

3rd Quarter Performance Report

Dorset & Wiltshire Fire and Rescue Service Bournemouth & Poole

Local Performance & Scrutiny Committee

01/10/2018 - 31/12/2018



DORSET & WILTSHIRE
FIRE AND RESCUE

Bournemouth & Poole

Priority: Making safer and healthier choices

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

Action Code	Action Name
1.1.1.28	How are we working with our partners in Bournemouth and Poole to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p>Progress comment:</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 determine where the most vulnerable in our communities are and this is actively used to target resources. We also ensure that our activities are being delivered to reduce local risks through the knowledge and relationships that are developed within the Area Management Team (AMT), via their partnership work and engagement with public and voluntary sector organisations. This use of intelligence across teams and departments informs the full range of activities we deliver including Safe and Well checks, youth engagement programmes, arson reduction and road safety initiatives. Records are kept and work allocated across the service using the Community Fire Risk Management Information System (CFRMIS). Data sharing exists between key partners and although they are limited in their extent in some areas, our approach is being strengthened through the Dorset Information Sharing Concordant.</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 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 Well-Being strategies.</p> <p>We continue to investigate in 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</p>	

subsequent savings we contribute towards across the wider clinical and public health arena. The AHSN are currently looking at the details of our Safe & Well visits to determine the most appropriate methodology.

Area Management teams also continue to coordinate work and build on partnership arrangements across the Service's area to see where we can add value and help to protect vulnerable people through active participation in Community Safety Partnerships, safeguarding boards, strategic road safety boards, Drug and Alcohol boards and in supporting the domestic abuse strategies through signposting and our safeguarding arrangements. We have ensured that our Safe and Well advisors have been trained by Public Health to recognise more complex needs and to understand how and where individuals can be signposted to so that they receive a person-centred approach. In addition, all of our Safe and Well advisors and our operational 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 a 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
1.1.5.9	How are vulnerable people in Bournemouth and Poole 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? (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 2 year and we have a constant stream of referrals being sent through from our referring partners, such as South West Ambulance Foundation Trust (SWAFT), 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"> • Electrical safety • Cooking safety • Making an escape plan • What to do in the event of a fire • Good practice, such as a night time routine • Identify if a Safe and Independent Living (SAIL) referral might be required <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 (Q3) 770 Safe and Well visits were completed by Safe and Well Advisors and operational crews. The total for this year is 2458. 83% of these visits have been carried out on homes that are classed as high to very high risk</p> <p>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 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 possible wouldn't qualify for a safe and well visit. Those who have qualified for a visit and, where we have identified poor cooking practices, have been offered advice and provided with resources to help</p>	

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, including On-Call, were provided with five winter warmth packs for distribution if they identified a vulnerable person who had insufficient heating or 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.

Safe and Well Advisors have continued to attend various talks, and events at Doctors Surgeries. These events continue to generate referrals for Safe and Well Visits.

A stand has been set up and operated at Royal Bournemouth Hospital to promote our Safe and Well Service. This has been well received and has generated interest from NHS staff. Further dates are being booked and meetings are taking place to expand this into Christchurch and Poole Hospitals, as this is directly reaching the vulnerable people within our communities and strengthening our partnerships.

Various Flu Clinics attended by volunteers, crews and S&W Advisors.

Safe and Well Team Leader has identified an opportunity to partner with local pharmacies in Bournemouth and Poole Area (as well as all areas 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 across Bournemouth and Poole areas (as well as the rest of Dorset) 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 working collaboratively with the British Red Cross; and is being led by National Fire Chiefs Council (NFCC). We have been invited to look at hospital discharge, community development and 'frequent callers' 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 Civil

Contingency Unit (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.

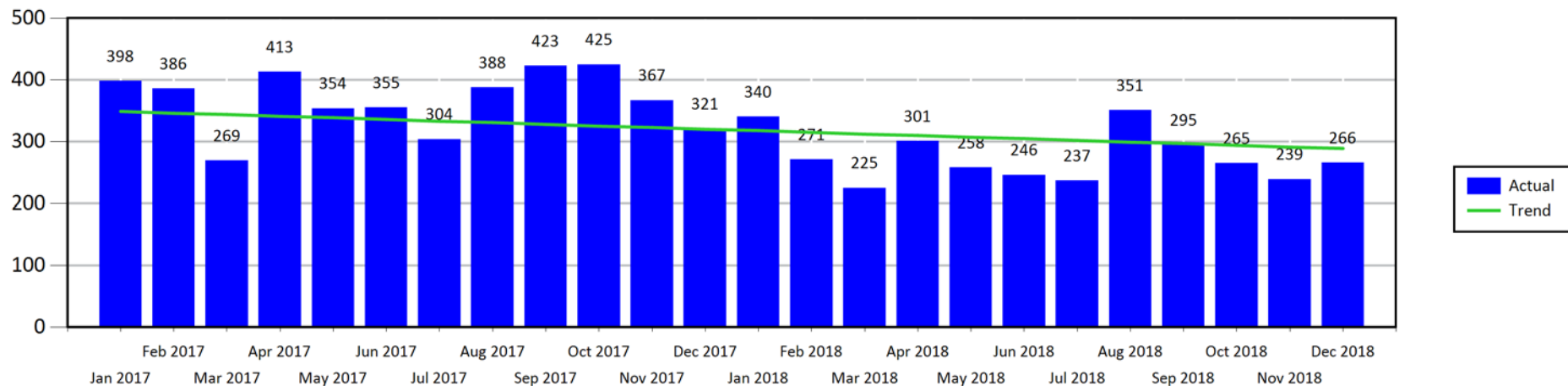
4. Case Study

Safe and Well visit booked and, on arrival, found that occupant had mobility issues restricting them to one floor and that the reason for no heating was that the new boiler installed in 2017 had been condemned by SGN (Scotia Gas Networks) as the flue was too close to the eaves which would have resulted in products of combustion entering the property. Occupier had attempted to resolve the issue with the installer, eventually seeking advice and assistance from Trading Standards and the Citizen's Advice Bureau, but this had resulted in a letter from the installer stating he would not visit their property as they had "blackened his name".

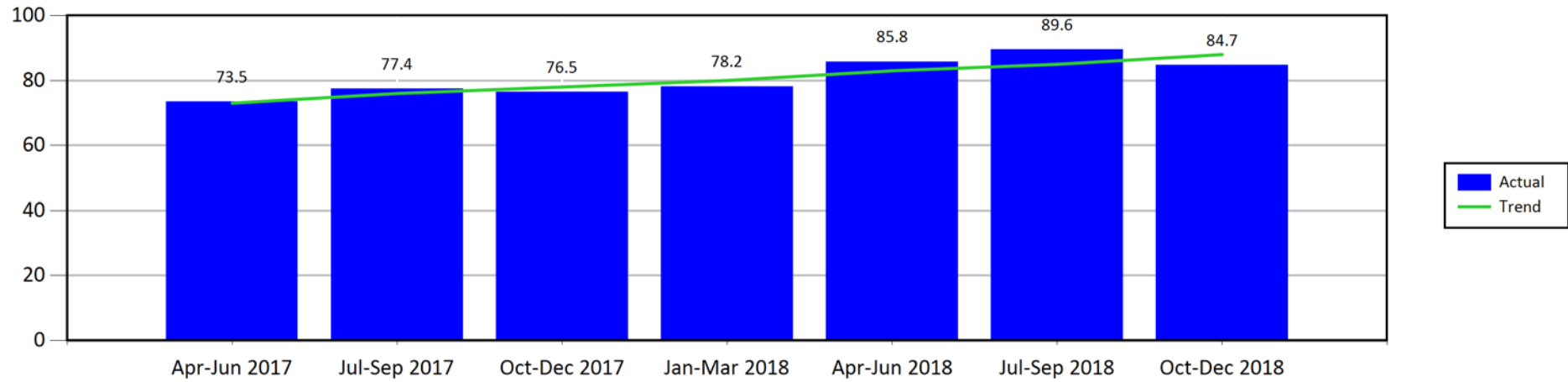
As occupier was restricted to ground floor initially supplied one heater, changed both old smoke detectors, installed a heat alarm, issued Winter Warmth Pack and made a referral through Local Energy Advice Partnership (LEAP) for assistance. Informed contact within LEAP partner Ridgewater Energy of basic details of issue and received acknowledgement. Further call from Red Cross informing that occupant had received contact from LEAP however kitchen/diner area extremely cold and requested a further heater which was supplied that day. Confirmed with Bournemouth LEAP coordinator within Bournemouth Borough Council of progress and was informed that occupant had qualified for a grant for remedial work to be carried out to resolve the heating issue.

Key Performance Indicators

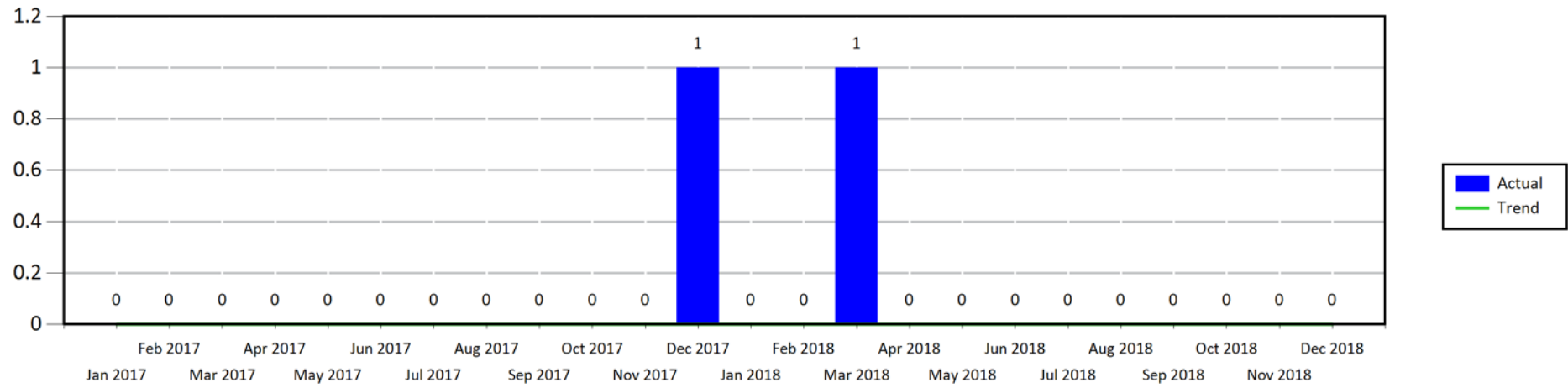
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Bournemouth and Poole Borough Council	Month	Dec 2018	266



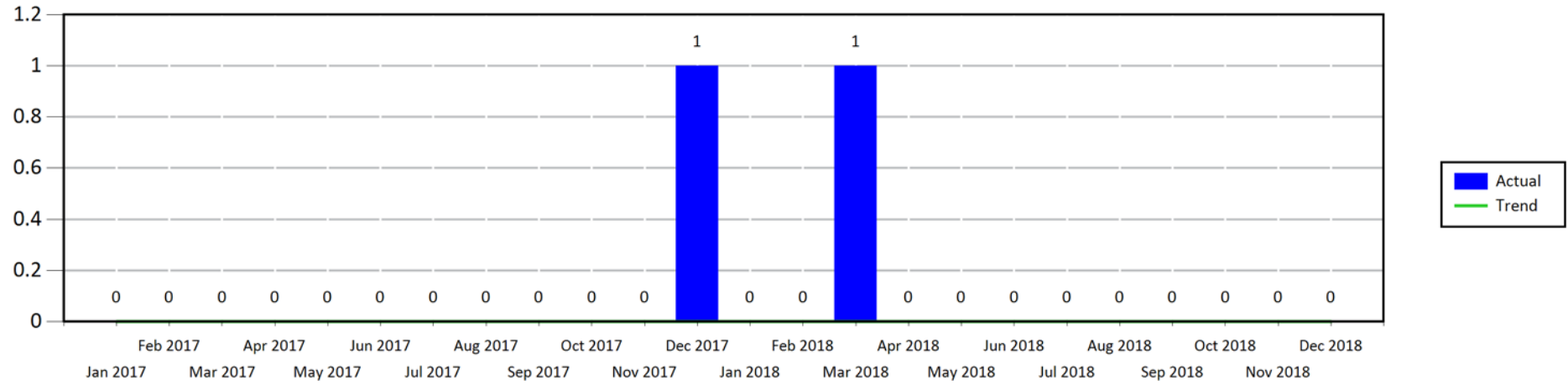
KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken to high risk households in Bournemouth and Poole	Quarter	Oct-Dec 2018	84.7%



