

Performance Report Quarter 3

Dorset & Wiltshire Fire and Rescue Service

Swindon Local Performance & Scrutiny Committee

01/10/2018 - 31/12/2018



DORSET & WILTSHIRE
FIRE AND RESCUE

Swindon

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
1.1.1.35	How are we working with our partners in Swindon to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p>Progress comment:</p> <p>The local Safe and Well advisors are working closely with a number of agencies to try and generate further high risk Safe and Well visits. Some recent activity has been with the Avon and Wiltshire mental health teams (Swindon Memory Service). We have hosted a number of sessions over the last 12 months and have a further session booked for February/March 2019. The Memory Service uses Westlea Fire Station to host a six week group session for members of the community with early onset of dementia. The course also informs the carers of what is available to them through community services including Safe and Well visits.</p> <p>The Group Manager represents the Service at Swindon PREVENT board. Following attendance at the board meetings the Group Manager secured training via the Community Safety Manager (Swindon Borough Council (SBC)) for all the watches in Swindon to ensure they have radicalisation awareness input.</p> <p>The Group Manager attends the Swindon Community Safety Partnership board which assists in information sharing and ensuring we are reaching the most vulnerable and hard to reach community members. In the last quarter we met with colleagues to discuss the reporting structure into the Partnership. It is likely in the future that we will provide data which is linked to Anti-Social Behaviour (ASB) as this is a key area of work for the Partnership. This will mean we will provide data on a quarterly basis around our deliberate fire setting. The Partnership will then look at preventative measures to reduce these incidents. Only recently, following meetings with the Pinehurst Community Safety group, we have secured funding through Central Swindon North Parish Council to run a Salamander course for a cohort of young people who are engaging in Antisocial Behaviour (ASB) in the area. Hopefully the Salamander will be seen as a positive intervention.</p> <p>Turning Point, the new Drug and Alcohol treatment provider commissioned by SBC. As they also cover the Wiltshire area, we have passed the local contact through to the central prevention team to ensure a coordinated response as this is an area within our community that is deemed vulnerable and at risk from being injured or killed in a fire.</p> <p>We also have a link in with the Domestic Abuse Strategy Lead in the Borough Council. This has been a useful link for those at risk from fire setting due to domestic abuse. Visits to these sites continue to be carried out by our Safe and Well advisors. We continue to deal with referrals made through Multi Agency Risk Assessments Committee with regard to threats of arson. This work will be carried out in conjunction with our partners. Additionally, this information is placed within our mobilising system so that crews are aware of the issues prior to attending. In January 2019 the local Group Manager attended the Domestic Abuse Conference in Swindon organised by the Police and Crime Commissioners Office.</p> <p>Local managers and Safe and Well advisors continue to work with the local authority in regard to the migration fund for the Broadgreen area. All houses have had a leaflet and knock on the door. During the project the team along with Environmental Health Officers from SBC had visited over 70 properties and fitted in excess of 150 smoke detectors and Carbon</p>	

Monoxide detectors. Currently SBC are making a further funding bid with support from the Service to central government. This bid will look at the wider Swindon area and of the migration of young vulnerable people from across the world.

A watch from Westlea has also looked at further opportunities to reach the most vulnerable members of the community. The watch presented to First City Care who provide carers out in the community. Following the visit, we have started to see a steady stream of referrals from the company.

In addition to the above, another watch is making progress in referral streams from Swindon Carers and Swindon Down Syndrome Group. This is in the early stages but one that needs to progress due to the potential risk to that community from fire.

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

Action Code	Action Name
1.1.5.13	How are vulnerable people in Swindon receiving the support, advice and information they require to reduce their risk of fire
<p>Progress comment:</p> <p>Volunteer recruitment is ongoing, an Induction Day was held for new volunteers and was attended by five new volunteers for the Swindon area. Volunteers attended one event in September which was for the Emergency Services Show held at Cotswold Airport. They assisted the Prevention Department with setting up and packing away, as well as engaging with the public and assisting with children looking at various displays and fire appliances.</p> <p>There have been no new applications received from potential volunteers in September. All existing volunteers have now been allocated a specific role as a volunteer, for example Safe Drive Stay Alive (SDSA) Assistant and will be handed over to the relevant department for them to utilise. The review work recommendations are being implemented gradually and will assist with monitoring of information, engagement, communication and overall effectiveness of volunteers, which hopefully will be well received across the departments.</p> <p>Swindon based advisors work closely with Environmental Health and Housing Officers by carrying out joint visits when attending properties. They have received training and are aware of the processes in place through the Safeguarding Adults Guide for staff produced by Swindon Borough Council for cases of hoarding and self-neglect. The Clutter Image Rating Scale is used to determine the level of hoarding and where necessary advisors signpost to other agencies and alert the Safeguarding Coordinator of any concerns.</p> <p>Wiltshire area now have an agreed protocol in place for all partners and Safe and Well Team Leader is actively trying to get this replicated in Swindon. Due to some extreme cases that Advisors have dealt with, de-contamination kits are being issued to all advisors, distribution of these kits is now complete.</p> <p>Safe and Well Advisors identified four community engagement events in the Swindon area, and attended the following events: Chilton Gardens, Friendly Club, Memory Service at Westlea Fire Station and a stand was set up in the foyer area of Great Western Hospital for an open morning. Operational crews and S&W Advisors attended various Flu Clinics at GP surgeries and pharmacies within the borough to speak with vulnerable elderly residents and arrange safe and well visits.</p> <p>The following resources are currently available for vulnerable occupants as part of the Safe and Well Visits:</p> <ul style="list-style-type: none"> • Fire retardant bedding and spray • Winter Warmth Packs Heater Loan Scheme Extension Leads Deaf Alerts <p>We have prepared for the forthcoming winter months by obtaining some Winter Warmth packs from Age UK which advisors can issue to people they identify living in a cold home. Safe and Well Advisors continue to work closely with partners in the Swindon area, these currently include SAIL, Warm and Safe, Bobby Van, Age UK.</p> <p>In addition to the above, new potential partners have been identified in Adult Social Care Teams, Swindon Housing Team, Strength and Balance Groups. A new café providing day activities, refreshments and food for vulnerable groups has also been identified, and regular visits and talks will be given to attract referrals for Safe and Well visits, but also to cascade relevant Fire Safety messages. A presentation was given to the Adult Social Care Seminar at Swindon, which resulted in varied interest in our work and 3 new partners to contact with a view to generating referrals from them.</p>	

Case Study:

A Safe and Well visit was raised following receipt of a referral from a Senior Environmental Health Officer at Swindon Borough Council. They reported that the patient's home is very cluttered.

A joint visit was carried out to this privately owned property.

On entering, the house was very cluttered – level 7 to 8 on the Clutter Image Rating Scale. The occupant was very belligerent. He could not see that he had a problem. He would not allow us upstairs. I could smell gas in the house. The Safe and Well Advisor pointed this out to the occupant and insisted that the Gas Board be contacted. The Safe and Well Advisor contacted the Gas Board directly on behalf of the occupant. I did not fit smoke detectors at this stage but arranged to go back to the property. The Gas Board did call and capped off his gas supply as they could not access the boiler in the kitchen because of the clutter. Visits have also been arranged to the adjoining property to offer smoke detectors to them. A temporary PDA 2 has been arranged. The case is on-going, and the occupier will be visited on a regular basis.

1. What are we trying to do?

We are committed to making a real difference to the lives of people in Dorset and Wiltshire. Our aim is to reduce the level of risk and harm to our communities from fire, targeting those most vulnerable within our community, this is achieved through our Safe and Well visits.

Safe and Well within Swindon has now been established for over two years and we continue to work with existing partners to build a stream of referrals for those individuals most at risk, and to identify new partner referral pathways.

We have been working partners to identify people within the community who may be hoarding.

We are aiming to reduce the number of Accidental Dwelling Fires by 5% this year; we are promoting various messages particularly around cooking and electrical appliance safety.

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 and if appropriate spray a fire retardant spray around the beds, chair etc. The spray ensures that if the individual is smoking in the property and has a history of not disposing of cigarettes properly then they will have additional protection. Referrals are still being made to Hearing and Vision teams for specialised deaf alarm equipment to be installed.

In quarter three 363 Safe and Well visits have been undertaken, 85% 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 1113. There has been a 128% increase compared against 2017-18 first three quarters. These visits have been carried out by our team of Safe and Well Advisors as well as operational fire crews.

Operational Firefighters continue to carry out visits within the ten minute response time of their station ground. They ensure that any they refer a visit to an Advisor should the occupier require more in-depth support or further signposting.

We continue to receive high volumes of referrals from South West Ambulance Service (SWAST) where fire risks have been identified. All of these referrals are passed directly to an Advisor, who must attend with another person for support.

During December Advisors set up a stand in the foyer of Great Western Hospital, this was to generate referrals, but also to raise awareness amongst NHS professionals as to the service that we offer. This generated ten new referrals as well as engagement from Hospital staff which raised awareness of what we do and helped to further enforce various safety messages.

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, including RDS, 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.

3. Where are we going in the future?

Potential partners have been identified in Adult Social Care Teams, Swindon Housing Team, Strength and Balance Groups. A new café providing day activities, refreshments and food for vulnerable groups has also been identified, and regular visits and talks will be given to attract referrals for Safe and Well visits, but also to cascade relevant Fire Safety messages.

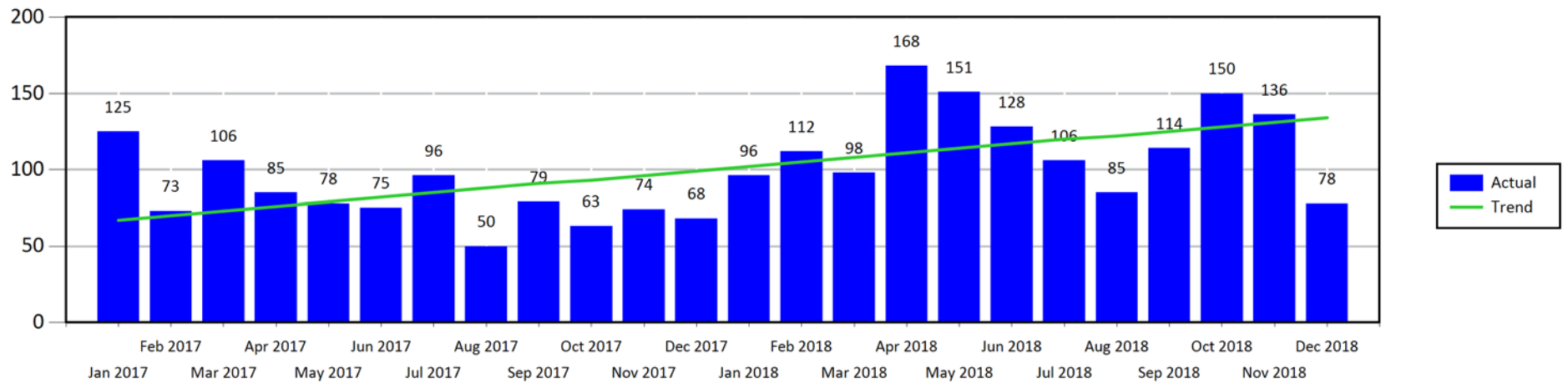
The Safe and Well Team Leader and Advisors have been working closely with our partners in the NHS and identified an opportunity to partner with the Swindon Falls Response Service, which is a dedicated service to those who have called 999 reporting a fall. Often, they are able to be treated at home, staff have had input on Safe and Well Visits, and have now started to refer vulnerable people who have had a fall. In December we have received five new referrals from this service.

The Safe and Well Team Leader has also identified an opportunity to partner with all pharmacies across Wiltshire to offer a Safe and Well visit to vulnerable people who they come into contact with, and further meetings are due to take place to move this forward.

