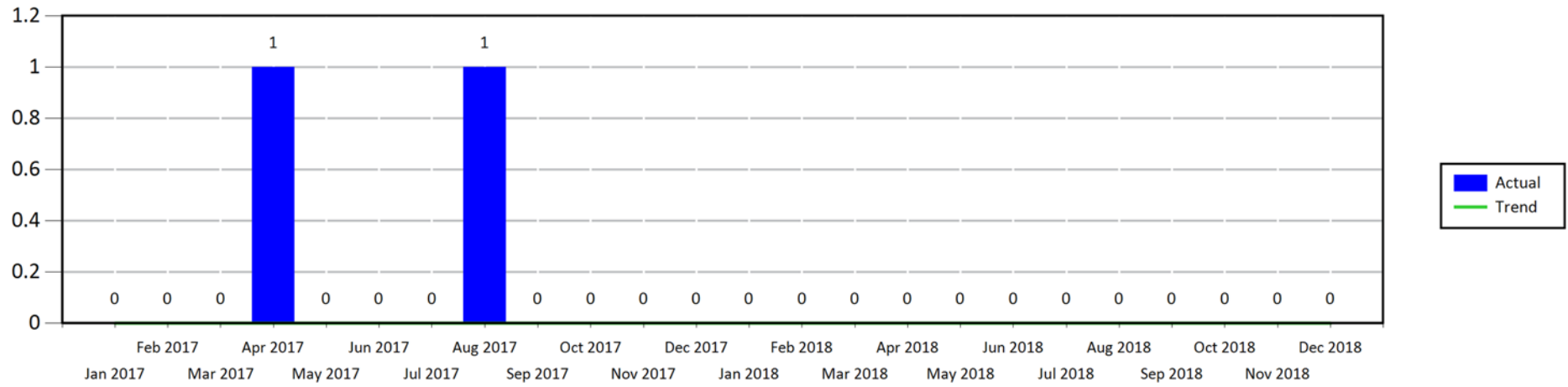
KPI Title	Period	Time Frame	Period Actual
RES11-Number of people rescued at fire related incidents-Dorset Area	Month	Dec 2018	2



KPI Title	Period	Time Frame	Period Actual
RES12-Number of people rescued from RTCs-Dorset Area	Month	Dec 2018	10



KPI Title	Period	Time Frame	Period Actual
RES13-Number of people rescued from flooding-Dorset Area	Month	Dec 2018	0