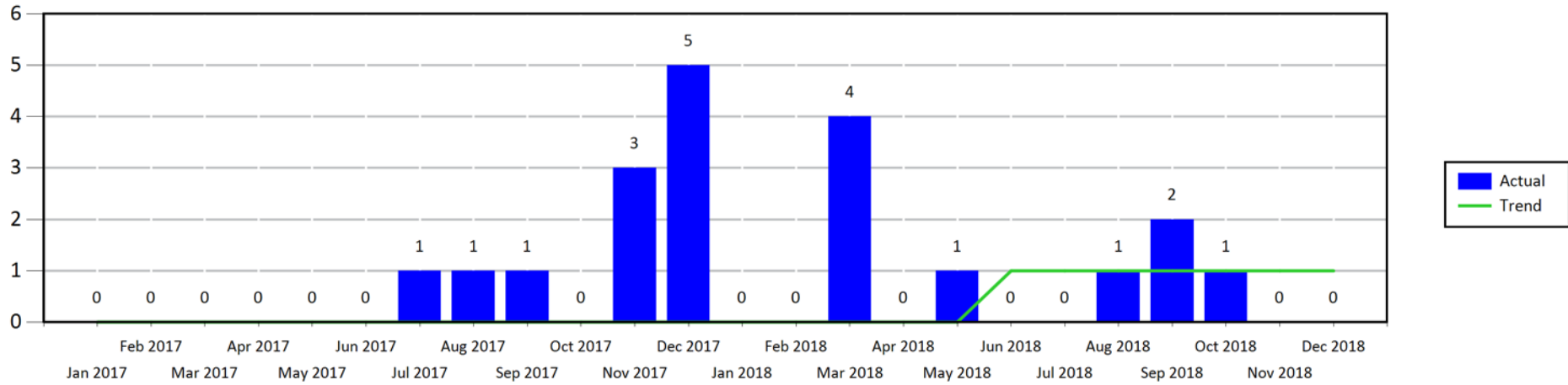
KPI Title	Period	Time Frame	Period Actual
PRE01- Number of fire related deaths - Bournemouth and Poole Borough	Month	Dec 2018	0



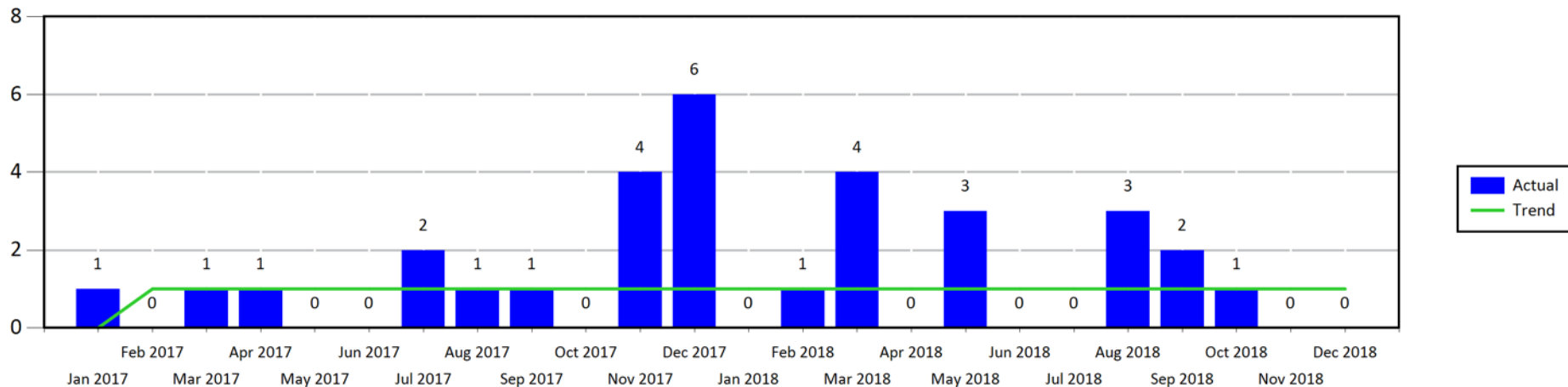
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Bournemouth and Poole	Month	Dec 2018	0



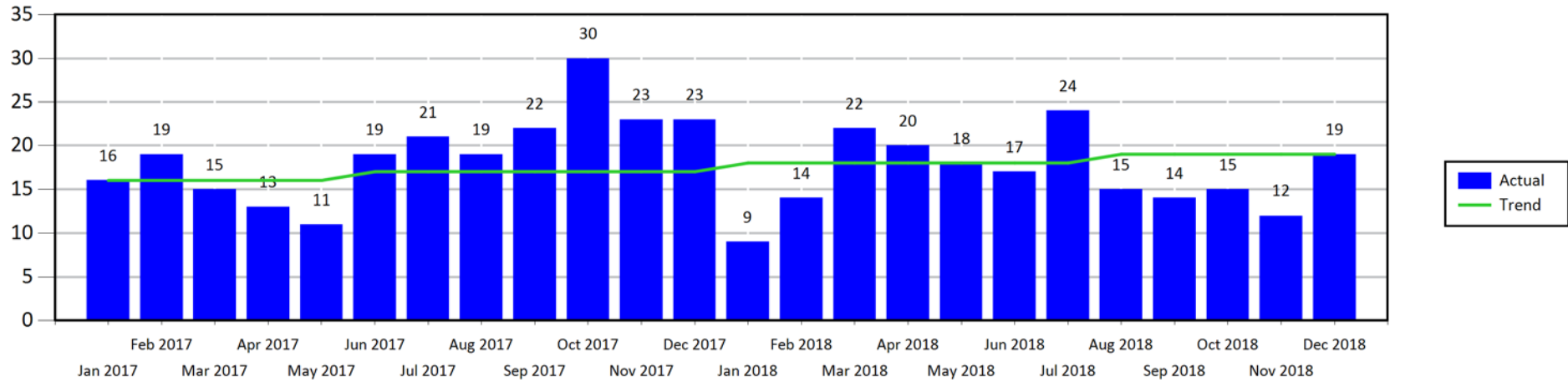
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Bournemouth and Poole Boroughs	Month	Dec 2018	0



KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Bournemouth and Poole Borough	Month	Dec 2018	0



KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Bournemouth and Poole Borough	Month	Dec 2018	19



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

Action Code	Action Name
1.1.6.10	How do we deliver our safety education to children, young people and communities in Bournemouth and Poole, helping them build safer and healthier lives?
<p>Progress comment:</p> <p>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. 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. Where possible other year groups are visited where capacity allows, the targeted year group can not be reached and to visit another year group in the school allows access.</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 Bournemouth and Poole this includes Safer People, 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 includes SPARC courses being delivered across the Poole and Bournemouth area. In addition to this we are the delivery partner for the Prince's Trust Team programme in Bournemouth and Poole. This 12-week personal development programme supports young people aged 16-25 who are 'Not in Education, Employment or Training' (NEET). The participants take part in a residential week, a community project, work experience, CV and Interview workshops plus other employability related activities that leads to an Employment, Teamwork and Community Skills Qualification. We will be delivering three cohorts per academic year, all situated in the Bournemouth and Poole area. Working in partnership with Bournemouth and Poole College to draw down funding from the Education and Skills Funding Agency has enabled this programme to be delivered. This personal development programme is nationally recognised and will support the Local Authorities Employment and Skills Teams aim to reduce the NEET population in the two boroughs.</p> <p>We have recently completed our first Prince's Trust Team programme of the academic year. This course was delivered from Hamworthy Fire Station and on Thursday 13 November, seven young people gave a presentation in front of family and friends to talk about their experience over the previous 12 weeks and to give their hopes and ambitions for the future.</p> <p>A number of the young people have already secured positive outcomes ready for when they complete Team on 14 December including the case study below. James (not real name) completed a SPARC course with the Service in April 2018 and found a new level of confidence and interest in the role of a Fire Fighter. As a result, James applied to be a volunteer with the Service and when he found out about the Prince's Trust Team programme (Team), decided to attend the taster day and see what it involved. James signed up and his attendance and attitude has been excellent throughout Team. James completed his two-week work experience with a local carpet fitting company where he learnt measuring</p>	

skills as well as how to fit carpet and vinyl. James was such a valued member of the team he was working with, at the end of the placement they offered him a full-time position starting there and then. With support from the Team Leader, James managed to negotiate a start date after Team has finished but he is now looking forward to working full time from January 2019 and continuing volunteering with the Service as and when he can.

Other young people from Team 117 have secured positive outcomes including one individual who has gained a full-time position at Halfords as a Technician following a successful work experience placement, one who is starting a photography course at college and another who has successfully completed stage one of their application to join the Army.

During the 2018/19 academic year we delivered three Prince's Trust Team programmes where a total of 21 young people not in education, employment or training completed the course. Our staff team have finished tracking these young people on their progress after completing the course and 16 out the 21 young people have moved into employment, education or training within six months of completing Team. Of the remaining five young people, three were not in education, employment or training and two were not contactable.

In November a SPARC course was delivered in Bournemouth at Springbourne Fire Station for young people aged 12-17. Referrals came in from local Schools and Local Authorities (LA) Youth Services. A total of nine young people started the course but three were asked to leave due to ongoing poor behaviour. The six that completed demonstrated their skills in an excellent pass out parade in front of family and friends. The group were enthusiastic and committed to the course with one young person completing a 45-minute cycle ride each morning to ensure they could attend.

The course had a big impact on one individual in particular. Alex (name changed) was referred to the course by his School due to persistent poor behaviour including showing disrespect to staff. Alex started the course on Monday quite nervous and quiet but developed a positive relationship with the fire fighter instructors throughout the week. After completing the course Alex's parents got in touch with our Youth Coordinator to say "Thank you so much for all the support you and the instructors gave to Alex during the week. We noticed almost immediately a change in his attitude and behaviour". The course inspired Alex so much in the work of the Service, that he has applied and successfully gained a place with Ringwood Fire Cadets.

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

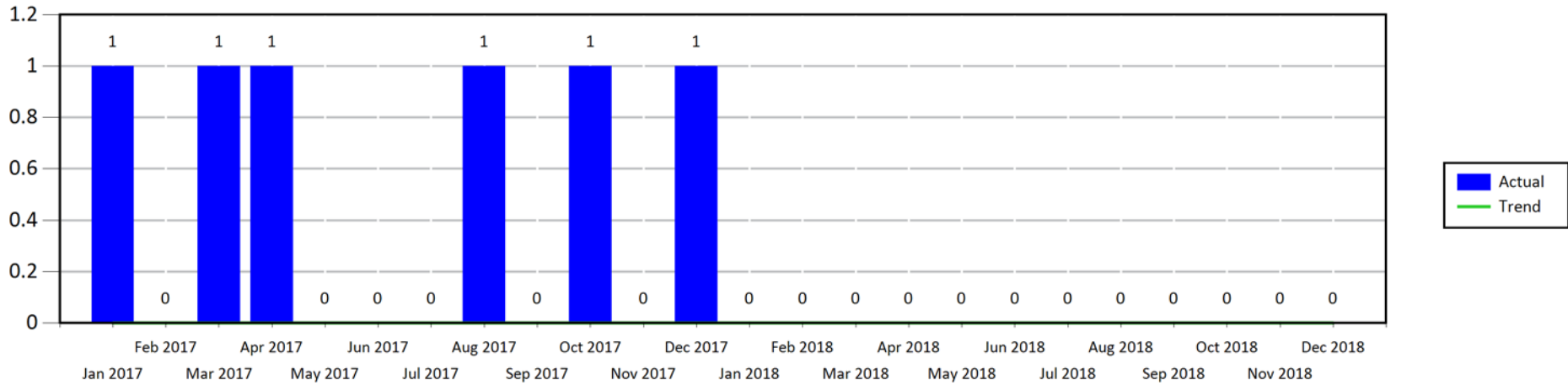
We deliver two SPARC courses per year in the Bournemouth & Poole area. The next course is planned in June 2019 and this will be delivered at Hamworthy Fire Station for young people aged 12-17 who are in danger of engaging in risk taking behaviour.