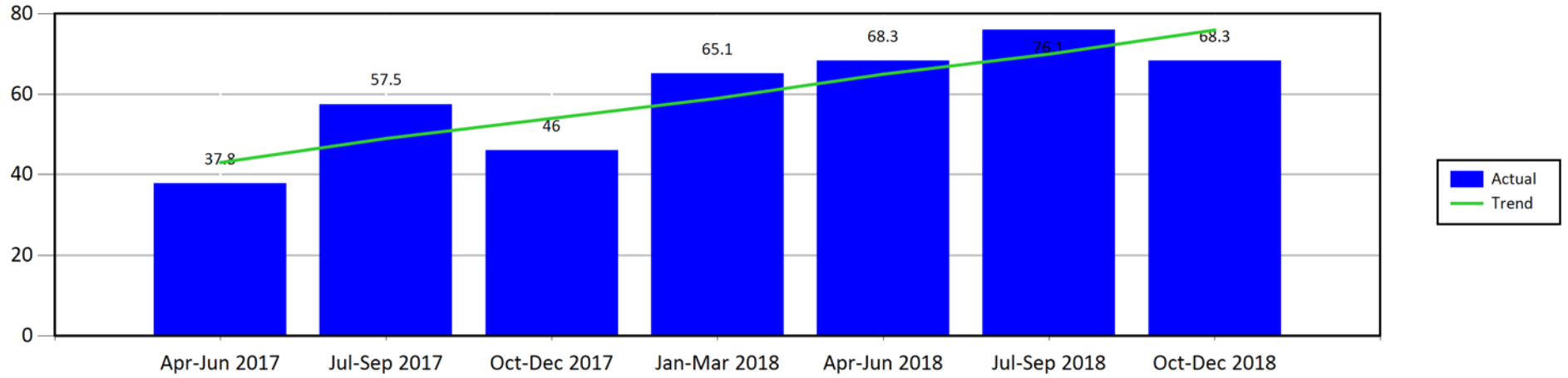
We are due to start work on a national project that will see us collaboratively work with the British Red Cross, this is being led by National Fire Chiefs Council. We have been invited to look at hospital discharge, community development and frequent callers' schemes along with a few other Fire and Rescue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

Key Performance Indicators

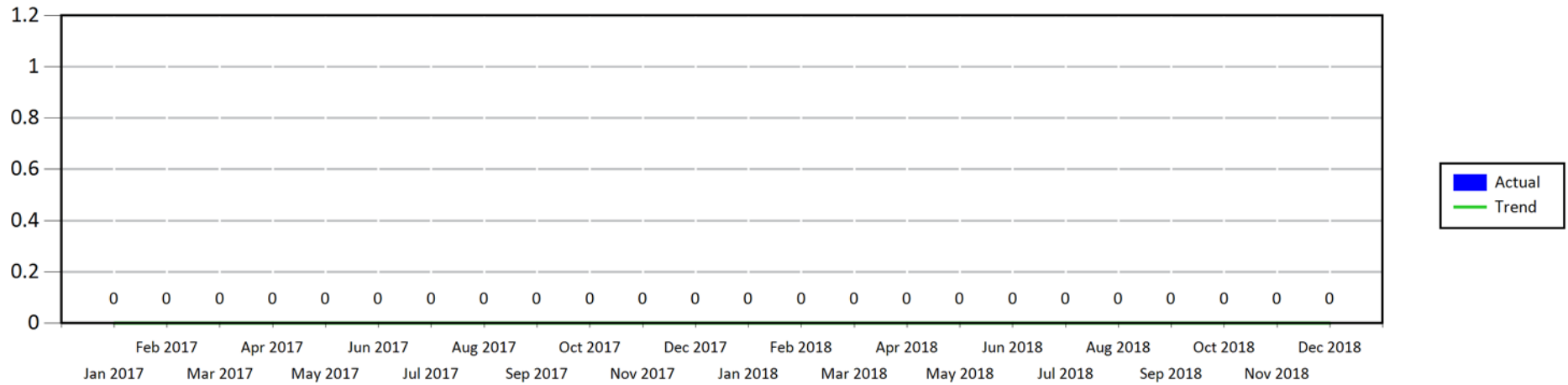
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Swindon Borough	Month	Dec 2018	78



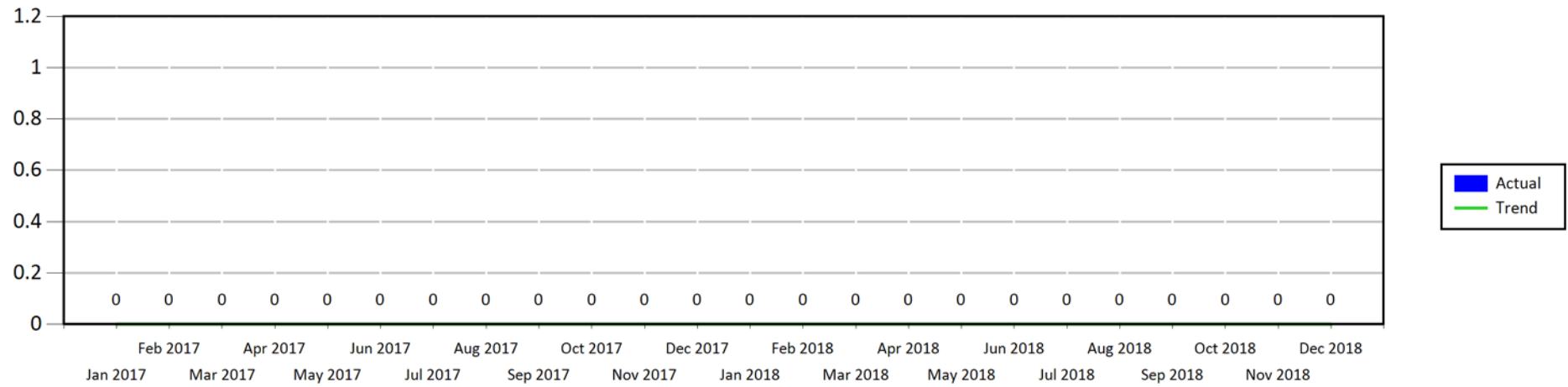
KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken to high risk households in Swindon	Quarter	Oct-Dec 2018	68.3%



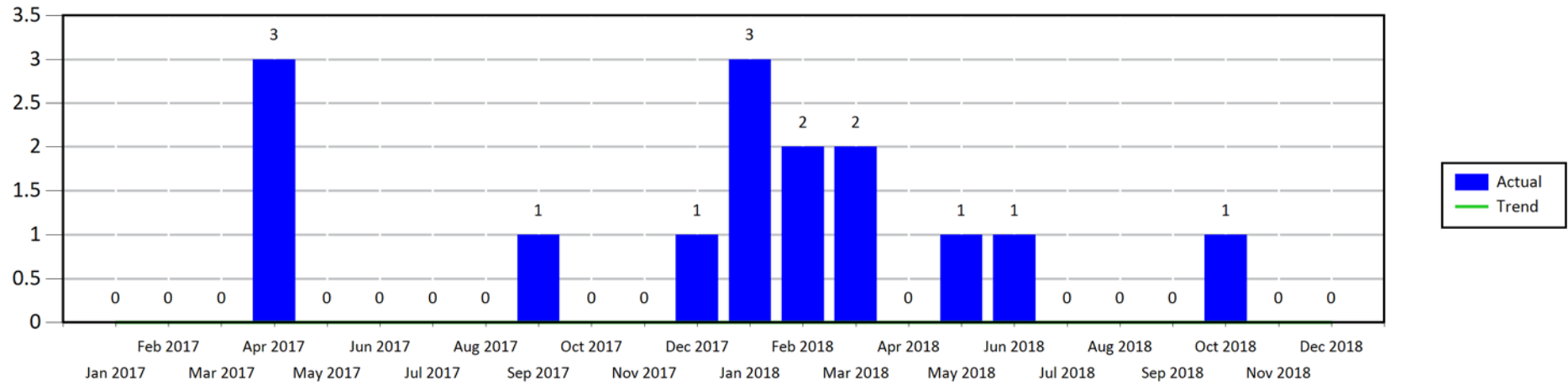
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Swindon Borough	Month	Dec 2018	1



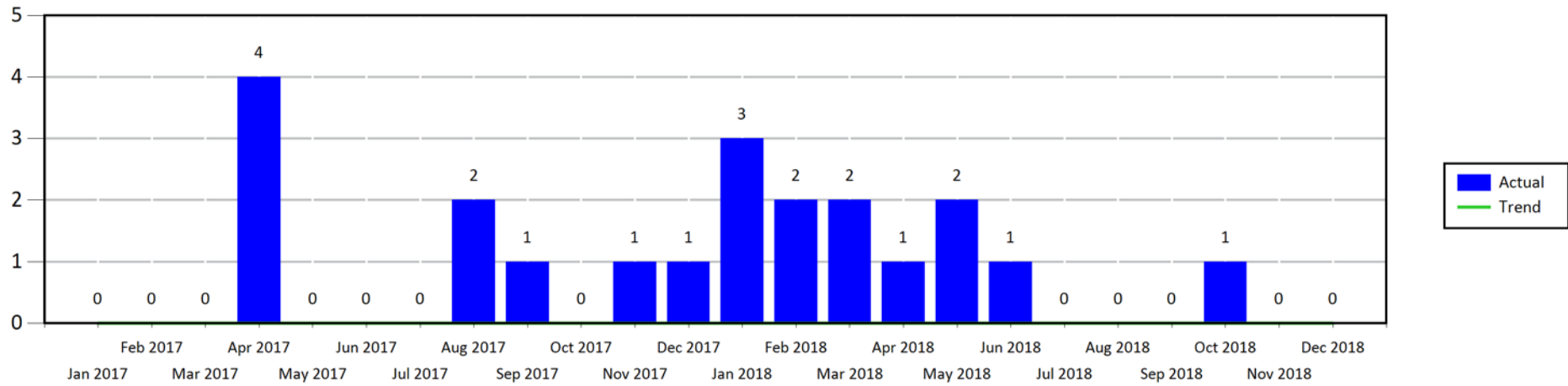
KPI Title	Period	Time Frame	Period Actual
PRE01-Number of fire related deaths - Swindon Borough	Month	Dec 2018	1



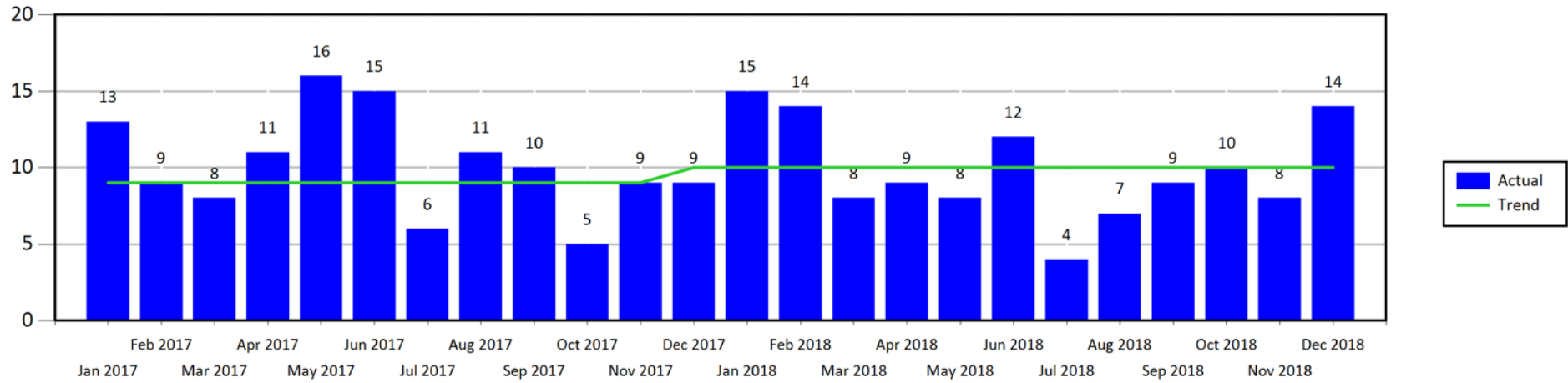
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon Borough	Month	Dec 2018	1



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



KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Swindon Borough	Month	Dec 2018	14



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

Action Code	Action Name
1.1.6.14	How do we deliver our safety education to children, young people and communities in Swindon, helping them build safer and healthier lives?
<p>Progress comment:</p> <p>Our Youth Intervention Team deliver a variety of targeted personal development programmes for young people in Swindon. These are primarily Salamander and Fire Cadets courses. Salamander is an intensive five-day practical course which aims to develop participant's personal development skills such as confidence, communication and teamwork through practical firefighting activities such as hose and ladder drills, BA, Search and Rescue and RTC scenarios. Those completing the course will gain an AQA Award in Fire Services Training and we work with local partners and commissioners to ensure we are targeting those young people and families at most risk of engaging in risk taking/anti-social behaviour. We deliver a minimum of eight Salamander courses in Swindon per year.</p> <p>Fire Cadets in Swindon follows the National Fire Cadet Model and runs one evening a week for 38 weeks (follows the academic year). Young people aged 13-18 can apply to become a Fire Cadet and they learn about the role of the Fire Service and take part in practical firefighting activities. Young people work towards a BTEC Level 2 Award in Fire Services in the Community and the National Fire Cadet Level 1 Certificate. The course ends with a Pass Out display in front of family and friends to celebrate the cadet's achievements.</p> <p>For more information on any of our Youth Intervention Programmes in Swindon please contact Rob Guy, Youth Intervention Manager on 07739 899293 / Rob.Guy@dwfire.org.uk</p> <p>Universal Education:</p> <ul style="list-style-type: none"> • Pre-school/ nursery: this will be self-delivery packages delivered by the pre-school/nursery staff, available from the website. During school holidays the education officers may be able to visit some nurseries/pre-schools. • Operational crews can help by attending, when possible, as requested to show the children the fire appliance, fire-kit, let the children use the hose, and reinforce the main safety messages. • Schools aged 4 – 7 years (Years Reception, 1 and 2): Education Officers target Reception and Year 2 delivering education lesson in schools. <p>Operational crews can help by attending, when possible, as requested to show the children the fire appliance, fire-kit, let the children use the hose, and reinforce the main safety messages.</p> <p>Great Fire of London: The Great Fire of London is a popular topic. The classroom lesson will either be self-delivery by teachers or as part of the Year 2 lesson by educational officers. Operational crews can help by attending, when possible, as requested attending the school and showing the children the fire appliance, fire kit, letting the children use the hose and running the Great Fire of London bucket race. For this you will need the Great Fire of London Bucket set. Contact Sonia Godby</p> <p>Schools aged seven plus. Education officers will visit year 5/6 children and selected secondary schools and deliver the education packages. Operational crews can help by attending as requested. These will be for events specific to the school and not for standard visits.</p> <p>Daily Mile: Dorset & Wiltshire Fire and Rescue Service (the Service) is supporting the Daily Mile in schools. Stickers and certificates are provided to be given out.</p>	

Operational crews can help by supporting schools doing the Daily Mile by attending and running with or supporting the children as they do their Daily Mile. Children and Young People's groups e.g. scouting and guiding and youth groups.