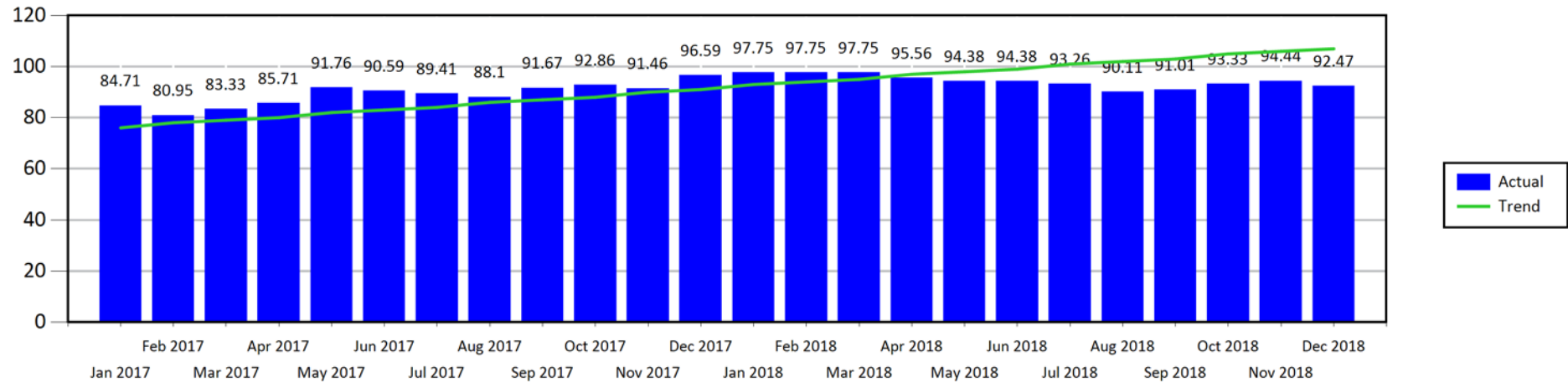


**KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?**

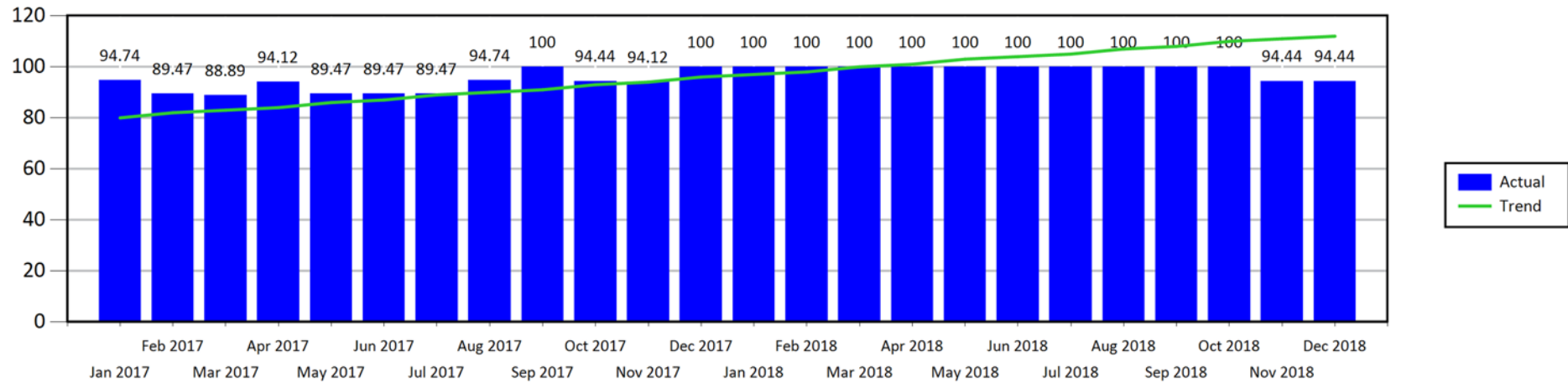
Action Code	Action Name
1.3.3.13	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Dorset?
<b>Progress comment:</b> We proactively manage and monitor our staff's operational competence, including attendance on courses and other events.  Training continues to be planned quarterly and this includes combined training between stations and district exercises. This supports the maintenance of firefighter's competence.	

Key Performance Indicators

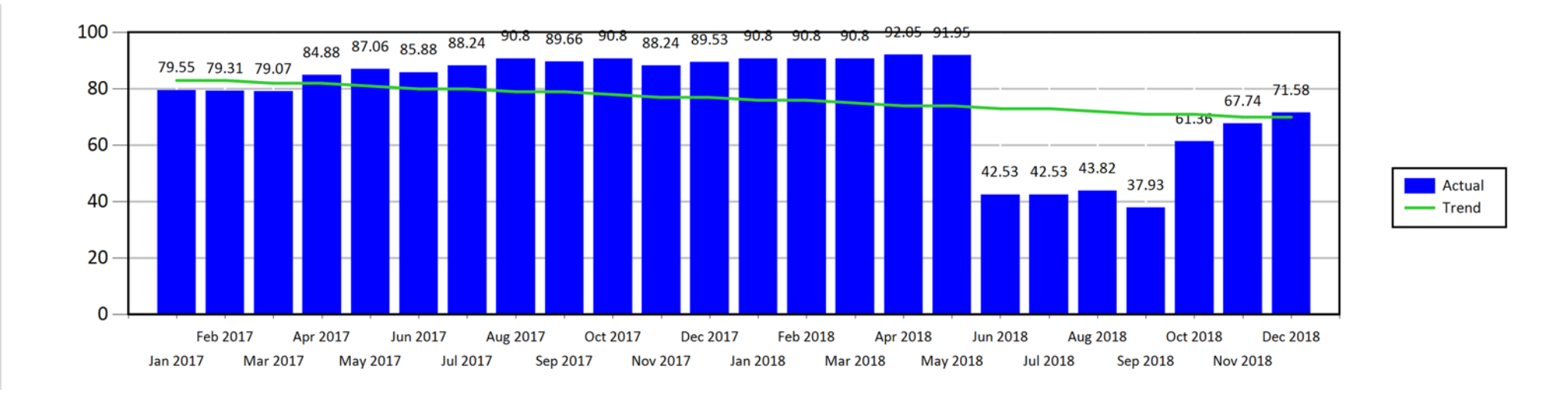
KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence-Dorset Area On-call stations	Month	Dec 2018	92.47