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

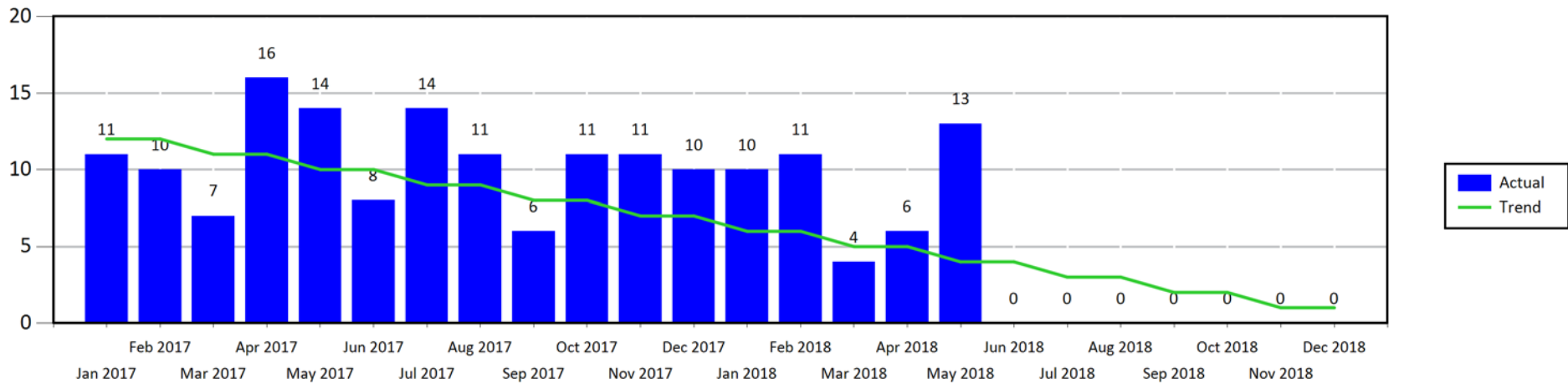
Action Code	Action Name
1.1.7.4	How are we delivering effective road safety education in Bournemouth and Poole to reduce the risk of road traffic deaths and injuries?
<p>Progress comment: The Service has representation on the Strategic Group, Road Death Overview Panel, Tactical Group and Education Training and Publicity Meetings. All three Service Road Safety Staff have now qualified as 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>Ministry of Defence (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 Bowel 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 Camps.</p> <p>Survive the Drive is the military-specific adaptation of the Safe Drive Stay Alive (SDSA) roadshow. Developed during 2018 in a partnership between DWFRS, Devon & Somerset FRS, Safe South West and the MoD. 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. 29 November will be a video only version, this will undergo an evaluation to see how effective it is compared to live speakers. This is because remote military establishments may not be able to recruit a SDSA team, so we have developed the video module in place of the full team. In Dorset, on the 21 November we will be visiting Blandford Camp for the first time.</p> <p>The Next Quarter in Poole & Bournemouth? SDSA - Schools - We will be delivering the school SDSA roadshow with 30 schools currently booked across Dorset (up from 12 at combination). We have a further 15 schools targeted. This year expect more than 5,540 students to attend across Dorset, Poole & Bournemouth. In Poole and Bournemouth we have 13 Schools booked. The following schools are not currently attending in Bournemouth & Poole:</p> <ul style="list-style-type: none"> • Avonbourne College, Bournemouth • Talbot Heath School, Bournemouth • The Bishop of Winchester, Bournemouth • Magna Academy, Poole • Parkstone Grammar School, Poole <p>Operation Close Pass Op Close pass is an education and enforcement initiative to target motor vehicles that do not give space to cyclists. We have engaged with both Wiltshire and Dorset Police with the aim of supporting them. Target distance is 1.5 meters</p> <p>We are looking to work in partnership with the forces to provide the education. Police will enforce out on the road, pull them in and direct them to the Service for education.</p>	

Key Performance Indicators

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



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



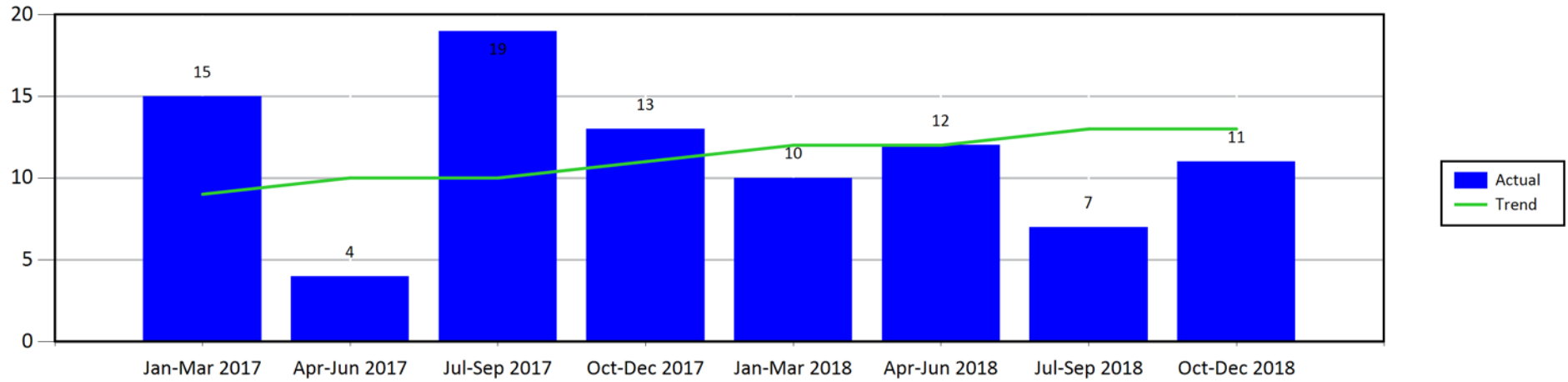
Priority: Protecting you and the environment from harm

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

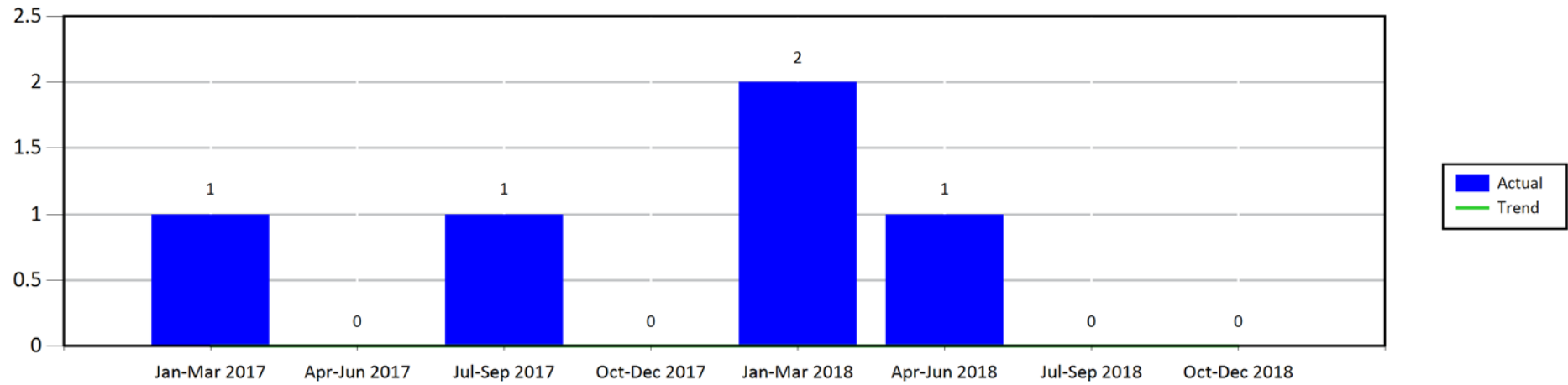
Action Code	Action Name
1.2.1.6	How are we effectively working with our partners in Bournemouth and Poole to safeguard the vulnerable people we come into contact with?
<p>Progress comment:</p> <p>At an NFCC meeting the Safeguarding Lead learnt of the seven step training about emollients. This has been shared with the Safe and Well Team and Local Safeguarding Boards. This has led to the boards organising two large events of which part of the day will be given to raise the awareness of fire when using emollients. The Safe and Well Manager will be representing DWFRS 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 2019 and attends monthly meetings with other SLs 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.</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 DWFRS- Bournemouth and Poole Borough Area	Quarter	Oct-Dec 2018	11



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



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

Action Code	Action Name
1.2.2.8	How are we providing advice, support and consistent regulation for local business in Bournemouth and Poole so they can meet their legal fire safety obligations?
<p>Progress comment: Q3 2018/19 reporting (figures quoted are for the South Team).</p> <p>Building Regulations. 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>Audits. 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>Complaints. We are still receiving a constant stream of complaints from crew referrals, partners and the general public. An average of 8 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>Licensing. The South Team dealt with an average of 18 licensing consultations per month over the last quarter (18% decrease on Q2).</p> <p>Non-domestic fires: B&P and Dorset Totals</p> <ul style="list-style-type: none"> • Oct 7916 • Nov 8311 • Dec 4 711 <p>Monthly Average 6979</p> <p>For Q3, there were two less non-domestic fires than in Q2 for Dorset, with B&P remaining at six.</p>	

Q3 was particularly difficult for the South Team with staff being on a BS9991 (Fire Safety in Design & Management) course, Her Majesty's Inspectorate of Constabularies and Fire & Rescue Services 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 a commercial premises from 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 a premises where the fire separation was inadequate, there was evidence of dangerous electrical wiring, and the occupants lifestyle could add further risk to a fire starting. The premises was 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 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 General fire safety enquiries can be made on fire.safety@dwfire.org.uk Building regulation consultations have a time limit of 15 working days for us to respond on behalf of the Authority Houses in Multiple Occupation (HMO) inspections are projected to increase as the Council seek to licence more premises

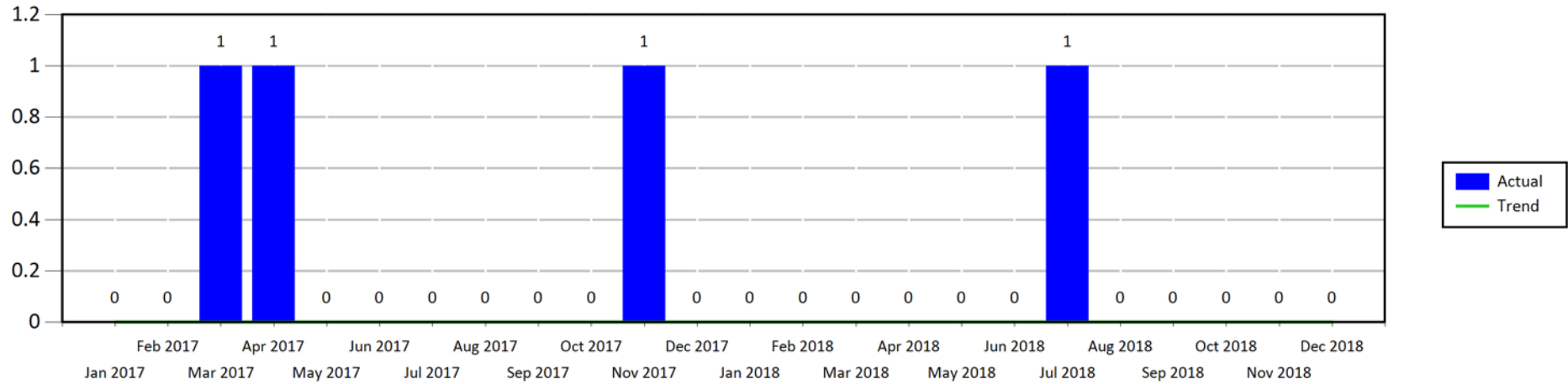
- Targeted activities currently include:
- Targeting Experian generated premises (17 per month) - Experian data suggest that fires start where high numbers of people congregate, stock is held and cooking facilities are present.
- Inspecting take away/restaurant premises with residential above, which 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:

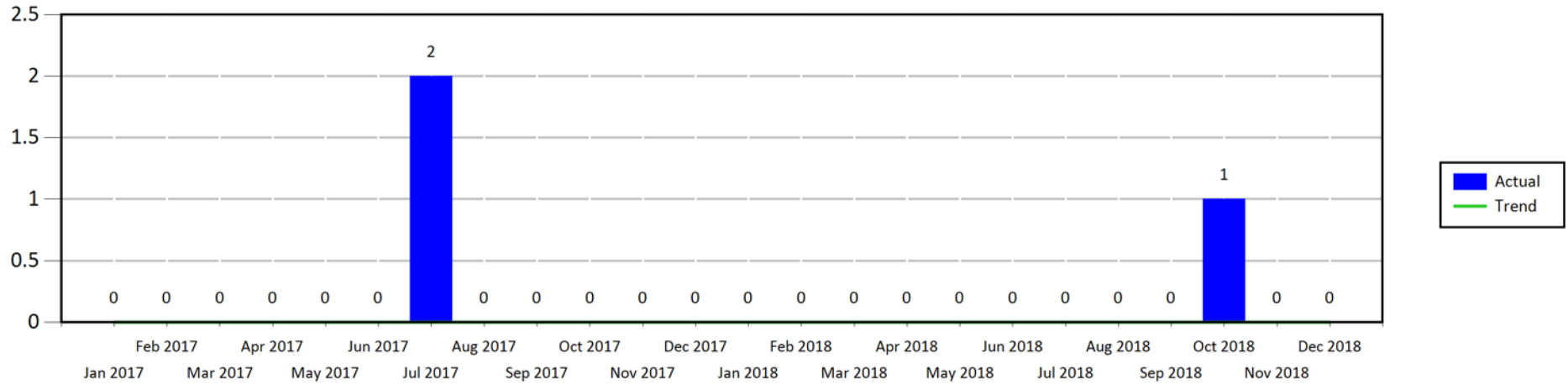
- Working with language student colleges to maintain a minimum standard of fire safety in lodgings
- Monthly business breakfast seminars to be held at Ling Rd, to enable businesses to come direct to us and chat in an informal setting
- Preparation of material to support business seminars, including scrolling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