Operational crews can support by hosting visits by groups to your stations and delivering the activities.

Careers talks. Firefighters career talks need to be delivered by firefighters, not education officers. Careers talk requests can be for secondary schools, to allow young people to consider options open to them or for younger children as aspirational inputs. Work is planned to create a bank of resources which can be used by operational crews.

Operational crews can support by attending and delivering as requested, when possible.

Other work with children and young people can be undertaken as required, including requests to or generated by operational crews, operational crews can support by attending as requested. Please make your Education Officer or Education Coordinator is aware of any visits. Adult talks: Adult talks can be delivered by Operational Crews, Safe and Well Advisers, Education Officers and trained volunteers.

Operational crews can support by undertaking adult talks/visits as required and recording any such activities using CFRMIS or informing Sonia Godby. Work being developed in 2018-19 includes:

Firefit:

- Self-delivery in schools of a programme of exercise for primary schools. Using the school's equipment, the 6-week programme is focused on encouraging children to exercise and eat healthily.
- Delivery by education officers at children's events over the school holidays at leisure centres.
- Firefit delivery by the trained Firefighters, which will be to selected groups when Firefit Firefighters are available.

Drowning Prevention Education:

The Drowning Prevention Education Strategy will be developed and how THE SERVICE can support this will be investigated and developed. This may involve operational crews in different ways.

Education Officers continue to target specific year groups in each school, Reception, Year 2 and Year 5/6 are the classes we focus on. Each Education officer has a list of schools that they focus on/target each quarter. We visit schools that have children with additional learning needs and physical difficulties (SEND) by request. Secondary Schools, home educated children are by request and actioned when there is capacity. Prevention Educational Talks for adults will be delivered on a risk analysis basis and delivered by either Education Officers or Safe and Well Advisers/volunteers.

Where are we now

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

Some comments from Swindon schools.

- "Very good quality, and age appropriate, children were engaged"
- "Well Resourced, children loved being able to see the fire kit and try on."
- "brilliant – engaging and informative and thought provoking"
- "class enjoyed the interaction and actions to help the children remember the rhyme" (Stop, drop and roll)
- "one of the best visitors we have had, thank you"

The Junior Good Citizen event is designed to help Year Six students (10 and 11 year olds) avoid putting themselves at risk of accident or injury, by raising their awareness of risky situations where something could happen. It encourages them to respond appropriately to emergency situations and shows how being a 'good citizen' can create a safer community.

Our Education Officers have run a scenario with an electrical calculator this year. Where the pupils learn about the dangers of overloading sockets and how to understand the electrical loading in the home. Also, what is good, safe practise. The emphasis is on the children having an interactive, learning experience before moving from primary to secondary school, then taking home a rule that can help keep them safe and avoid being a statistic (6000 electrical fires in the UK each year). It is a multi -agency event with colleagues from Wiltshire Police, Wiltshire Council, Road Safety and Environmental health, Selwood Housing, and British Railway police, all in a carousel of activities either in a morning or afternoon session. Swindon Celebrated its 30 year anniversary this year and invited guests attended and joined in celebrating with a tea and commissioned special birthday cake.

3. Working towards next quarter

The introduction of the new resources to complement the new lessons for primary schools. Encouraging children to be healthy and more active through FIREFIT and the DAILY MILE Support material for operational firefighters will be available as activity outline for each age group highlighting areas to focus on. This will be made available for each station. Library visits to provide a story time interactive session with a water safety slant.

4. Evaluation of Education

We have updated the evaluation forms which will take account of the children's knowledge together with the Teachers feedback accounts to ensure we continue to improve our delivery and keep our delivery up to date and relevant. The forms also have questions that are answered by ticking boxes. Importantly these forms provide the education officers with feedback on their delivery and how valued their visits are. We will continue to build a selection of case studies which will evidence best practice and positive impacts for external partners.

5. Potential problems

We do not have capacity to deliver in Key stage three and Key stage four. We have been looking at ways we can manage the request and provide a more robust delivery across these year groups. Many of our fire-setter cases are associated with teenagers. We have only been able to provide reactive limited bespoke sessions when there have been problems in the schools or surrounding area. We are looking into providing a range of education resources via our website and are liaising with the media team currently. We will consider the use of assembly format in Secondary Schools and how this can be made relevant and engaging. Our young people have such an array of visual stimulus that being able to compete with what they are used to may be a huge challenge.

Looking forward.

We are reviewing those schools that are making it much more difficult for us to visit. We will compile a report after a meeting to discuss the reasons why it is becoming more difficult to get into some primary schools, part of which will be some solutions to how we can provide our fire safety sessions that fit in with School commitments and pressures on the curriculum. 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 Swindon this includes Salamander, an intensive 5-day course for young people aged 12-18 who are at risk of offending or exclusion from School and vulnerable adults from partner organisations. This course provides participants with the opportunity to take part in firefighting activities such as hose running, ladders, learning 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. Our delivery plan for the 2018-2019 financial year includes a minimum of five Salamander courses being delivered in Swindon.

In addition to Salamander, a new Fire Cadet Unit was launched in Swindon in September 2017. A total of 16 young people aged between 13 and 18 are engaging and getting to know each other through team building activities. This new unit based at Swindon Fire Station follows the National Fire Cadet model and follows the academic year allowing the young people to gain a BTEC Level 2 Award in Fire Services and the Community qualification. The course is an even mix of theory and practical and gives the Cadets an opportunity to take part in a variety of community based activities.

Where are we now?

Three Salamander courses have been delivered during this period: A course for Young Carers was held in October whilst November saw another Family Services course in partnership with Swindon Borough Council being delivered and an open access course being funded by Swindon Borough Council where referrals are being invited from Job Centre Plus, local housing associations and Swindon Police's Early Intervention Programme.

A total of 16 participants completed the course with all 16 gaining some form of accreditation including AQA Awards in Fire Services Training, Basic Life Support First Aid, Food Safety Level 2 certificates and NCFE Level 1 Award in Employability Skills.

The families are referred into the course by Swindon Borough Council to get the families working together, communicating more effectively, building confidence and trust but also supporting parents further towards employment. In addition, there are several taster days being delivered including a Team Building Day for Swindon Borough Council and for Crowdys Hill School.

All participants felt the course improved their confidence and ability to work as part of a team with Charlie (name changed) stating "I've definitely challenged myself this week which has improved my self-esteem. I will take away from this that challenging myself really motivates me and communication and teamwork are important to achieve what I want in the future".

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

Action Code	Action Name
1.1.7.8	How are we delivering effective road safety education in Swindon to reduce the risk of road traffic deaths and injuries?
<p>Progress comment: 12/12/2018 Road Safety Update - Swindon</p> <p>1. What are we trying to do? The primary aim of our road safety education is to safeguard young people from the physical and psychological harm caused by a road traffic collision. Our secondary aim is assisting the military and business drivers to improve their driver behaviour. The tertiary aim is to target all other road safety casualties.</p> <p>2. Where are we at the moment? Safe Drive Stay Alive financial support. Arval LTD (Swindon based) have supplied £1200. Swindon Council are supply £4,000 (2k per year) Safe Drive Attendance total: 2634 attendance for Swindon is at 87% of schools/colleges. Schools not attending Great Western Academy (new school)</p> <p>3. The last quarter? Safe Drive Stay Alive – Corporate On the 5 October we held a road safety day for employees at PRAXAIR Surface Technologies LTD, Greenbridge. 300 attended</p> <p>Don't Drink & Drive – Orbital Park, Swindon We have supported the Police DDDD campaign with a public roadshow consisting of Crashed Car display and drink drive simulator. We engaged with public to talk about the issues at the Orbital Retail Park, Swindon</p> <p>Survive the Drive (Military version of SDSA) We have piloted eight Survive the Drive roadshows. Total attendance 2850 personnel. These roadshows are undergoing evaluation by Plymouth University.</p> <p>4. The Next Quarter? Survive the Drive Will be officially launched nationally by the Ministry of Defence (MOD) to all services. The Service will be co-ordinating launch events at ARMY HQ, Andover/RAF Command, High Wycombe/Naval Command, Portsmouth. We will also be presenting at MOD Main Building, Whitehall, London. Dates TBA.</p>	

Safe Drive Stay Alive

We will be arranging catch-up roadshows for Schools that failed to attend the recent roadshows.

Biker Down

We will be supporting a trial of the Biker Down initiative at Wiltshire Air Ambulance base during February. Biker Down is designed to give first on scene training to bikers should they or another rider be involved in a collision. Bike Doc will be supporting his event and we have 15 candidates for the first session. It is hoped that we will be able to get a regular programme running in Swindon.

Safe Drive Stay Alive

We will be continuing to work with schools that failed to attend our 12 SDSA shows in September.

5. Measuring our outcomes.

The Evaluation of our road safety education

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

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

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

A brief summary of results

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

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

6. Where are we going in the future?

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

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

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

7. Barriers/Threats

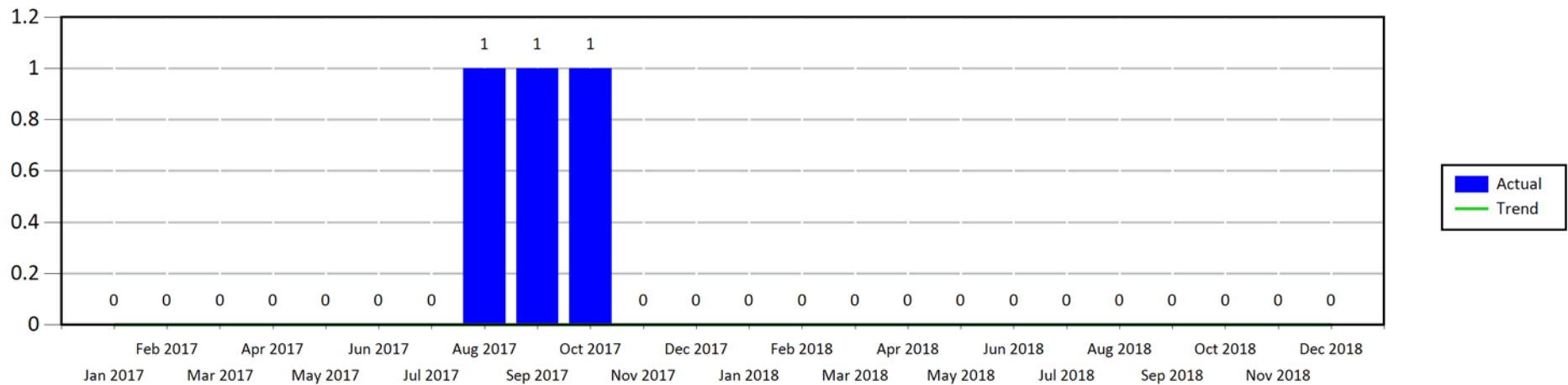
SDSA has also come under national criticism (Not specifically our roadshow) recently for its hard-hitting nature and that it can do more harm than good. This has been dispelled by our evaluation with the support and comments from the teachers.