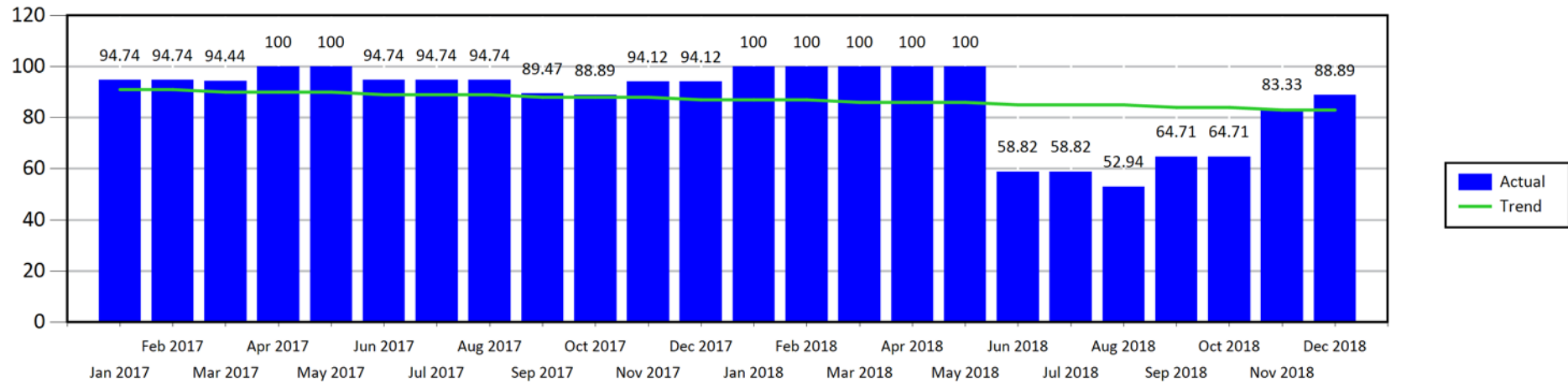
KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence-Dorset Area Stations (WT)	Month	Dec 2018	94.44



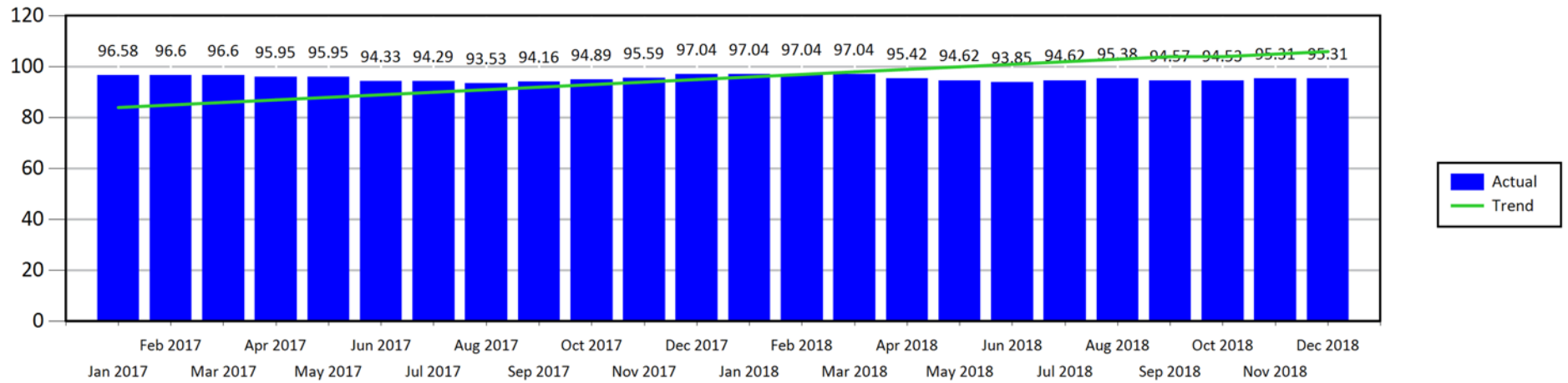
KPI Title	Period	Time Frame	Period Actual
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Dorset Area Stations (On-call)	Month	Dec 2018	71.58