Key Performance Indicators

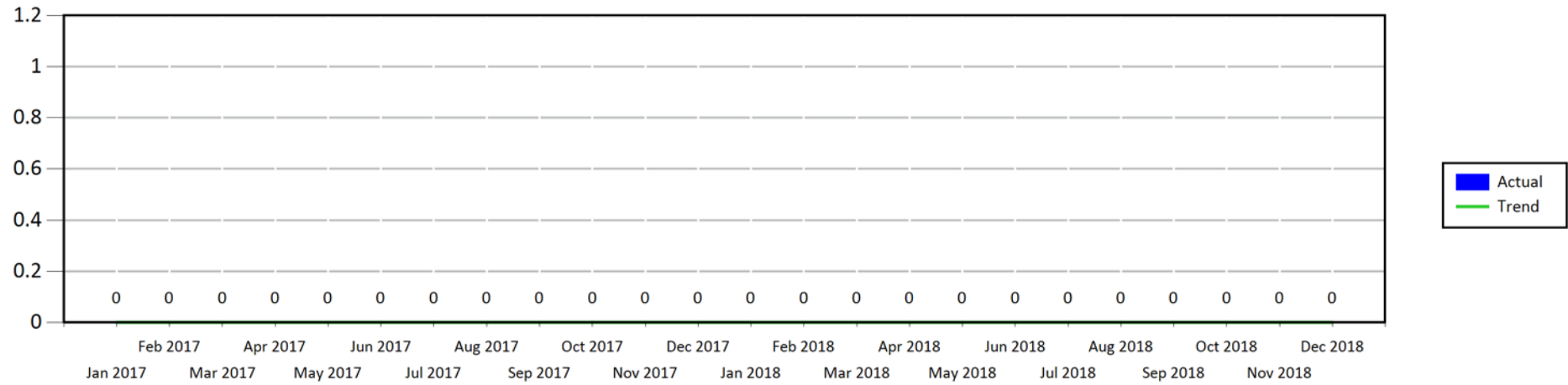
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Bournemouth and Poole Borough	Month	Dec 2018	0



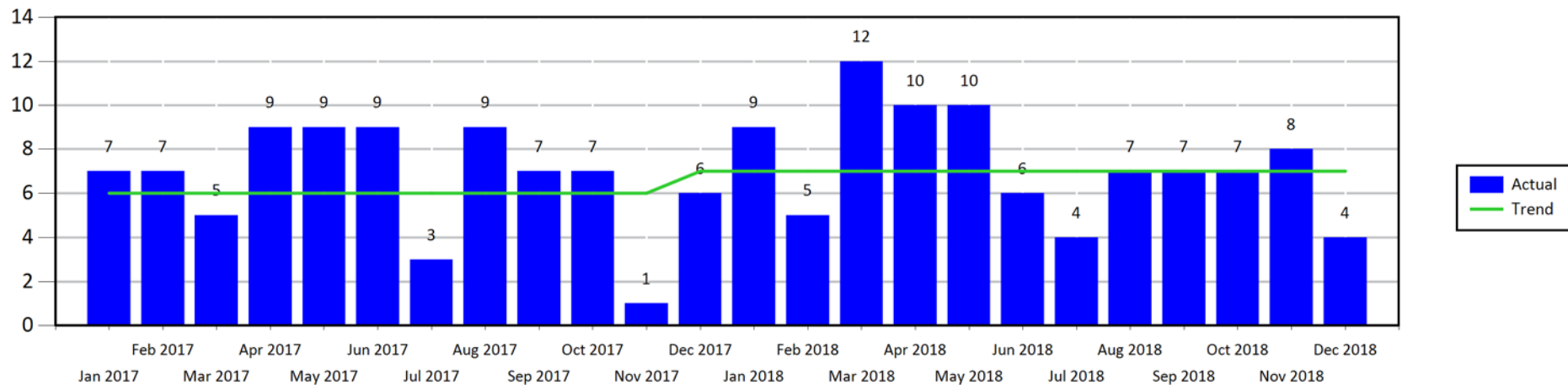
KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Bournemouth and Poole	Month	Dec 2018	0



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



KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in Non domestic properties-Bournemouth and Poole Borough	Month	Dec 2018	4

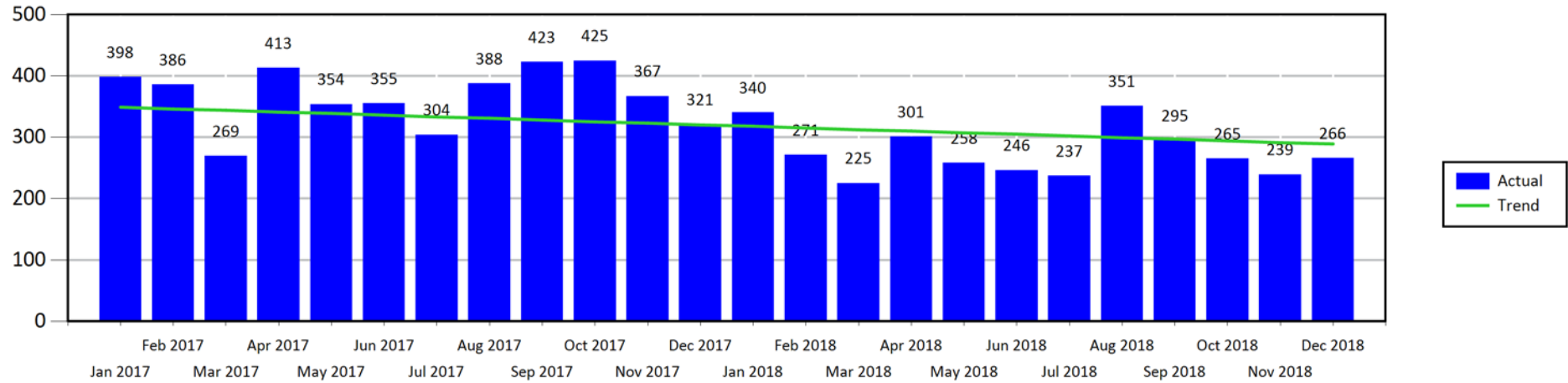


KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

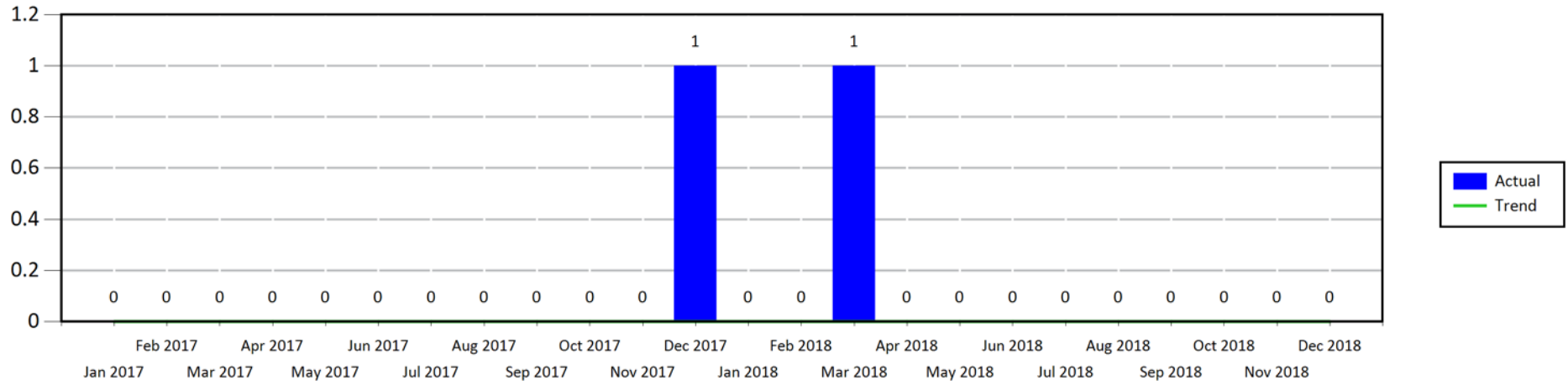
Action Code	Action Name
1.2.3.6	How are we identifying and driving down risks to the community, heritage and environment in Bournemouth and Poole?
<p>Progress comment:</p> <p>Operational crews continue to gather and review information on key risks within their geographical areas to help ensure that they are prepared for emergency incidents should they occur. 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 LAs and environmental partners on heathland fire safety including wildfire weather predictions and flood working groups.</p> <p>Significant work has gone on within the Bournemouth & Poole Area following the Grenfell Towers incident in London on the 13 of June. This has included the commissioning and implementation of inspections and visits to all residential high rise within the area (around 200 premises) by operational crews and fire safety officers for the higher risk buildings. The area management team and fire safety teams have attended partnership meetings and public meetings to support the communities of Bournemouth & Poole that may be affected by the Grenfell Tower incident 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

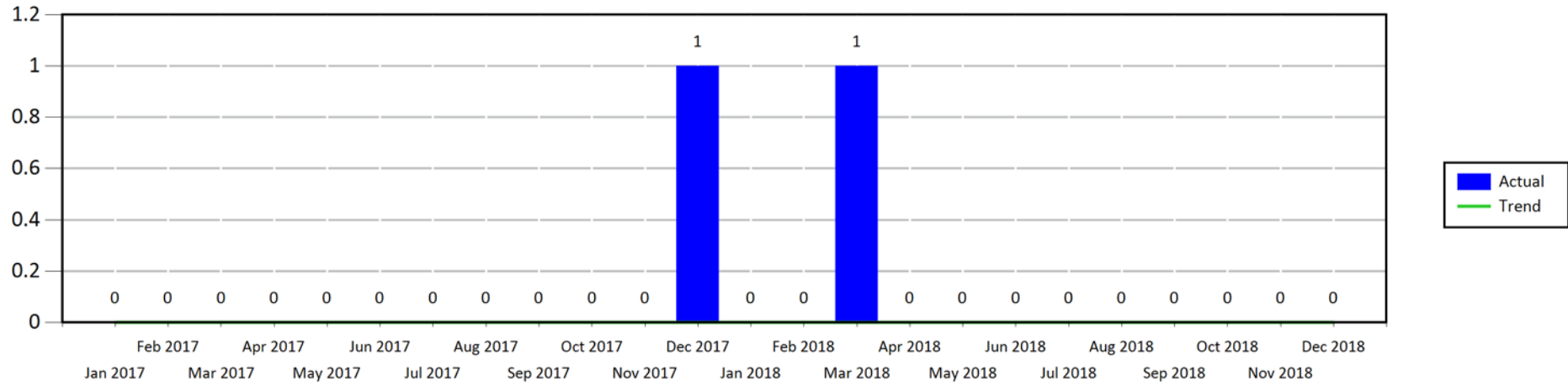
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Bournemouth and Poole Borough Council	Month	Dec 2018	266



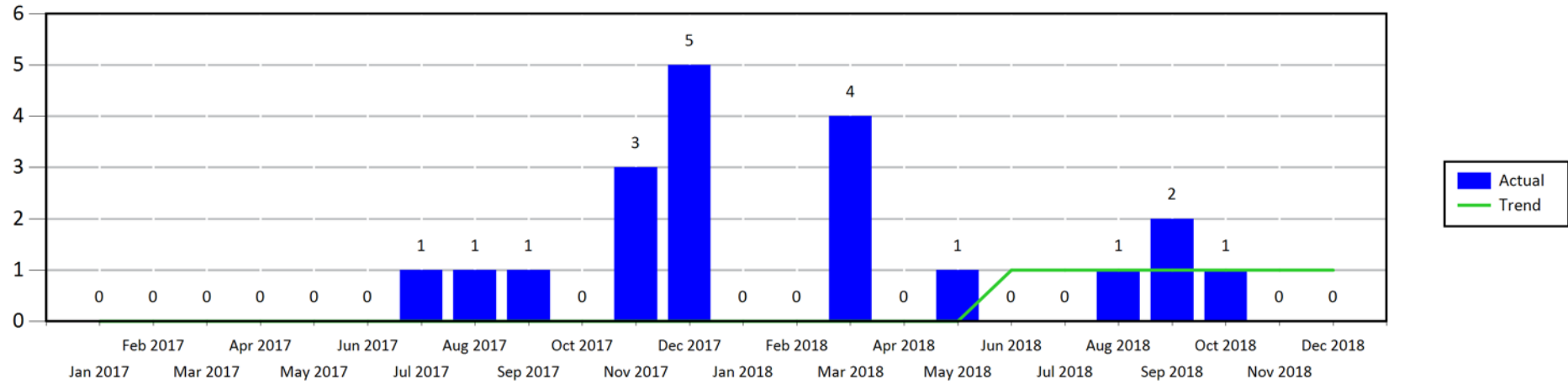
KPI Title	Period	Time Frame	Period Actual
PRE01- Number of fire related deaths - Bournemouth and Poole Borough	Month	Dec 2018	0