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

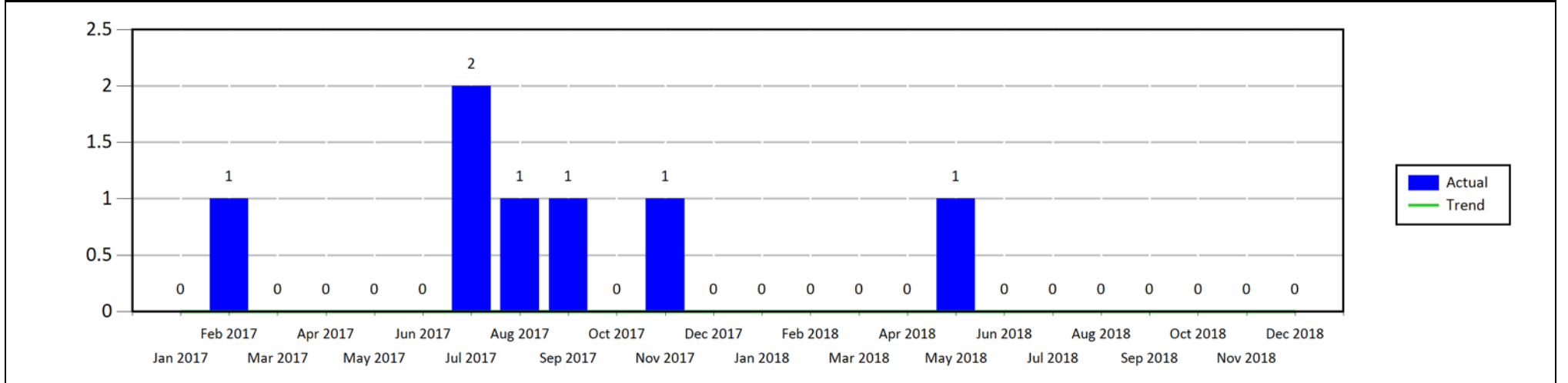
8. Statistics: Due to staff issues at the Police there are no updated statistics at this time

Key Performance Indicators

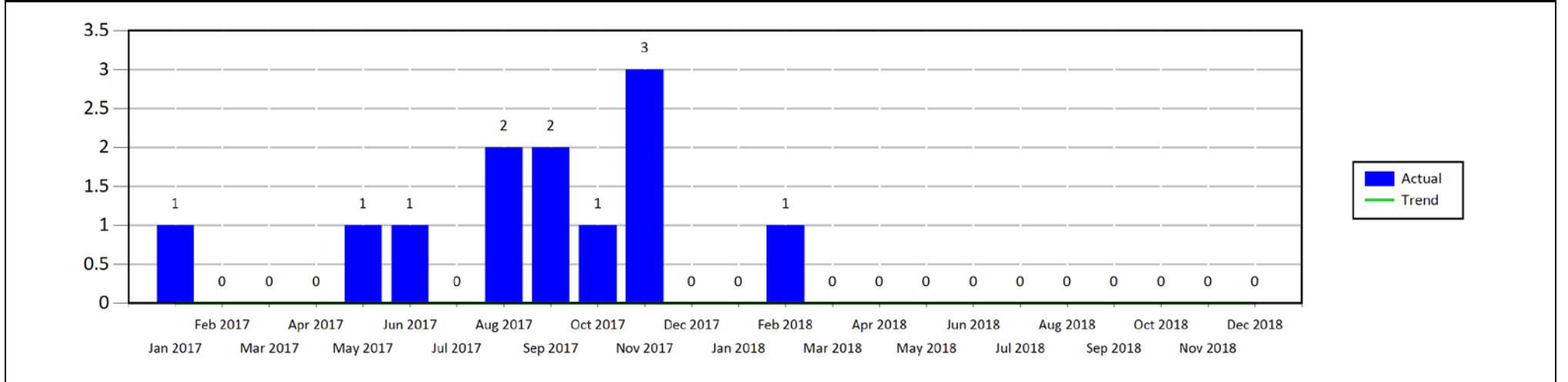
KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - M4	Month	Dec 2018	0



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



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



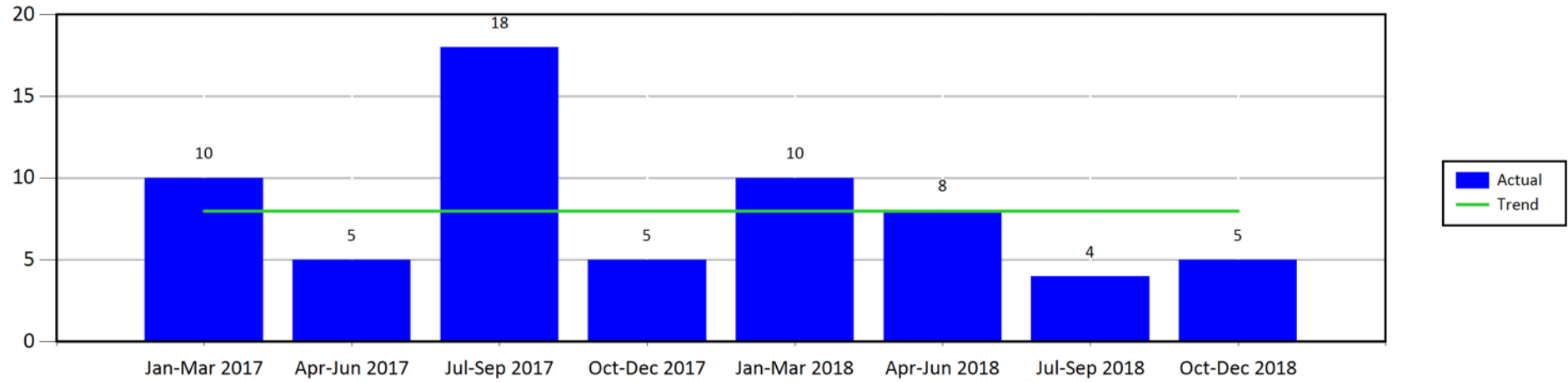
Priority: Protecting you and the environment from harm

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

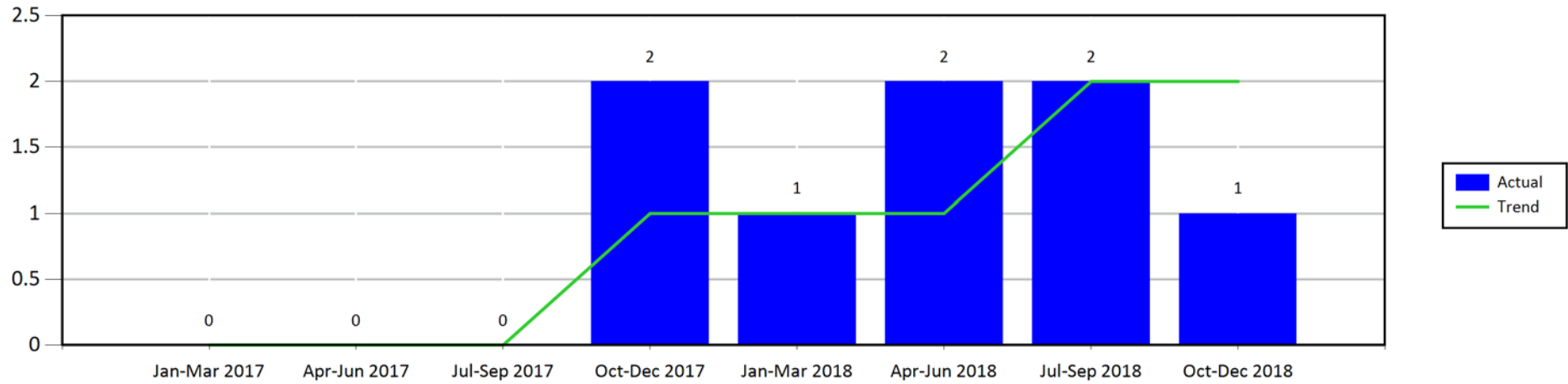
Action Code	Action Name
1.2.1.8	How are we effectively working with our partners in Swindon to safeguard the vulnerable people we come into contact with?
<p>Progress comment: October to December 2018</p> <p>We supported #TellUsWhatYouSee public intelligence gathering campaign around Modern Slavery and Human Trafficking.</p> <p>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>New links have been made with the MS and HT lead in Wiltshire Police. The Safeguarding Lead will be attending a multi-agency workshop in the New Year.</p> <p>The Safeguarding Lead attends monthly meetings with other Safeguarding Leads (SL) from external agencies. This helps to ensure we are compliant with national safeguarding legislation. We share best practice and receive peer support and supervision. The SL 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 Swindon 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 - Swindon Borough Area	Quarter	Oct-Dec 2018	5



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals from the Service - Swindon Borough Area	Quarter	Oct-Dec 2018	1



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
1.2.2.10	How are we providing advice, support and consistent regulation for local business in Swindon so they can meet their legal fire safety obligations?
<p>Progress comment:</p> <p>What are we trying to do? (A project outline of what are we attempting to achieve and the impact of our work). Fire Safety teams are committed to working at the heart of local communities. We have a targeted business support programme to audit local and high street businesses to raise awareness of their fire safety responsibilities, to educate and drive up voluntary compliance in fire safety standards.</p> <p>We will focus on buildings where there is a sleeping risk, in line with Service Strategic Target of 'Auditing 100% of high risk sleeping premises before 2020'. Currently the cumulative target of 52% is being exceeded by 11.9%. On target to be complete by end March 2020.</p> <p>2018-19 we have also targeted Residential Care Homes, accommodation above commercial units and rogue landlords of Houses of Multiple Occupation (HMO) and of course, we continue to support the owners and occupants of the 17 high rise buildings in the Swindon area, following the sad losses at Grenfell Tower. The Protection department continues to support the provision of 'High Rise Plates' in order to provide risk critical information to Fire Crews during an incident.</p> <p>Our Aim is to:</p> <ul style="list-style-type: none"> • Pursue a positive approach to business support and education aimed at promoting residential and commercial sprinkler systems • Further enhance our effective working practices with partner agencies such as the Care Quality Commission, Food Standards Agency, Environmental Health, Immigration and the Environment Agency. To share intelligence and maximize our impact in reducing both commercial and residential risks. • Jointly address compliance issues in HMO with Local Authority Housing to protect vulnerable people who often reside in this type of housing. Multi-Agency work continues to support Housing and Police, Border Force and food standards agencies. • Promote the Primary Authority Scheme to offer professional and consistent fire safety advice across a broad spectrum of businesses. <p>Where are we at the moment? In this quarter (Q3) we have completed the following:</p> <p>33 Building Regulations consultations, all completed within 15 working day statutory period 2 'INS1' Fire Safety Complaints 3 Post fire audits 46 Fire Safety Audits with approx. 15 Licensing applications 11 non domestic fires 74 false alarms - Department working with area team to identify repeat offenders and drive down instances</p>	

Common failings of inspected premises include - the failure to have completed a Fire Risk Assessment, wedged open or poorly maintained fire doors, inadequate education of staff in what to do in the event of fire, poor records relating to weekly fire alarm and monthly emergency lighting tests and out of date fire extinguishers.

Teams are progressing with Local Enterprise Partnerships to offer support to a wide range of businesses in fire safety. This will take place over the year at planned events with other teams such as Trading Standards, Environmental Health and Building Control.

The team promote the Primary Authority Scheme across the Service which supports business growth and consistency of enforcement action. The Service currently has seven signed up Primary Authority partners including Astor, Selwood and Magna housing groups, RNLI and Oakland Furniture Group. Protection Inspectors work with the Group Management team to identify instances of high occurrences of Unwanted Fire Signals and work with premises owners and managing agents to drive these down.

Post Grenfell, June 2017 to date, much of the team's work was dedicated to high rise buildings and supporting their owners and occupants through testing times. We continue to contribute to the national debate on High Rise Improvements through analysis of the Hackitt report and contributing to the review of Building Regulations.

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

Where are we going in the future?

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

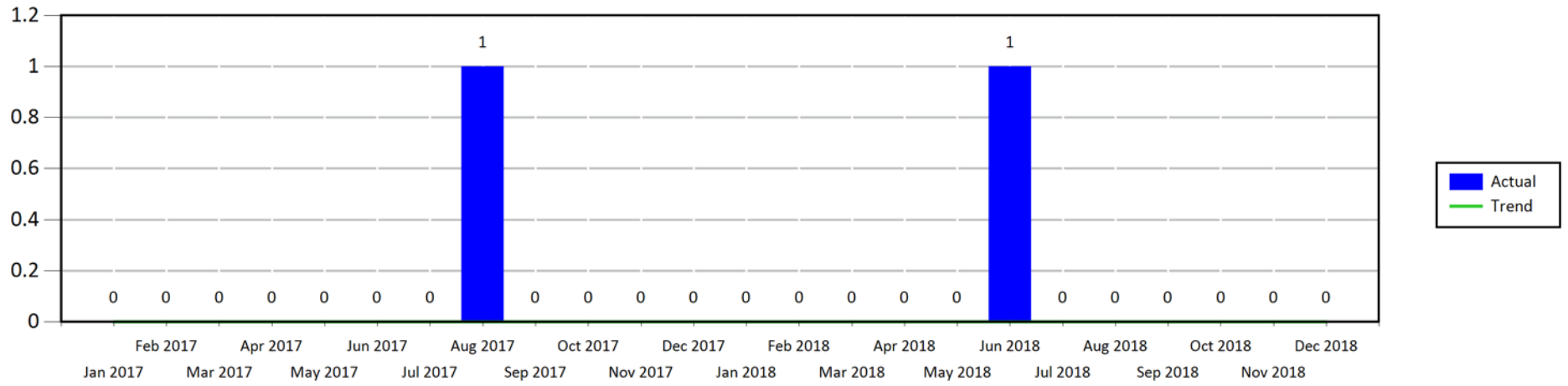
Case studies evidencing best practice and positive impacts for external partners

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

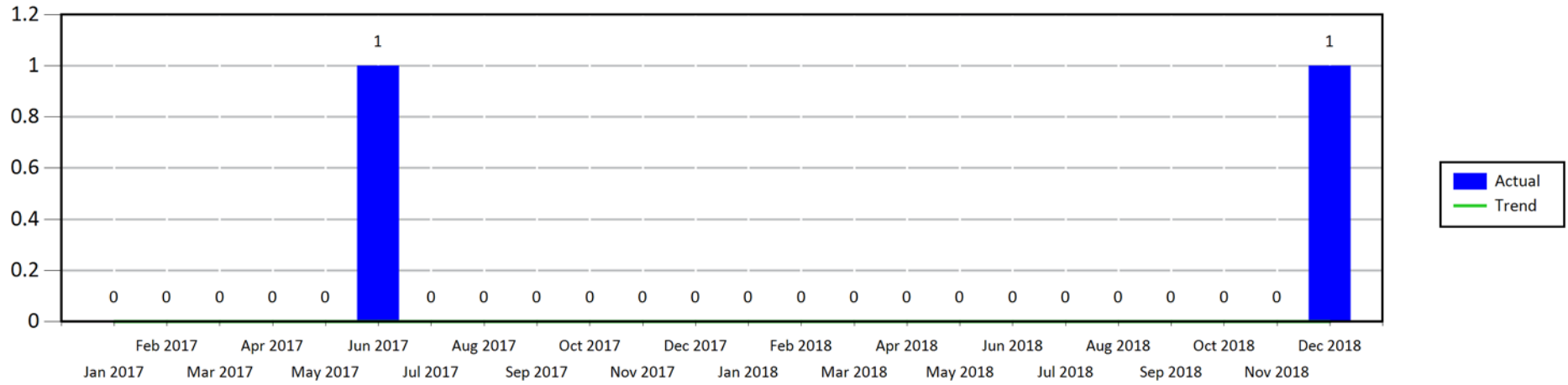
We have worked closely with partner agencies, organisers of large events and regulated stadia throughout Swindon with the Event Safety Advisory Group including Swindon Town Football Club and the Blunsdon Stadium.