KPI Title	Period	Time Frame	Period Actual
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Dorset Area Stations (WT)	Month	Dec 2018	88.89

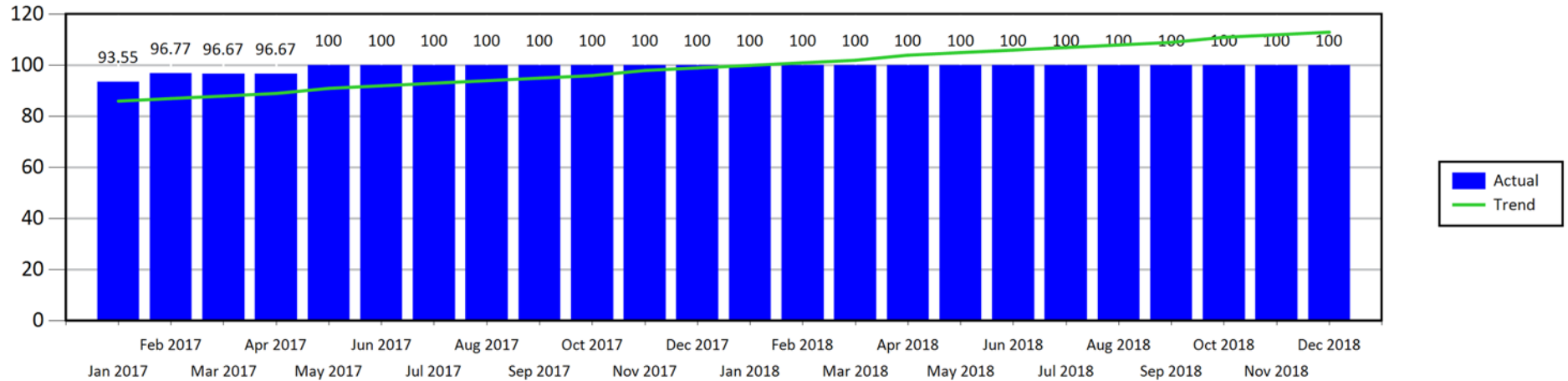


KPI Title	Period	Time Frame	Period Actual
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Dorset Area (On-call)	Month	Dec 2018	95.31