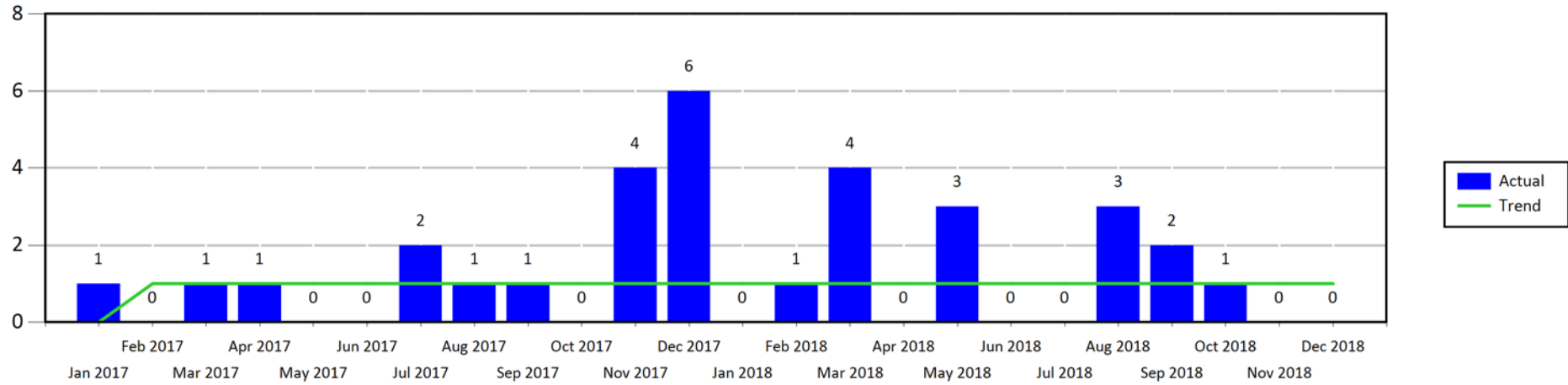
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Bournemouth and Poole	Month	Dec 2018	0



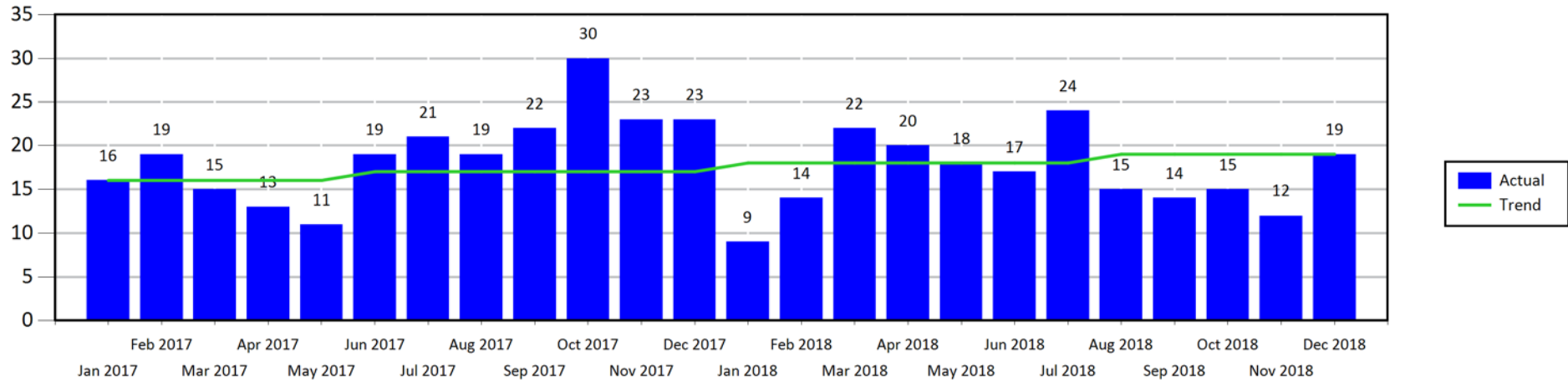
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Bournemouth and Poole Boroughs	Month	Dec 2018	0



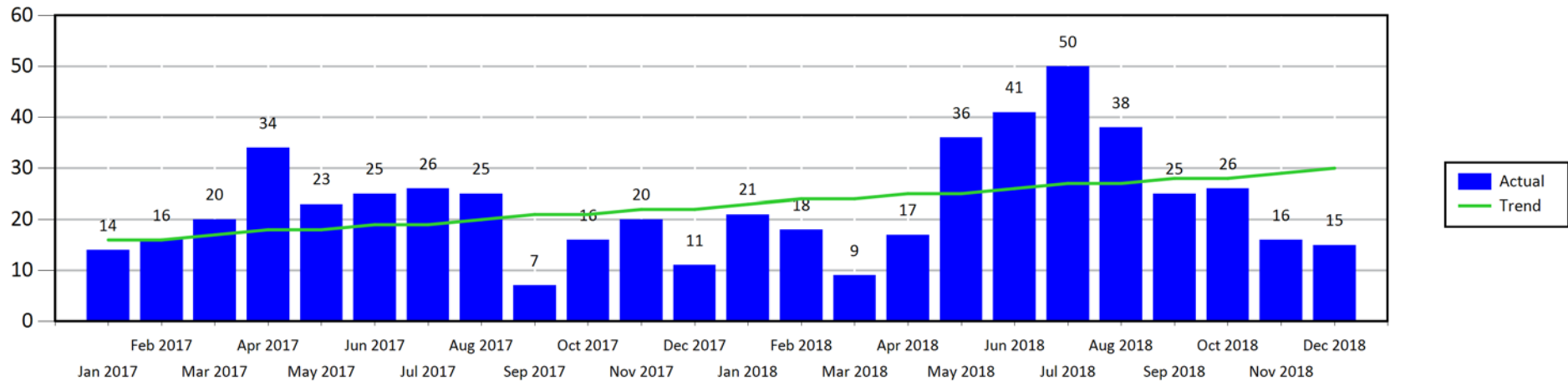
KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Bournemouth and Poole Borough	Month	Dec 2018	0



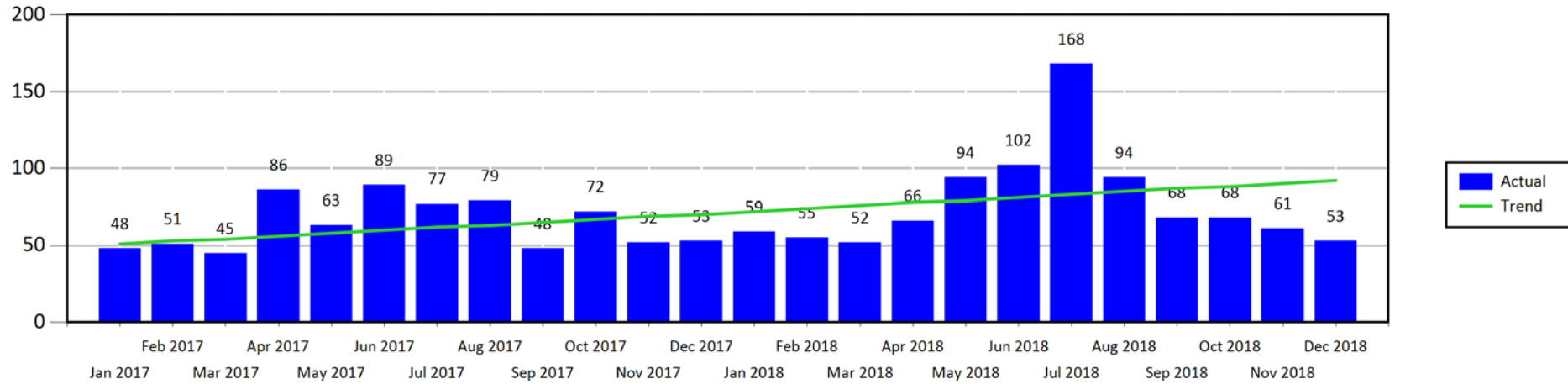
KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Bournemouth and Poole Borough	Month	Dec 2018	19



KPI Title	Period	Time Frame	Period Actual
PRE05-Number of deliberate fires (primary + secondary) - Bournemouth and Poole Borough	Month	Dec 2018	15



KPI Title	Period	Time Frame	Period Actual
PRE06-Number of fires - Bournemouth and Poole Borough	Month	Dec 2018	53



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

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

Our LRF is overseen and coordinated by a Business Management Group (BMG) and an executive group, which oversees the work plan and provides strategic or tactical direction.

Staff are continuing to maintain competence in water rescue in order to respond to our community need during possible future spate conditions. The Service continues to carry out JESIP training with our partners, including Coastguard, SWAST, Police & the Royal National Lifeboat Institution (RNLI).

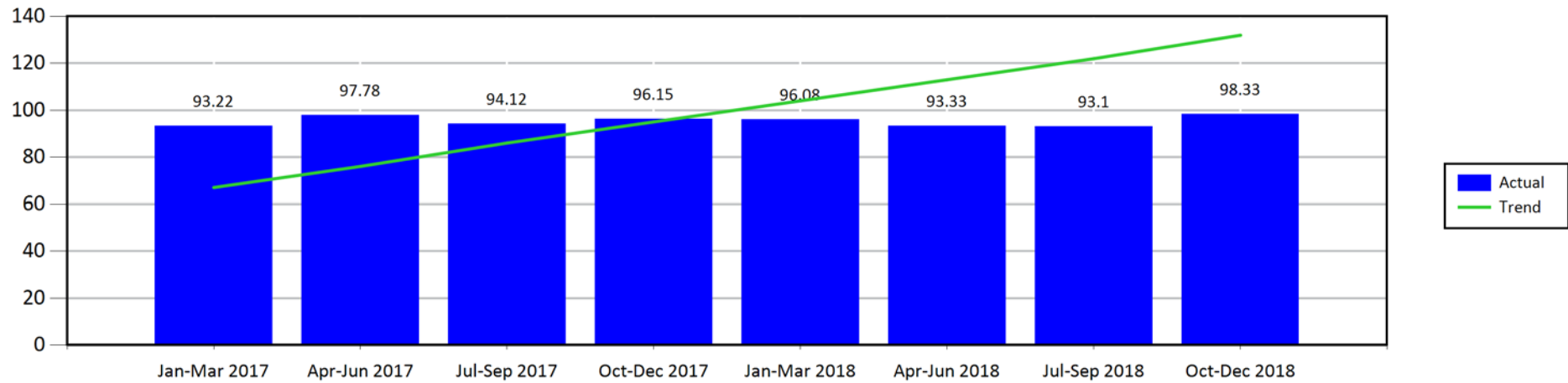
Priority : Being there when you need us

KLOE 9: Are appliances available when we need them?

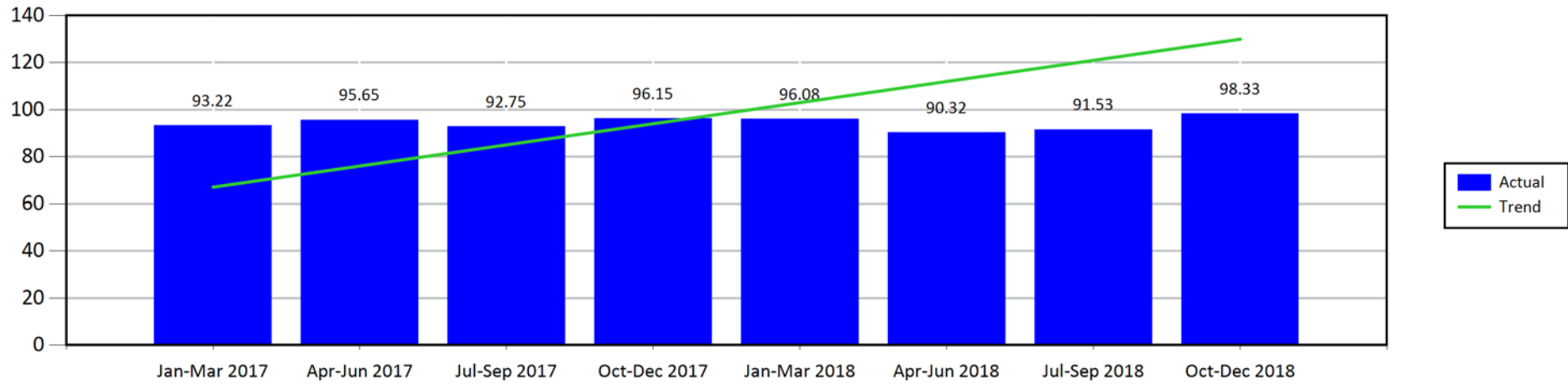
Action Code	Action Name
1.3.1.6	Are appliances in Bournemouth and Poole available when we need them?
<p>Progress comment: Appliance availability across the Bournemouth & Poole group continues to be good, with both Wholetime and On-Call sections in a strong position. We continually monitor and manage accordingly through local action and working with HR through Postings Group and Work Force Planning.</p> <p>Historically, we are able to recruit without too much difficulty to the On-Call sections as they are all within the conurbation where the number of applicants generally satisfies our needs, and this continues to be the position. All On-Call sections remain at or near full strength and we can respond to fluctuations in these numbers relatively easily.</p> <p>We have received a small number of resignations from WDS staff and we are sighted on staff who we anticipate may leave with the near to medium future. We work with Work Force Planning to manage the impact of these and are currently trying to balance these against the agreed reduction in number of posts due on 31st March 2019.</p> <p>A promotion process for Wholetime Crew and Watch Managers has been completed, and we are about to begin a promotion process for On-Call staff. These allow us to fill numerous posts substantively and reduce the number of temporary posts currently in use.</p> <p>An ongoing challenge we face is the current establishment and disposition of drivers. This is being dealt with both locally in training new and supporting current drivers. We have a meeting planned following postings group to deal with firefighter/driver moves and any further temporary promotions required with the B&P group. The Service has also recently appointed a new driving instructor to help facilitate additional driver training opportunities.</p>	