Key Performance Indicators

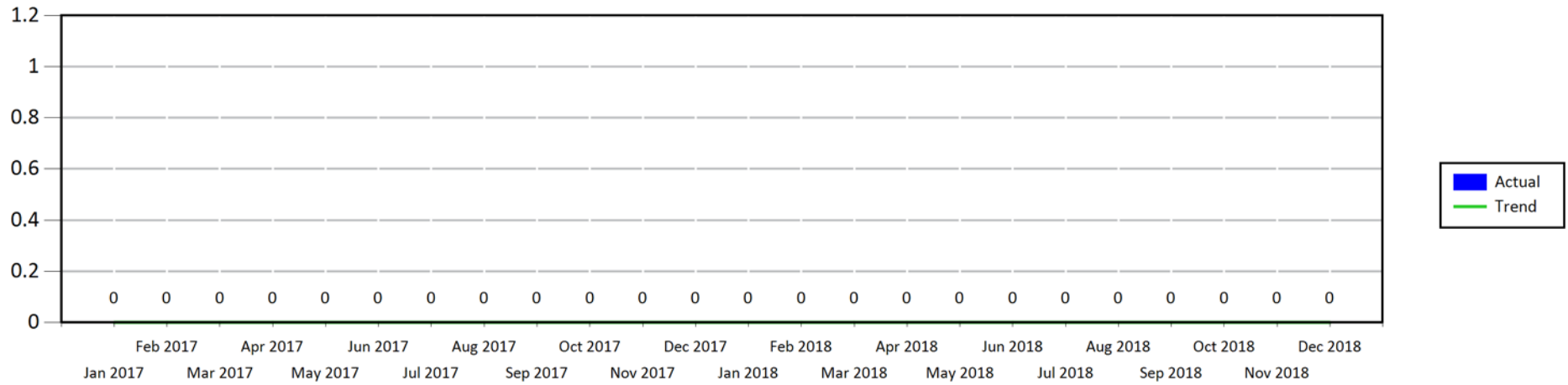
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Swindon	Month	Dec 2018	0



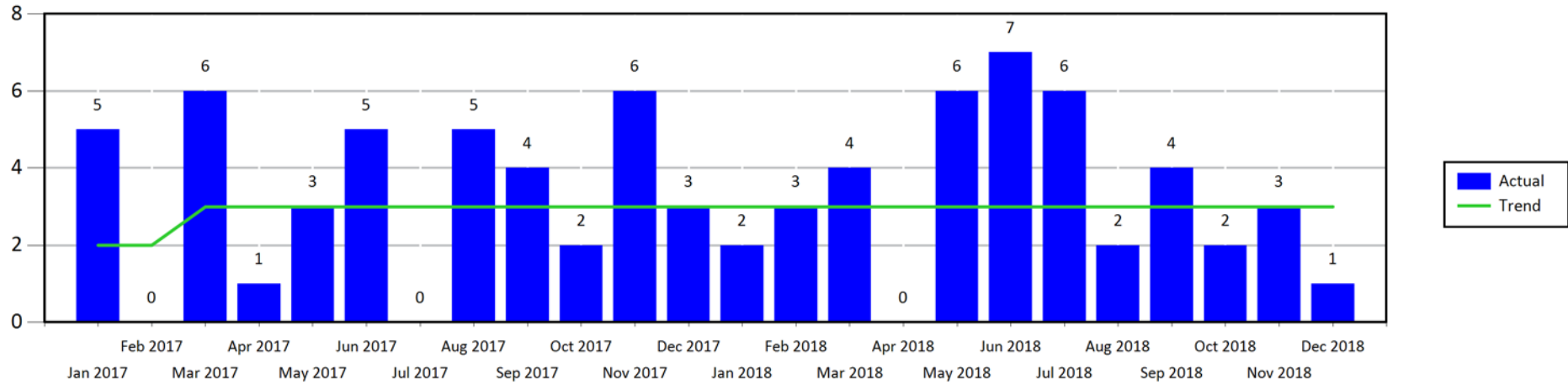
KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Swindon	Month	Dec 2018	1



KPI Title	Period	Time Frame	Period Actual
Number of prosecutions in Swindon	Month	Dec 2018	0



KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in Non domestic properties-Swindon	Month	Dec 2018	1

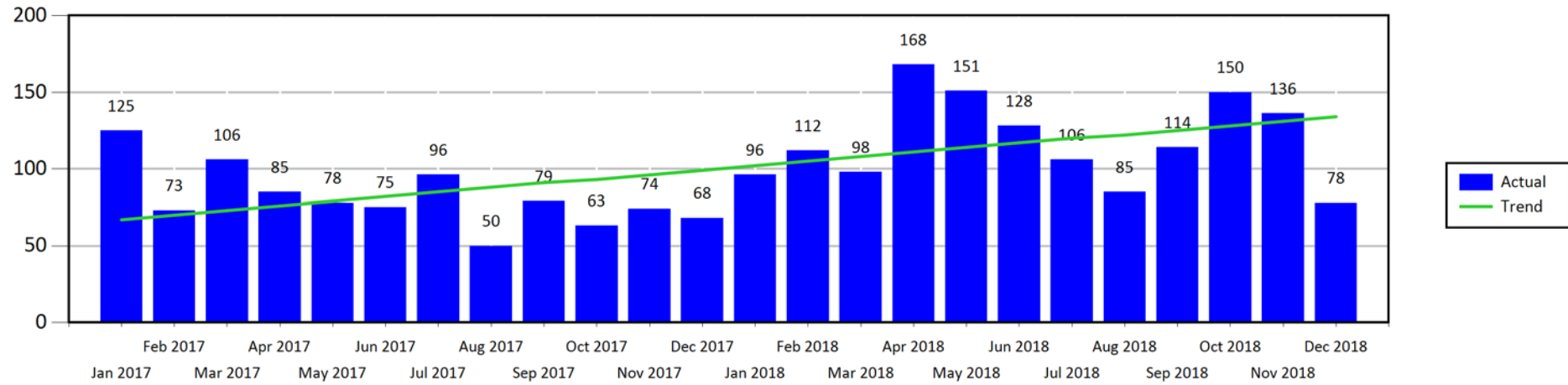


KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

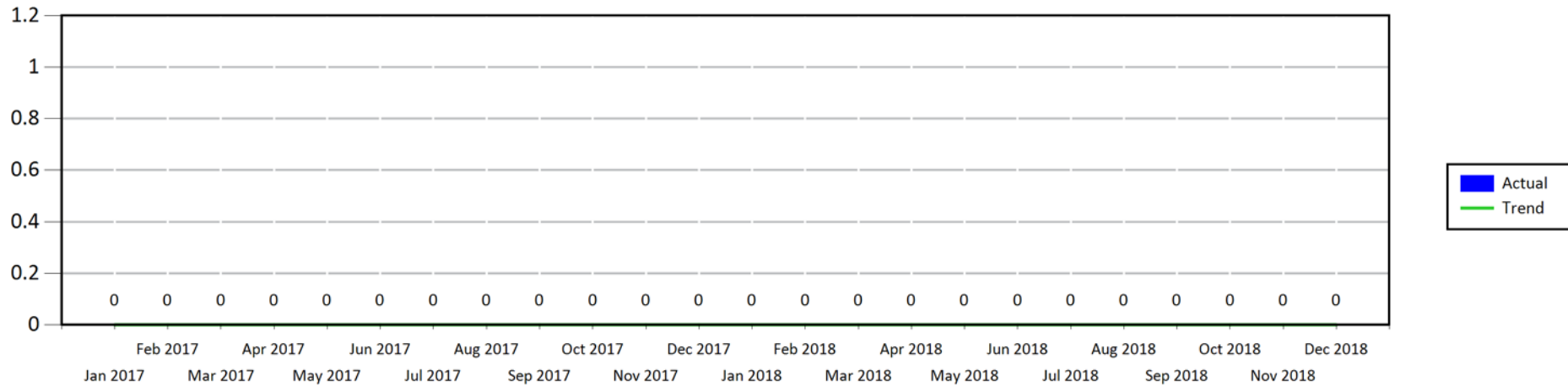
Action Code	Action Name
1.2.3.8	How are we identifying and driving down risks to the community, heritage and environment in Swindon?
<p>Progress comment:</p> <p>The group manager continues to have a link into Multi-agency risk assessment committee (MARAC) meetings with other partner agencies. This is to receive a number of referrals to properties and occupiers who have been victims of domestic abuse. Additionally, where threats of arson have been made. We continue to be contacted by Domestic Abuse Lead from Wiltshire Police when a risk is identified. This relationship has been built over the last 12 months and continues to work well. Safe and Well advisors are asked to attend the property and give advice and ensure the property is fitted with smoke detectors. We also highlight the threats of arson through the mobilising system to ensure crews and control staff are aware. This also helps with police attendance at specific addresses.</p> <p>The migration project in Broadgreen has proved successful in engaging with members of the community. The designated safe and well advisor along with SBC officers continue to offer free safe and well visits to the members of the community. They have visited over 70 properties and fitted in excess of 150 detectors over the time of the project.</p> <p>Additionally, to the work in Broadgreen, local watches continue to use Pinpoint software. This enables them to highlight the high risk addresses/occupants across the borough. Following a project initiated by a watch at Westlea which has now been pushed out across the Swindon area. Each watch highlights 50 addresses and write to the individuals offering free safe and well visits. This has proved a more efficient and effective way of generating visits.</p> <p>We continue through our Fire Safety Manager to work with the borough council in highlighting empty buildings and the risks associated with this. This assist watches to have a better understanding of the risk and enable better planning.</p> <p>Crews continue to identify the local risks through 7.2d visits and also updating existing risks with new information. This is then made available to operational crews on the incident ground. Crews are allocated a number of reviews to carry out along with any new risks identified through local/partnership intelligence. Within the last quarter crews have carried out a large number of reviews on risks within the service database which were highlighted during an audit.</p> <p>In the coming months a number of industrial/commercial areas across the area will be allocated to individual watches to take responsibility of risk/arson reduction. This will be linked in with our protection department to ensure they are made aware of any significant issues that may need further investigations.</p> <p>To further consider the risk and plan, all watches have been allocated to organise an exercise for the coming year. This should ensure that 3 exercises take place in each quarter, some of which will be held at local risks such as high rise buildings, commercial, and industrial risks.</p>	

Key Performance Indicators

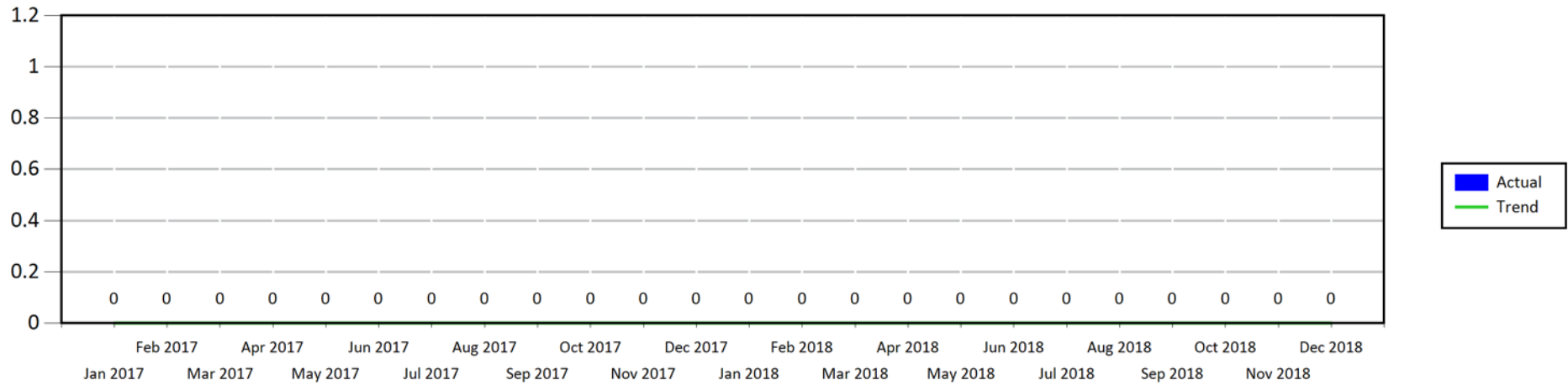
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Swindon Borough	Month	Dec 2018	78