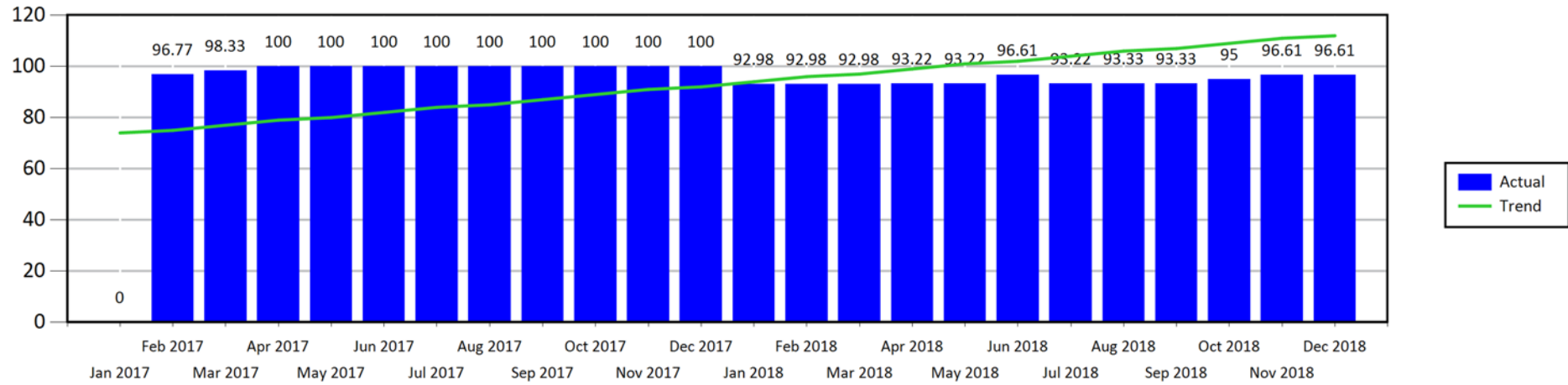




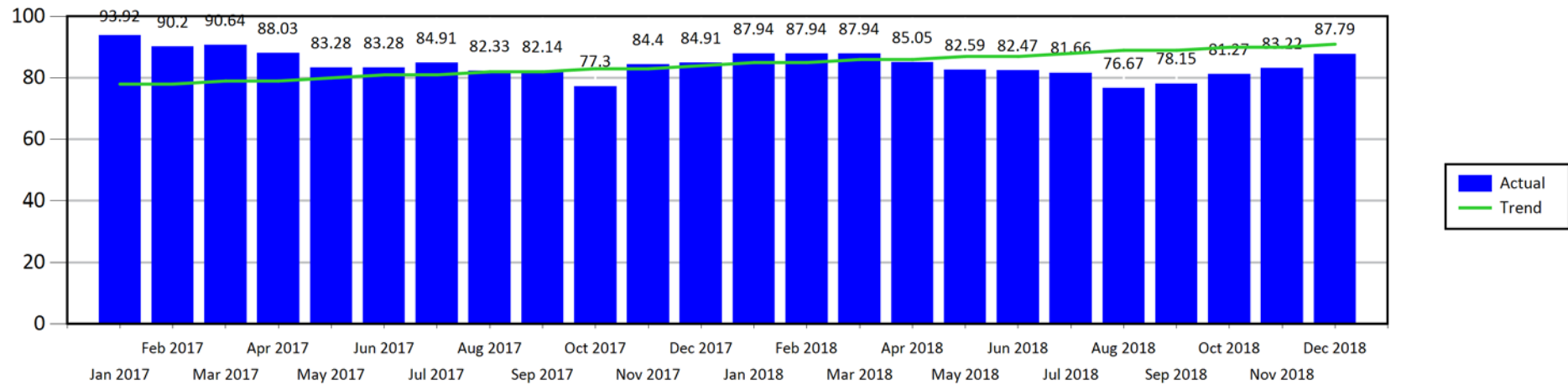
KPI Title	Period	Time Frame	Period Actual
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Dorset Area Stations (WT)	Month	Dec 2018	100



KPI Title	Period	Time Frame	Period Actual
PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Dorset Area Stations (WT)	Month	Dec 2018	96.61



KPI Title	Period	Time Frame	Period Actual
PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Dorset On-call Stations	Month	Dec 2018	87.79



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

Action Code	Action Name
1.3.4.5	How do we learn from operational and community risk in Dorset to improve the response services we provide?
<p><b>Progress comment:</b>            For larger incidents and those of special interest we hold formal and sometimes multi-agency debriefs to determine any learning points and to build on good practice. In addition, we have an operational effectiveness procedure to capture individual learning points and successes which are then fed back into the Service.</p> <p>For example, fatal fires, attract an operational debrief to ensure that the Service crews have performed to the highest level and once the coroner has held the inquest, a fatal fire case conference is held to help us understand what more we could do to prevent similar situations arising in the future.</p> <p>The administration team receive a regular spreadsheet that lists all of the larger incidents that have occurred across Dorset. Each Station Manager determines whether a hot debrief carried out at the time 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> <p>Debriefs have been held for the Ferndown common and East Creech fires, these have been recorded on the operational effectiveness system. Recommendations from debriefs influence training, guidance and equipment.</p>	