Key Performance Indicators

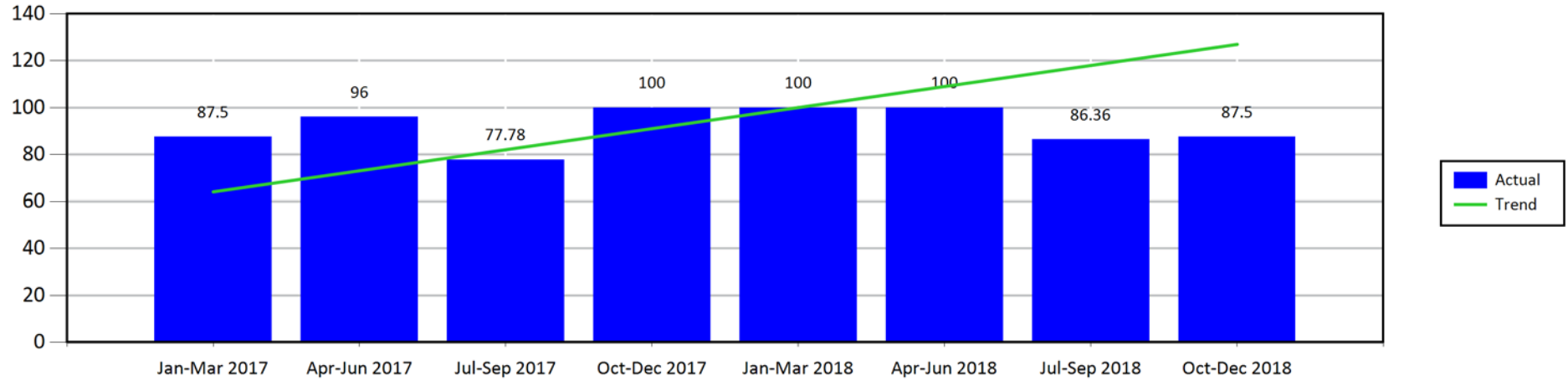
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time ischron-Bournemouth and Poole Borough	Quarter	Oct-Dec 2018	98.33%



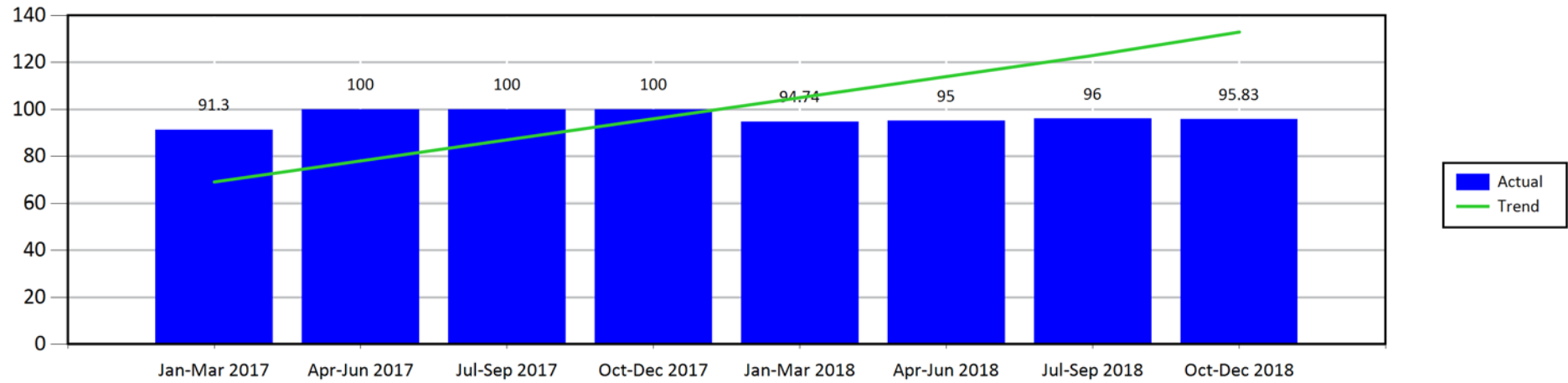
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2018	98.33%



KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2018	87.5%



KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2018	95.83%

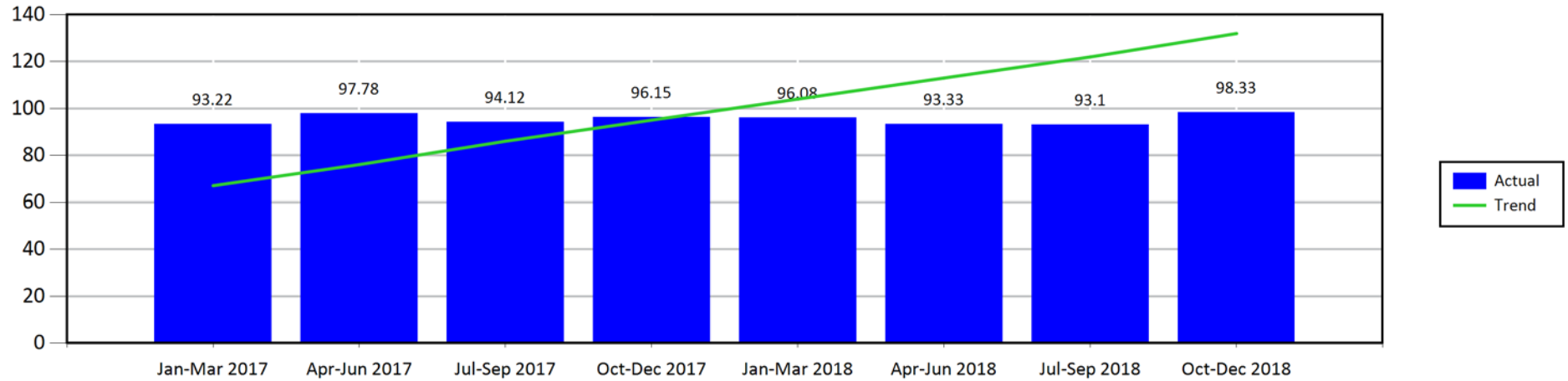


KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

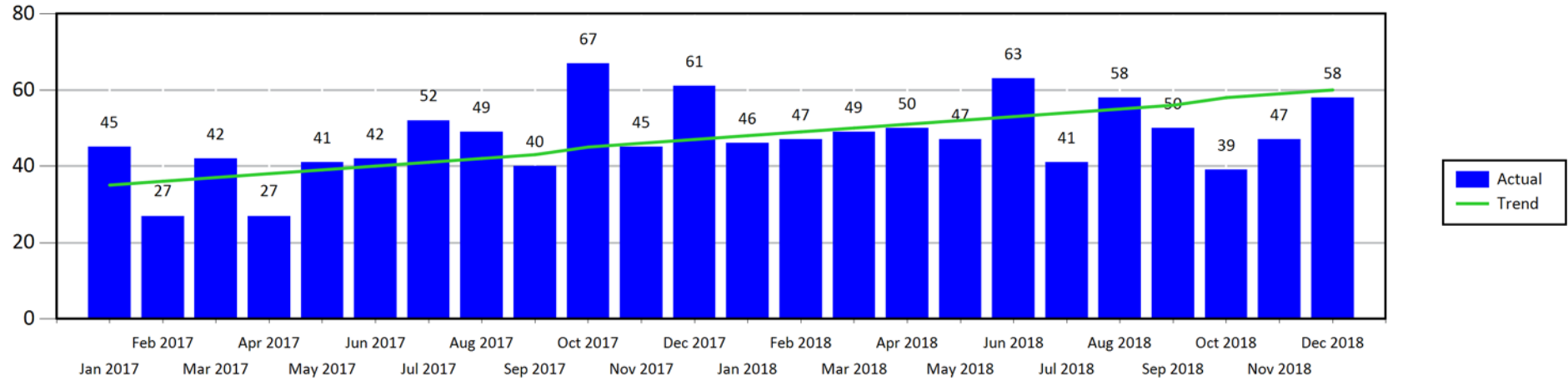
Action Code	Action Name
1.3.2.10	How effective and efficient are our response arrangements in Bournemouth and Poole for dealing with the range of incidents we attend?
<p>Progress comment: Within Bournemouth and Poole we continually meet the majority of our response standards as we are predominately wholetime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

Key Performance Indicators

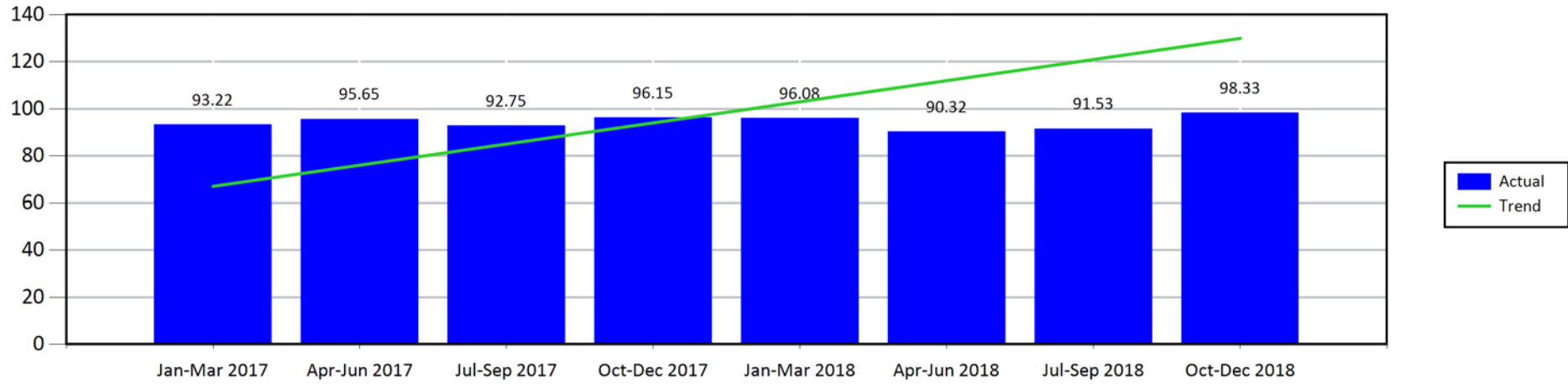
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time ischron-Bournemouth and Poole Borough	Quarter	Oct-Dec 2018	98.33%



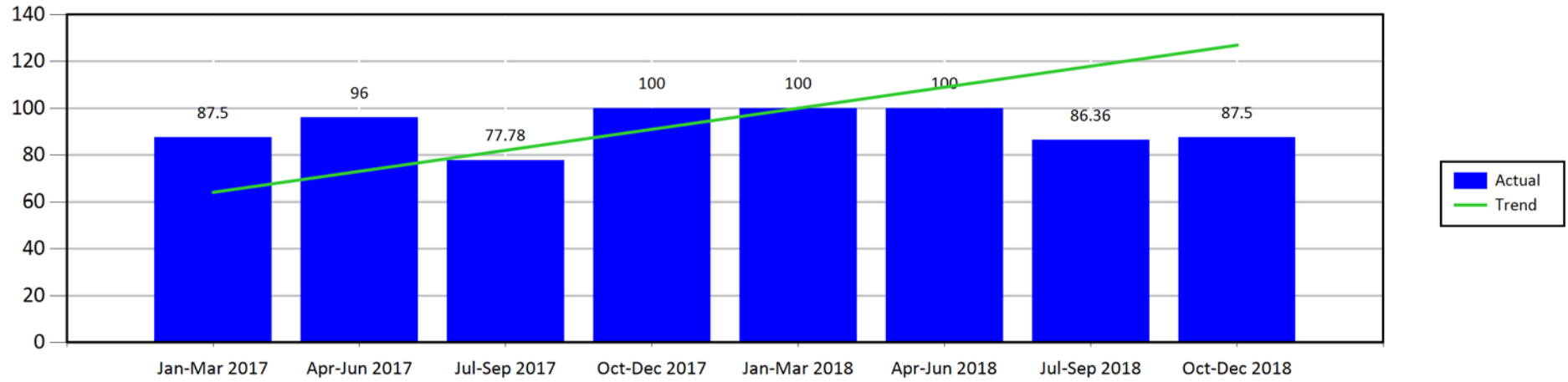
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Bournemouth and Poole	Month	Dec 2018	58