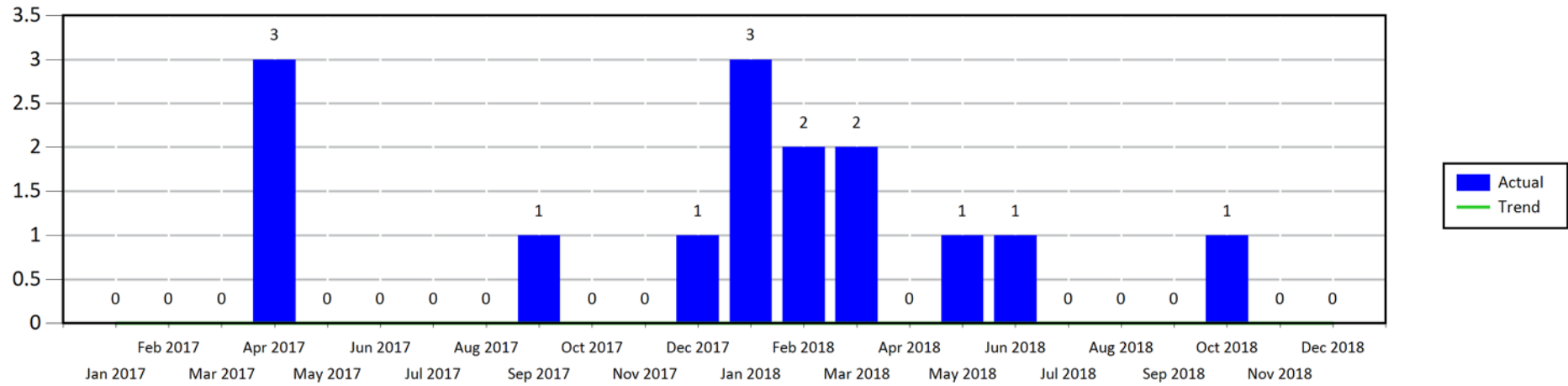
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Swindon Borough	Month	Dec 2018	1



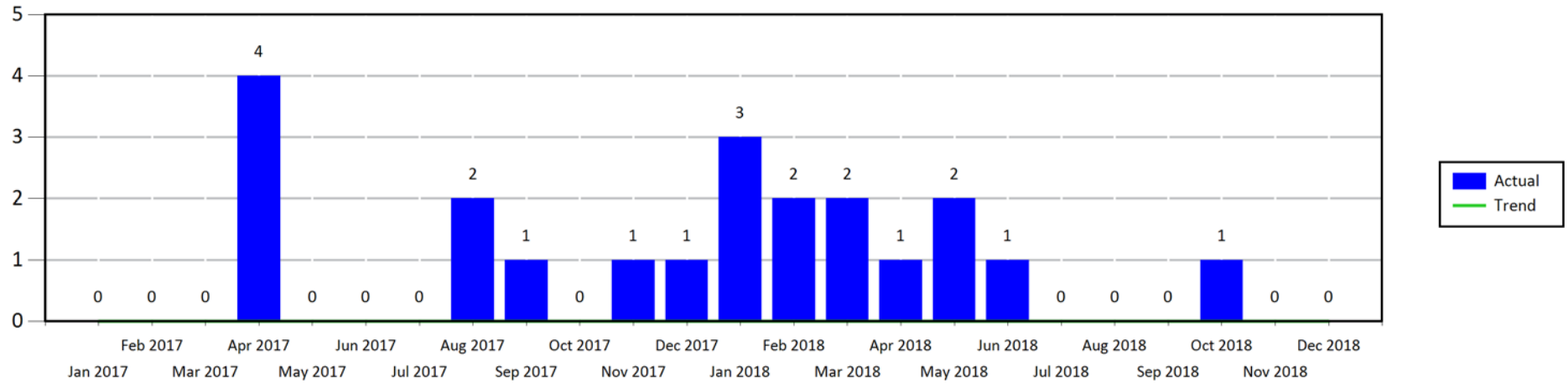
KPI Title	Period	Time Frame	Period Actual
PRE01-Number of fire related deaths - Swindon Borough	Month	Dec 2018	1



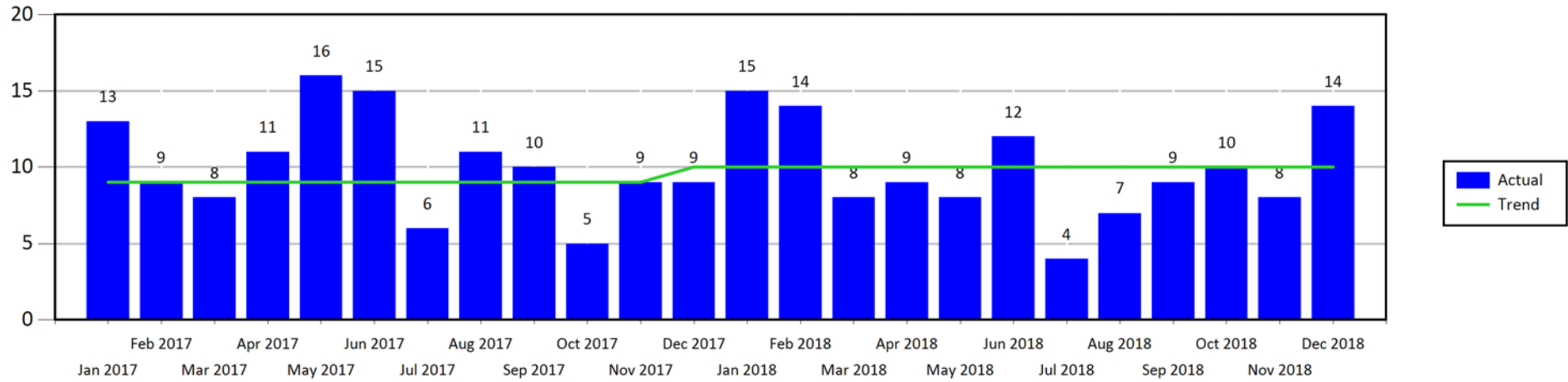
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon Borough	Month	Dec 2018	1



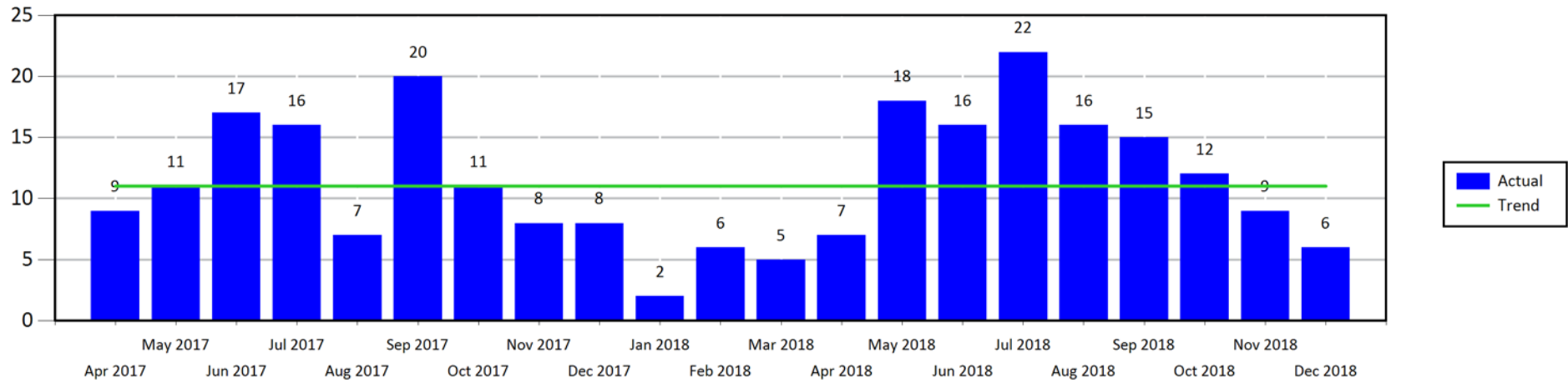
KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Swindon Borough	Month	Dec 2018	1



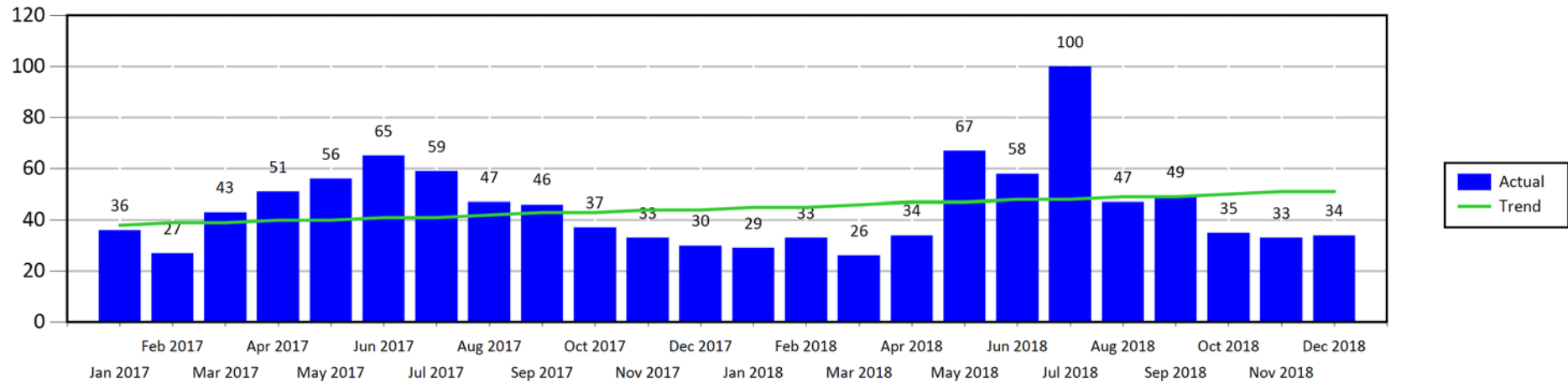
KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Swindon Borough	Month	Dec 2018	14



KPI Title	Period	Time Frame	Period Actual
PRE05-Number of deliberate fires (primary + secondary) - Swindon	Month	Dec 2018	6



KPI Title	Period	Time Frame	Period Actual
PRE06-Number of fires - Swindon Borough	Month	Dec 2018	34



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
1.2.4.7	How do we effectively support local resilience partnership arrangements In Swindon to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p>Progress comment: 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>Currently the service is working with the LRF looking at Brexit. This includes the potential for no deal Brexit, risk assessments are being considered for this and how the service fits into this with our partner agencies.</p> <p>Local managers have been consulted on SBC town centre plan in case of emergencies. There are clear responsibilities for the service in such emergency situations as building collapse, terrorist attack etc. Additionally, the local group manager sits on the Swindon and Wiltshire LRF and therefore is made aware of national and community risks.</p> <p>Recently consulted on the LRF Mass evacuation and emergency shelter joint document. This forms part of a cadre of documents available to partner agencies in the event of an emergency so that all agencies are aware of their responsibilities.</p> <p>An area that needs to be looked into is local flood plans within the local parishes. We need to have an idea as to what these look like and therefore plan ahead to ensure the local communities have minimal impact if flooding occurs. Meetings with Civil Protection team from SBC are soon to be arranged to discuss flood issues across the borough.</p> <p>In December local crews from Swindon and Stratton undertook a business continuity exercise with Fire and Rescue colleagues in Berkshire. The two local crews worked from Newbury for the morning whilst two Newbury crews worked from Swindon. This tested resilience with regards to mobilising to incidents, gaining access to stations and also looking at accessing risk information. This proved a useful exercise with some learning points for the future.</p>	

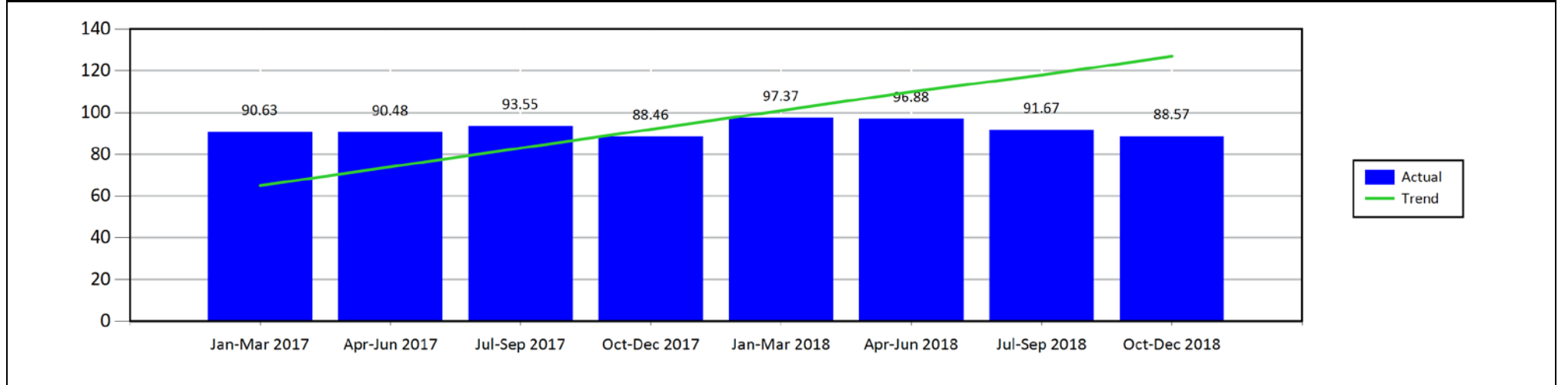
Priority: Being there when you need us

KLOE 9: Are appliances available when we need them?

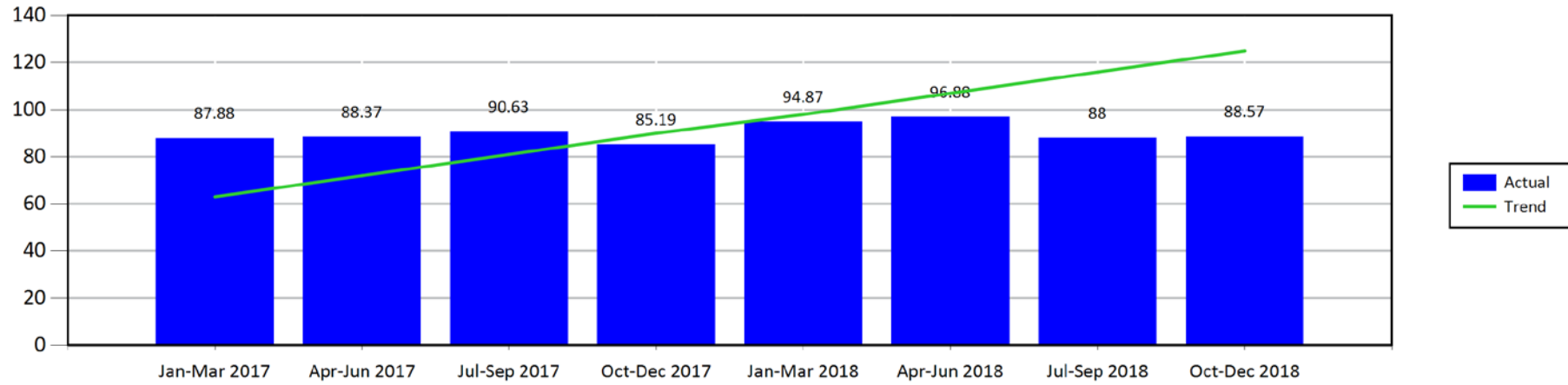
Action Code	Action Name
1.3.1.8	Are appliances in Swindon available when we need them?
<p>Progress comment:</p> <p>Within the Wholetime establishment we can almost guarantee that all three frontline appliances are available 24/7 within the Swindon area. With the On-Call appliance we have less guarantee due to the type of contracts they have and also have full time positions elsewhere. However, we are aware when the appliance will be off the run. An electronic availability system (Gartan) assists the managers in knowing and when to fix the problem.</p> <p>We're constantly recruiting within the On-Call system due to the turnover of staff. Both units within Swindon are currently piloting the salary scheme which has helped in some way towards retaining staff as they are now paid for their hours of availability rather than against their amount of activity.</p> <p>In the last quarter we have had a number of promotions into management positions across the area. This has had a knock on with creating firefighter positions within the wholetime system. We have now recruited a further cohort of firefighters across the area to cover these vacancies. All of this latest group have transferred across from the On-Call system which is a really positive step for those involved in this duty system across the service.</p> <p>We are currently working on further succession planning from further promotions and pending retirements. This has further positive reaction as watches continually change and bring in fresh faces with fresh ideas. We will endeavour over these next 12 months to look further at a more diverse workforce, working with the less represented groups across the area.</p>	

Key Performance Indicators

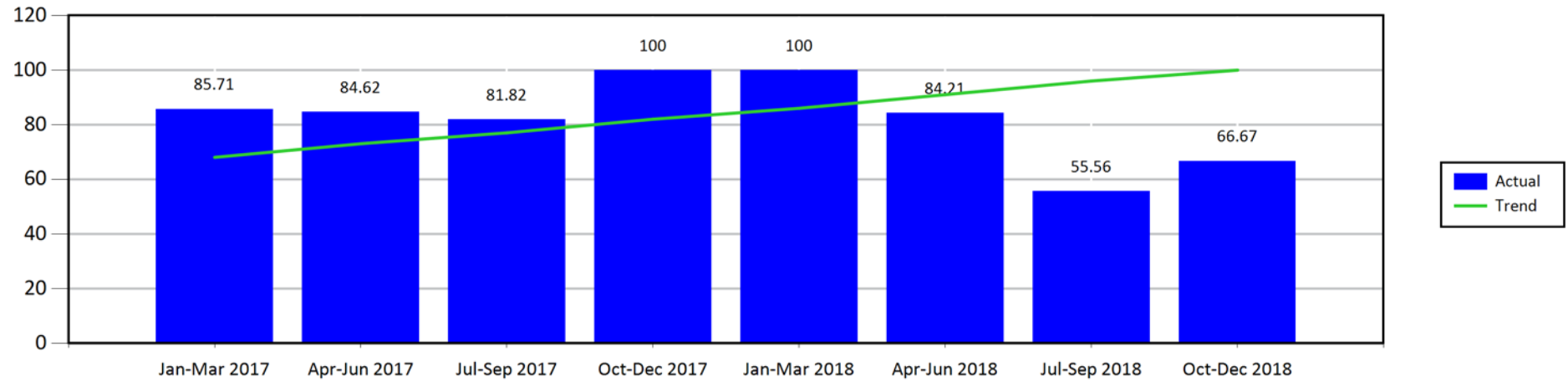
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Swindon Borough	Quarter	Oct-Dec 2018	88.57%



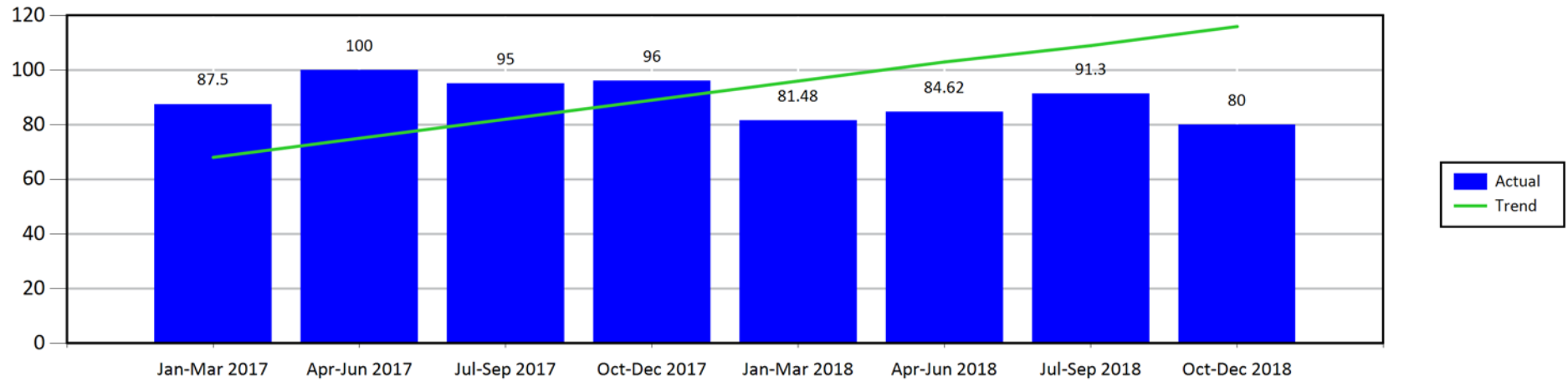
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon	Quarter	Oct-Dec 2018	88.57%



KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon	Quarter	Oct-Dec 2018	66.67%



KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon	Quarter	Oct-Dec 2018	80%

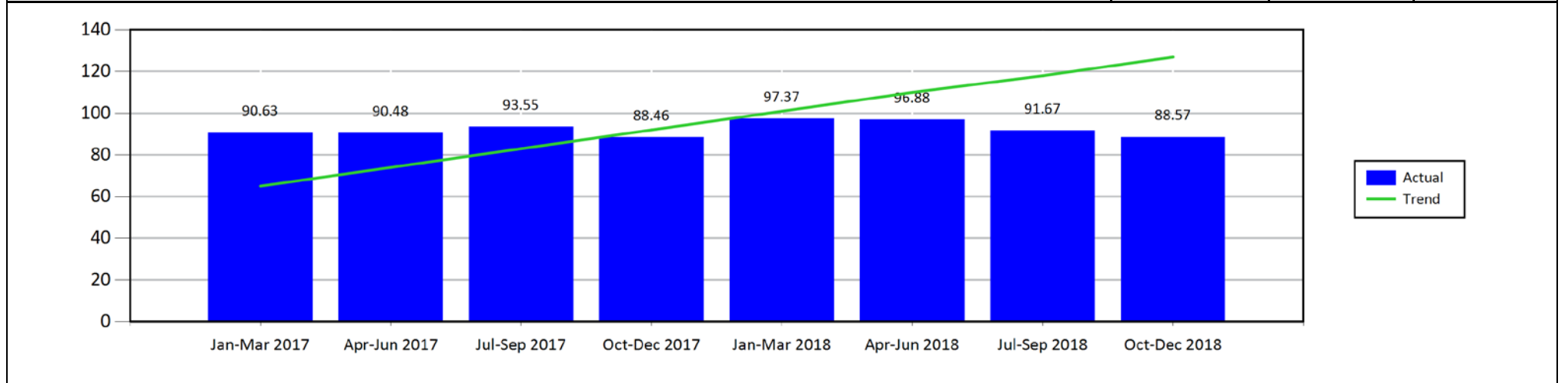


KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

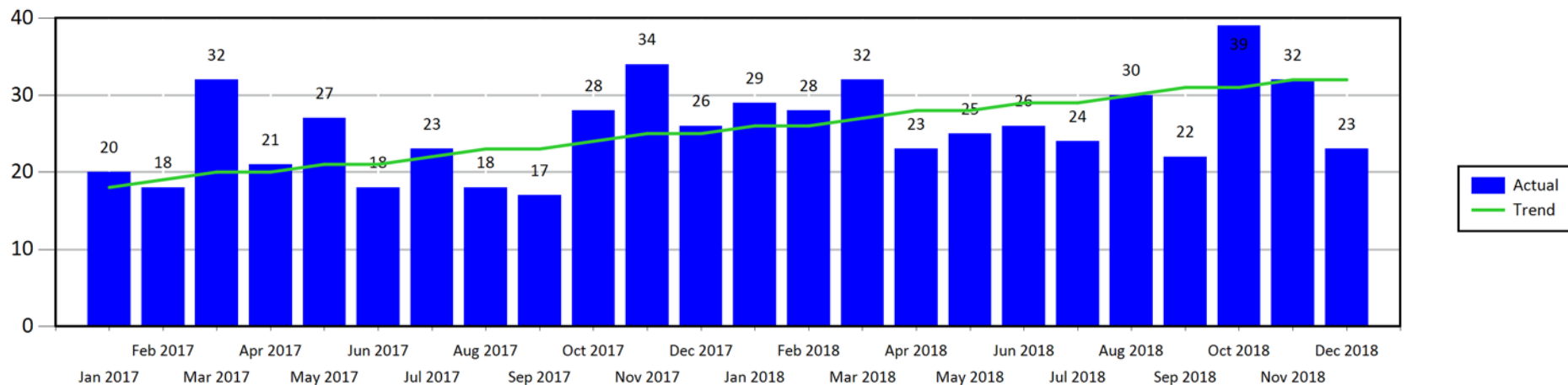
Action Code	Action Name
1.3.2.12	How effective and efficient are our response arrangements in Swindon for dealing with the range of incidents we attend?
<p>Progress comment:</p> <p>Within Swindon we continually meet the majority of our response standards as we are predominately wholetime appliances. We continue to strive for Improvements to the On-Call appliances within the area as at times they are unavailable due to crewing which in turn has an adverse effect on response times. Additionally, due to locations of On-Call staff responding to station can be problematic at certain times of day. These responses are monitored and investigated on a monthly basis when appliances are not mobile within two minutes for Wholetime and five minutes for On-Call. To assist our On-Call personnel we have been assisted by SBC in that they allow our staff to use bus lanes and bus gates when responding from home or work if traffic is built up. This has assisted on some occasions.</p> <p>Whilst we monitor the turnout times of the crews as stated above, we also investigate failures of response standards. They are generally linked but at times turnout times are met yet response standards are not. When investigating it appears that failures can be down to appliances being in other location when calls are received. This can be due to risk visits and training.</p> <p>Crews across Swindon continue to promote the service wide initiative “Are we getting through” this was to highlight the issues of inconsiderate parking across the area. We have a number of areas across the borough which causes problems when responding and therefore extending response times.</p> <p>We have high levels of competency amongst the operational staff within the area. The competencies are looked at on a regular basis by the Area Management Team. Training guidance is provided centrally on a three monthly basis which is used in conjunction with local risk training such as high rise, hazardous material and specialisms such as animal and water rescue.</p> <p>Watches within the area continue to deliver refresher training for High Rise fires. This training includes personnel from outside the Swindon area who may be used on standby. The watches involved are also continuing to update tactical plans for the high rise buildings in Swindon. In the last quarter we have needed to review the tactical plan for David Murray John building due to the firefighting lift being defective for a 3-month period. Local crews and managers worked with SBC officers on an interim plan which would assist residents and welfare of firefighters if an incident occurred.</p> <p>Response Standard Q3</p> <p>Res 01 – Percentage of sleeping risk properties where the 1st appliance met a 10 minute response- 89%</p> <p>Res 02 – Percentage of sleeping risk properties where 2nd appliance met a 13 minute response – 82%</p> <p>Res 03 – Percentage of incidents in other properties where the 1st appliance met a 10 minute response – 67%</p> <p>Res 04 – Percentage of incidents in other properties where the 2nd appliance met a 15 minute response - 100%</p> <p>Res 05 – Percentage of Road Traffic Collisions where the 1st appliance met a 15 minute response – 80%</p>	