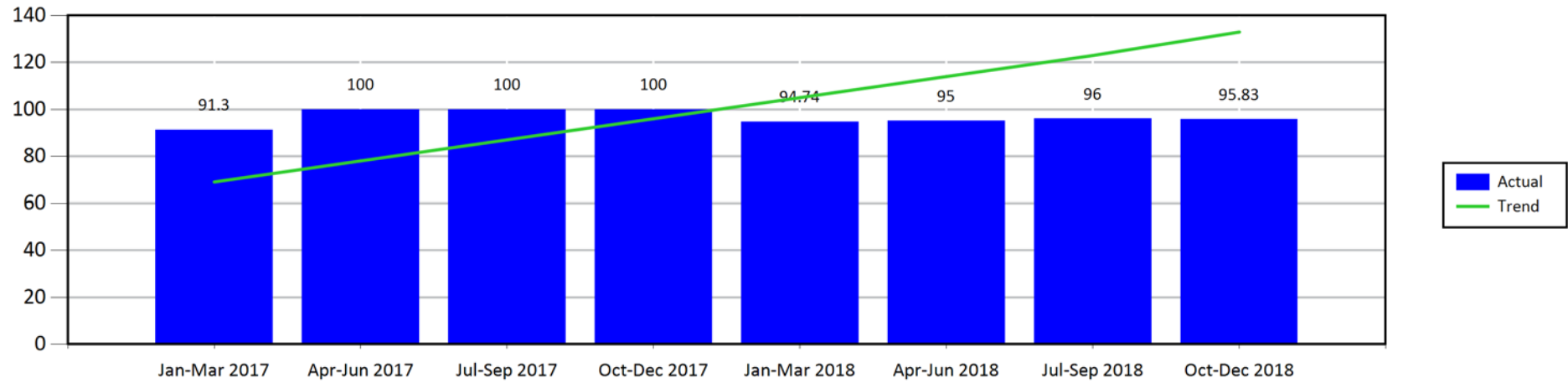
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2018	98.33%



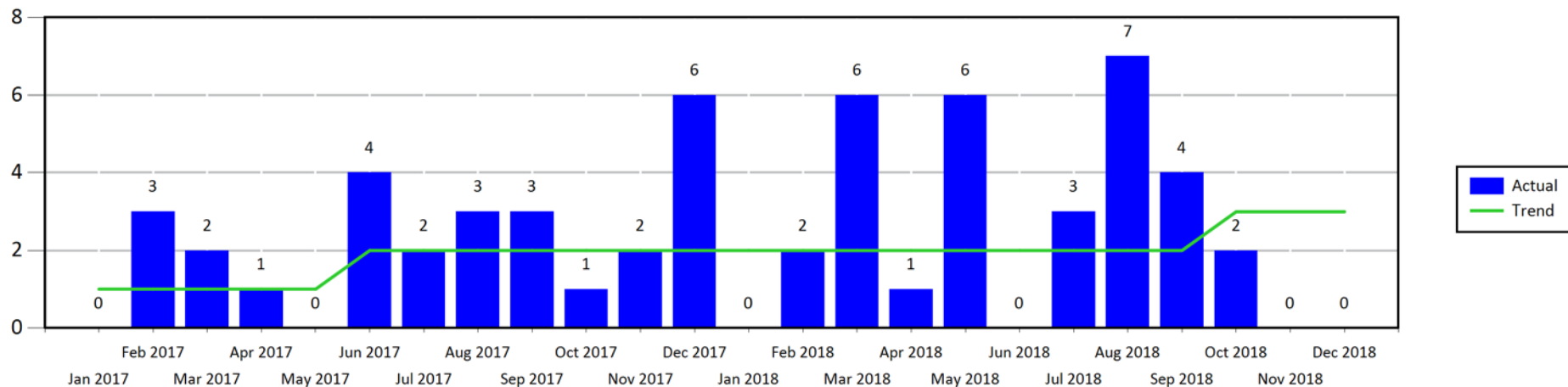
KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2018	87.5%



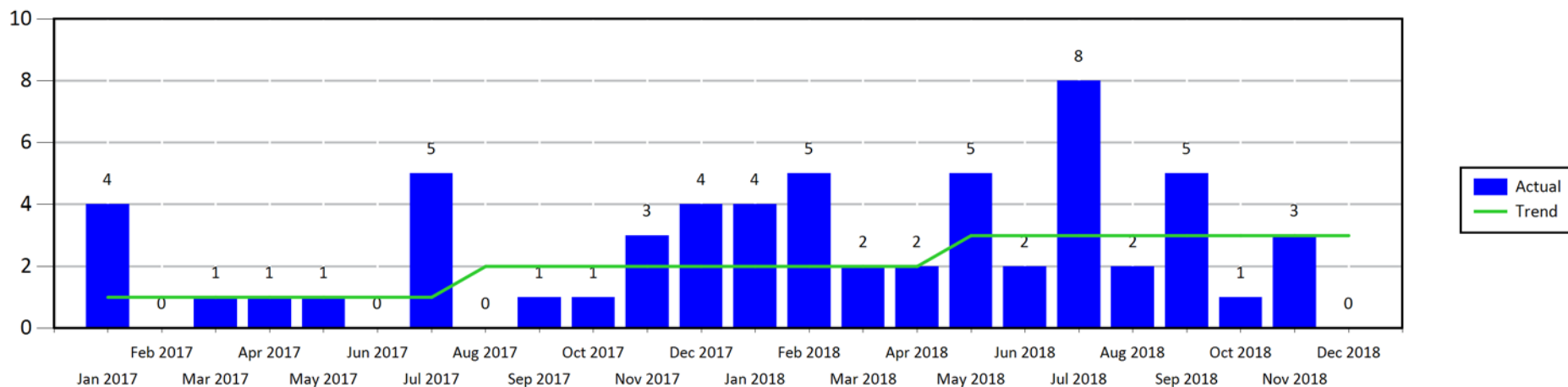
KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2018	95.83%



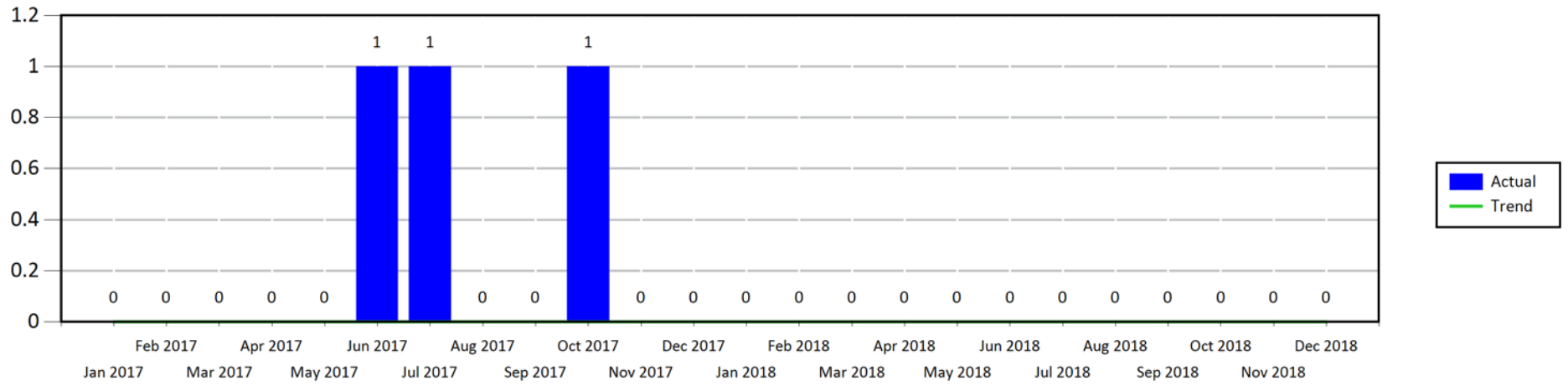
KPI Title	Period	Time Frame	Period Actual
RES11-Number of people rescued at fire related incidents-Bournemouth and Poole	Month	Dec 2018	1



RES12-Number of people rescued from RTCs-Bournemouth and Poole	Month	Dec 2018	3
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KPI Title	Period	Time Frame	Period Actual
RES13-Number of people rescued from flooding-Bournemouth and Poole	Month	Dec 2018	0

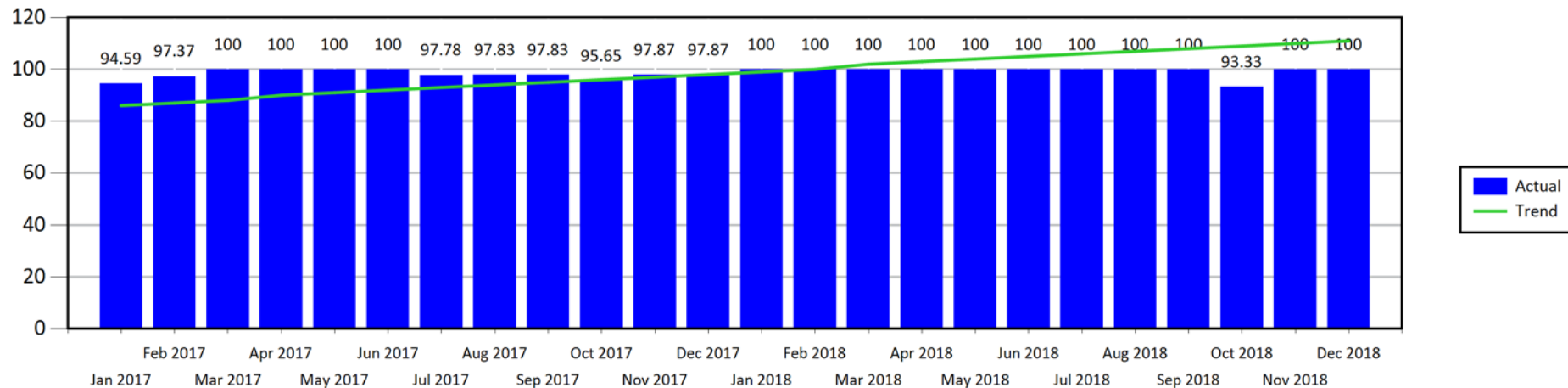


KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

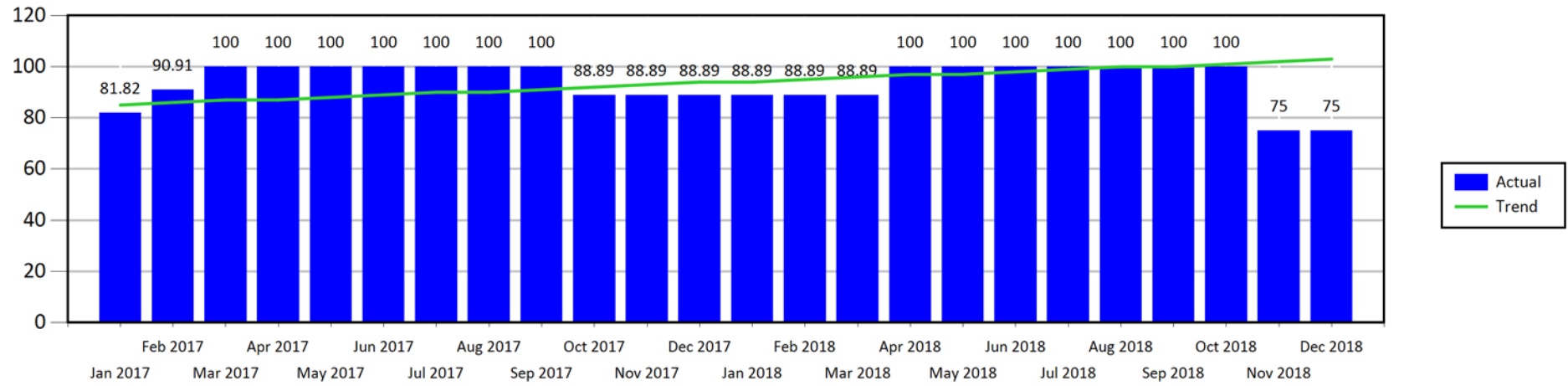
Action Code	Action Name
1.3.3.14	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Bournemouth and Poole?
<p>Progress comment: West Moors Training Centre continues to deliver training in areas such as Live Fire, Fire Behaviour, Incident Command and Trauma Care. A new training programme is being delivered centrally which involves training tours. This ensures that all personnel are in date for their competencies.</p> <p>There is also cross agency training such as JESIP delivered centrally which ensures the majority of our managers have input in this multi-agency approach. We are currently rolling out further training in this area and some personnel from the Bournemouth and Poole have received this multi-agency training.</p> <p>The majority of continuation training is delivered on station by the managers and this can be identified through a robust competency recording system</p> <p>On-Call staff have just 2.5 hours per week to maintain competence but overall we have a good level of competence recording.</p> <p>The Operational Licence requirements are well managed across the area, to ensure that critical skills e.g. breathing apparatus, emergency driving and command are maintained to a very high level.</p>	

Key Performance Indicators

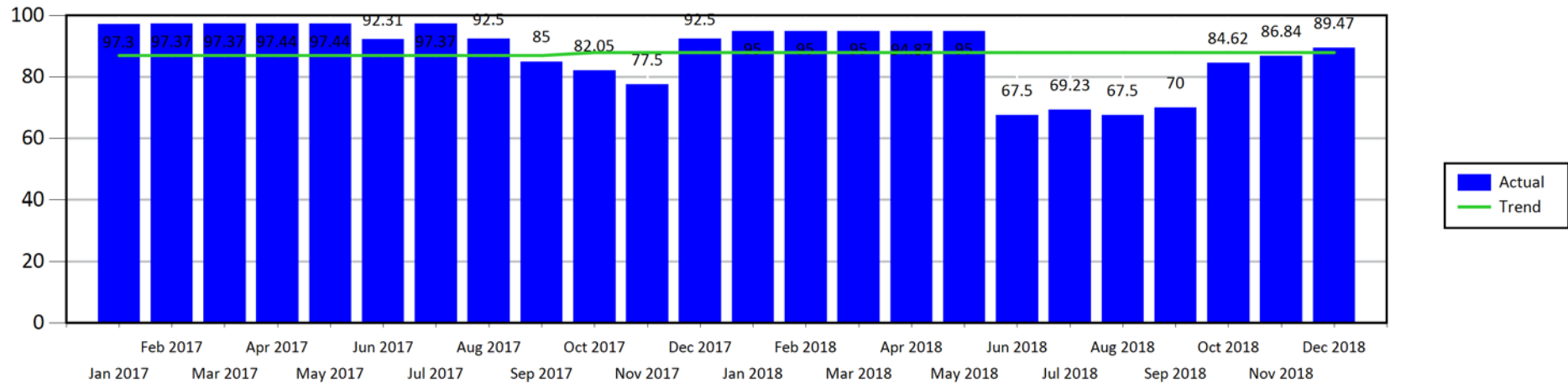
KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence-Bournemouth + Poole stations (WT)	Month	Dec 2018	100



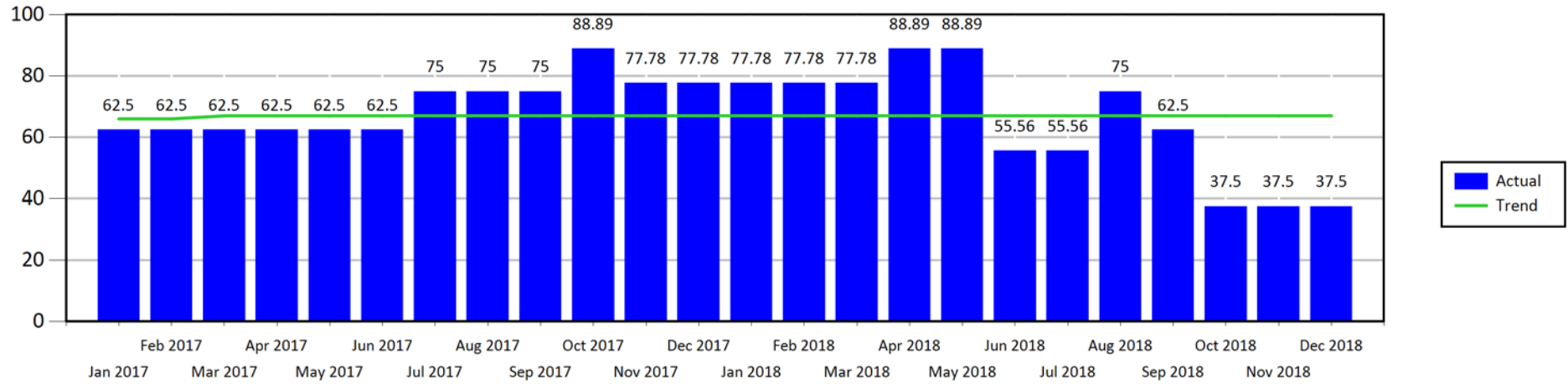
KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Bournemouth + Poole stations RDS	Month	Dec 2018	75%



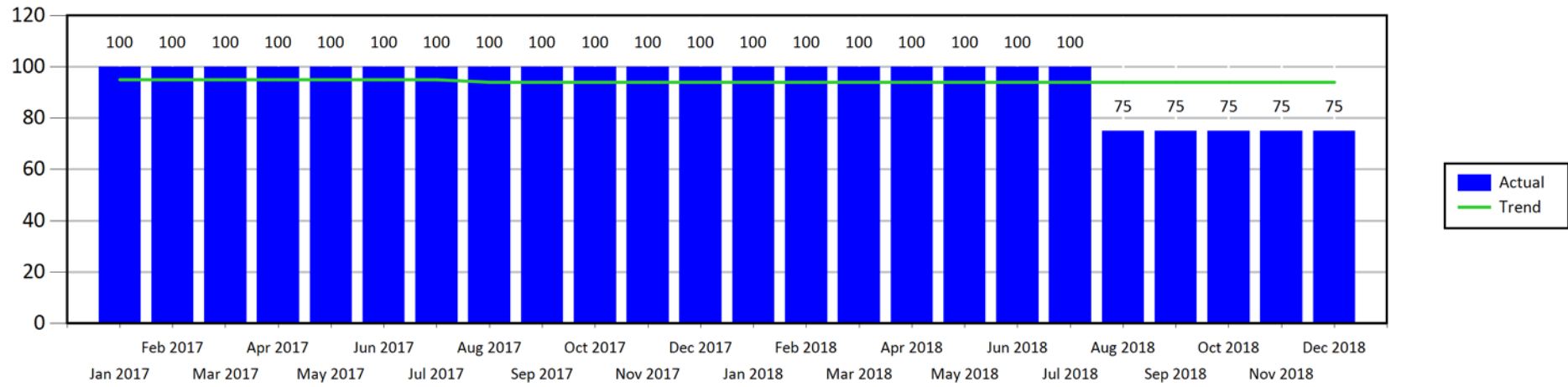
KPI Title	Period	Time Frame	Period Actual
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Bournemouth & Poole Area Stations (WT)	Month	Dec 2018	89.47



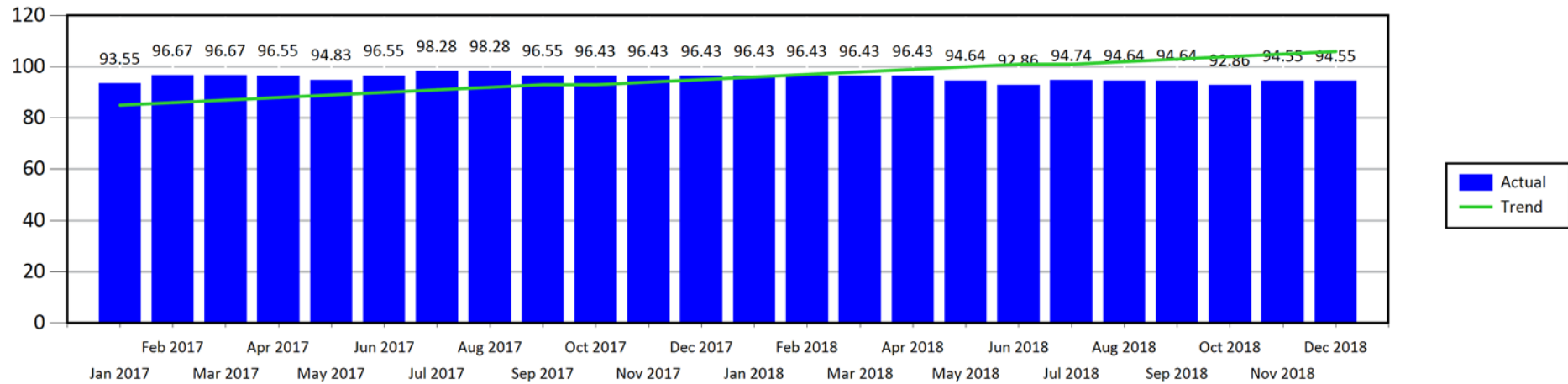
KPI Title	Period	Time Frame	Period Actual
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Bournemouth & Poole Area Stations RDS	Month	Dec 2018	37.5%



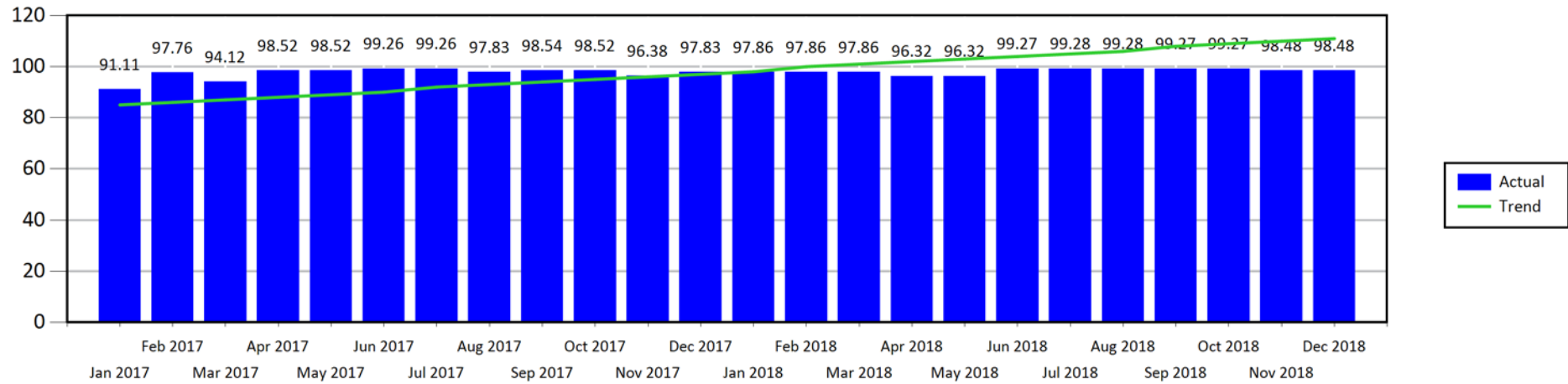
KPI Title	Period	Time Frame	Period Actual
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Bournemouth & Poole Area Stations (RDS)	Month	Dec 2018	75%



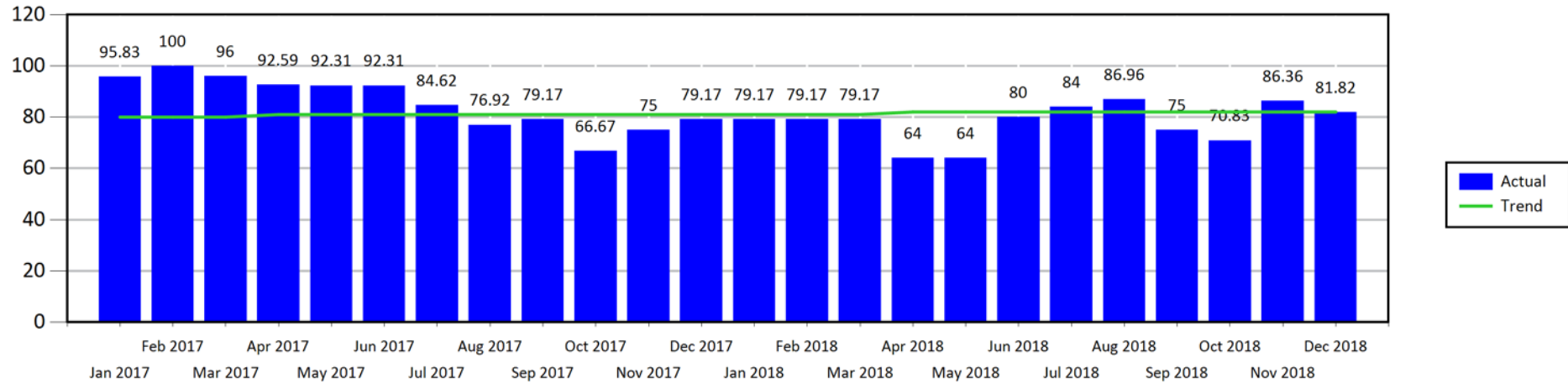
KPI Title	Period	Time Frame	Period Actual
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Bournemouth & Poole Area Stations (WDS)	Month	Dec 2018	94.55



KPI Title	Period	Time Frame	Period Actual
PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Bournemouth and Poole Stations (WT)	Month	Dec 2018	98.48



KPI Title	Period	Time Frame	Period Actual
PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Bournemouth and Poole Stations RDS	Month	Dec 2018	81.82%



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

Action Code	Action Name
1.3.4.6	How do we learn from operational and community risk in Bournemouth and Poole; to improve the response services we provide?
<p>Progress comment:</p> <p>Through previous Integrated Risk Management Programme (IRMP) and operational reviews we have the required appliances and personnel in the right places. However, we constantly review this due to changes in incidents and the general movement of people and building work both commercially and private dwellings.</p> <p>We constantly monitor our prevention, protection and operational activity through our performance management tools but importantly by managers working together with the aim of reducing risk. Operational debriefs take place to discuss our performance and where necessary, the learning is shared with partners.</p> <p>Fatal fires, for example, attract an operational debrief to ensure that 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 have established a weekly spreadsheet that lists all of the larger incidents that have occurred in the Bournemouth and Poole Group. Each Station Manager determines whether a hot debrief carried out at the time and was sufficient, or if a further formal debrief is required. All learning points agreed are captured and entered into the Operational Effectiveness Database for further consideration and progression to the Training and Response Coordination Group (TRCG) where appropriate, for consideration and any further action required.</p> <p>As standard practice hot debriefs are carried out at most incidents and command debriefs carried out as required from significant incidents. Operational Assurance is carried out on incidents and this is also entered with any required learning into the Operational Effectiveness Database.</p>	