Key Performance Indicators

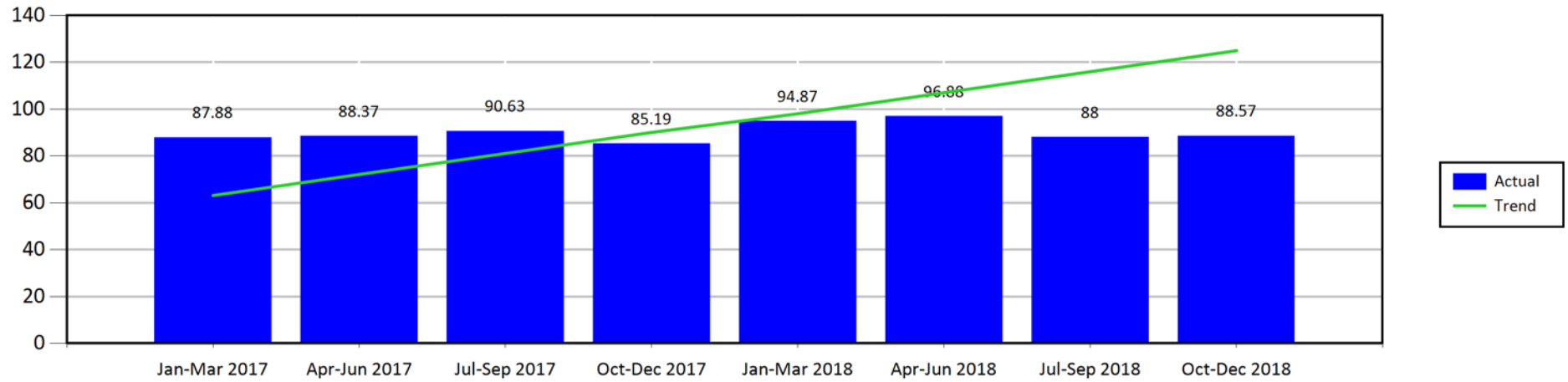
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Swindon Borough	Quarter	Oct-Dec 2018	88.57%



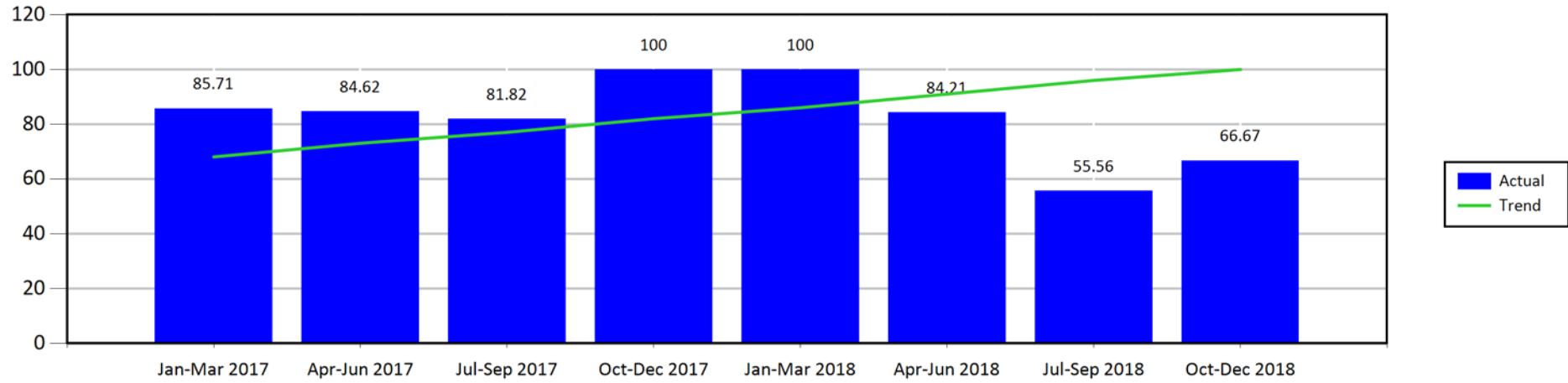
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Swindon Borough	Month	Dec 2018	23



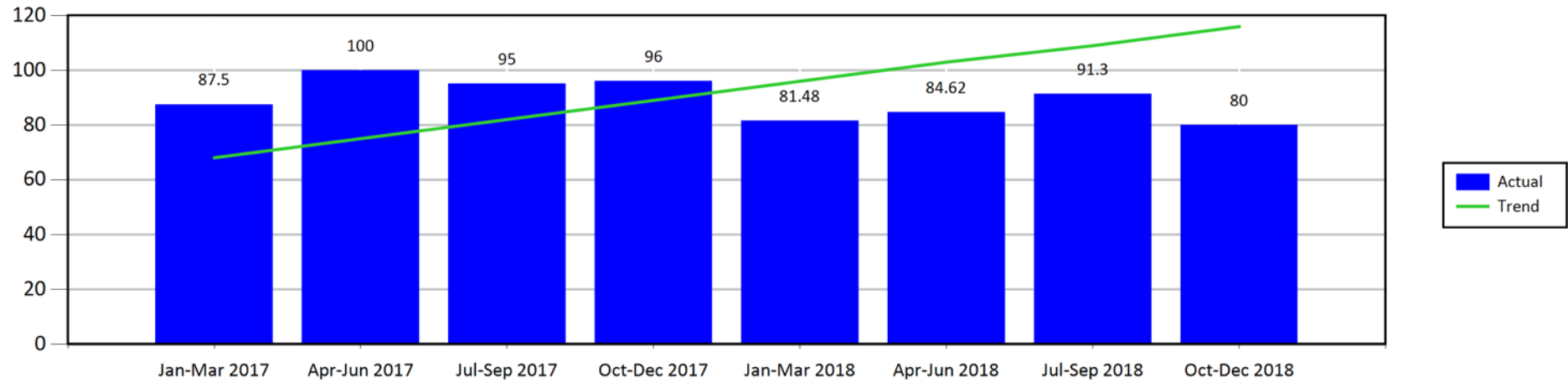
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon	Quarter	Oct-Dec 2018	88.57%



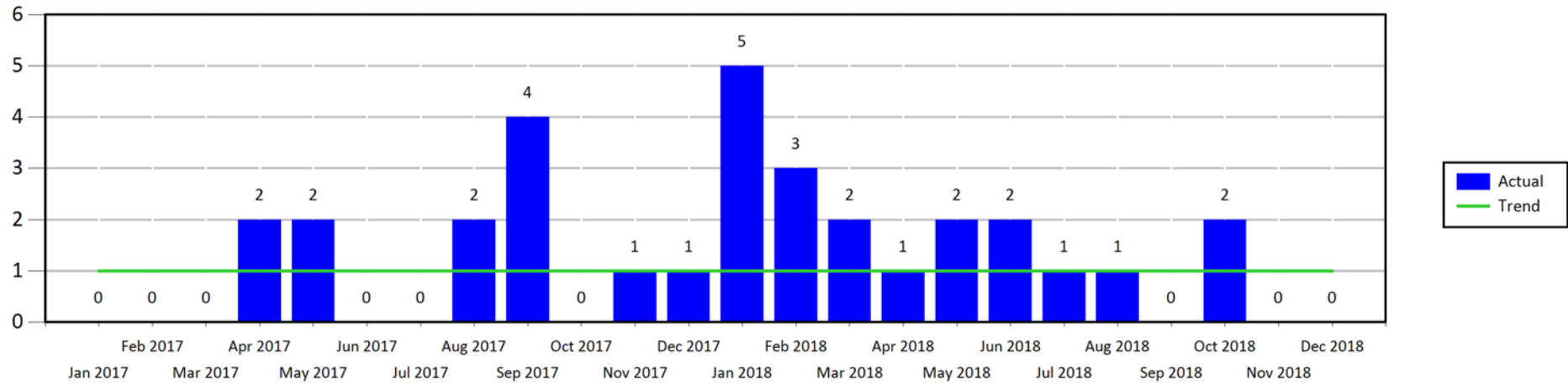
KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon	Quarter	Oct-Dec 2018	66.67%



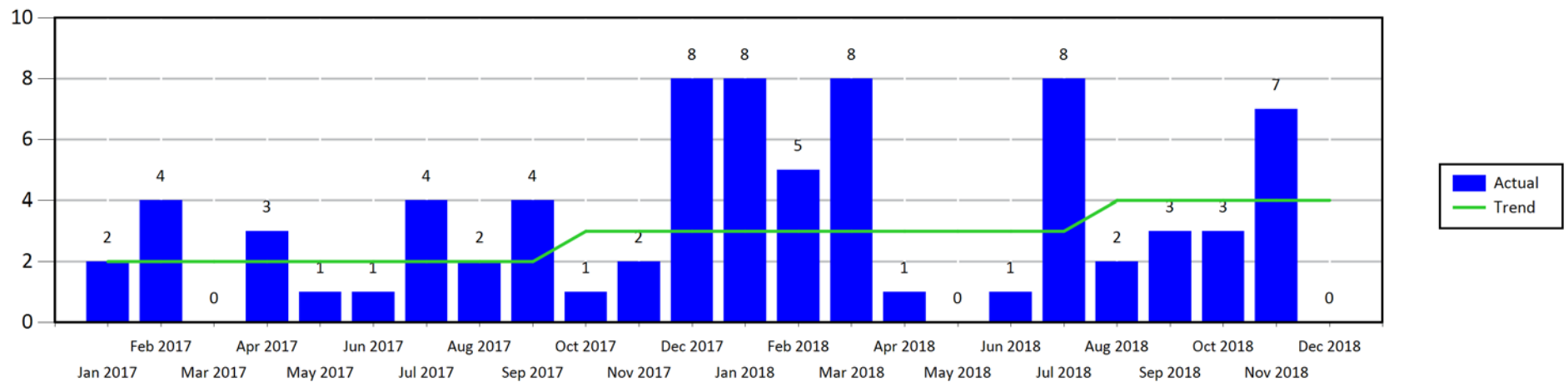
KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon	Quarter	Oct-Dec 2018	80%



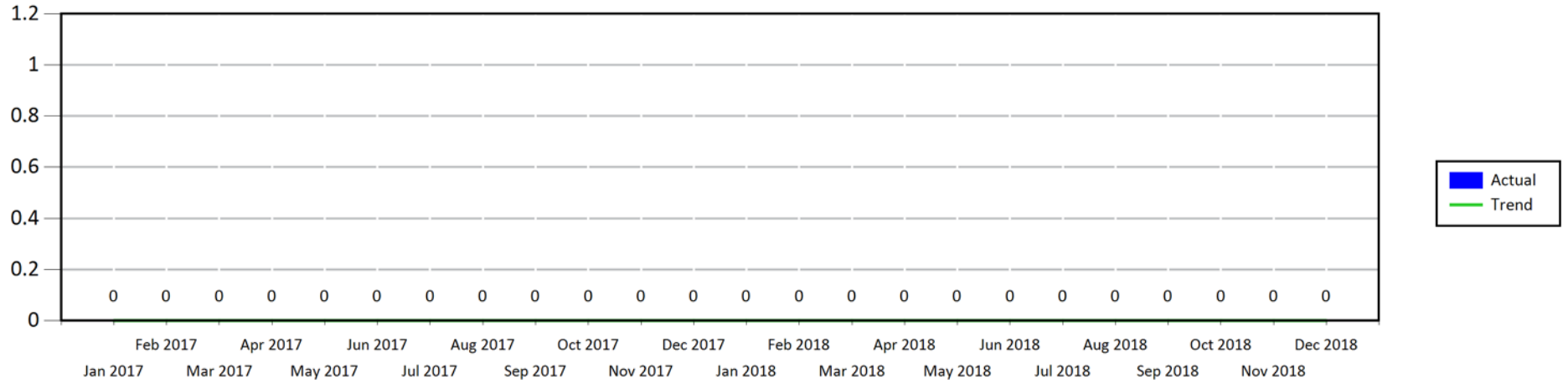
KPI Title	Period	Time Frame	Period Actual
RES11-Number of people rescued at fire related incidents-Swindon	Month	Dec 2018	1



RES12-Number of people rescued from RTCs-Swindon	Month	Dec 2018	4
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KPI Title	Period	Time Frame	Period Actual
RES13-Number of people rescued from flooding-Swindon	Month	Dec 2018	0

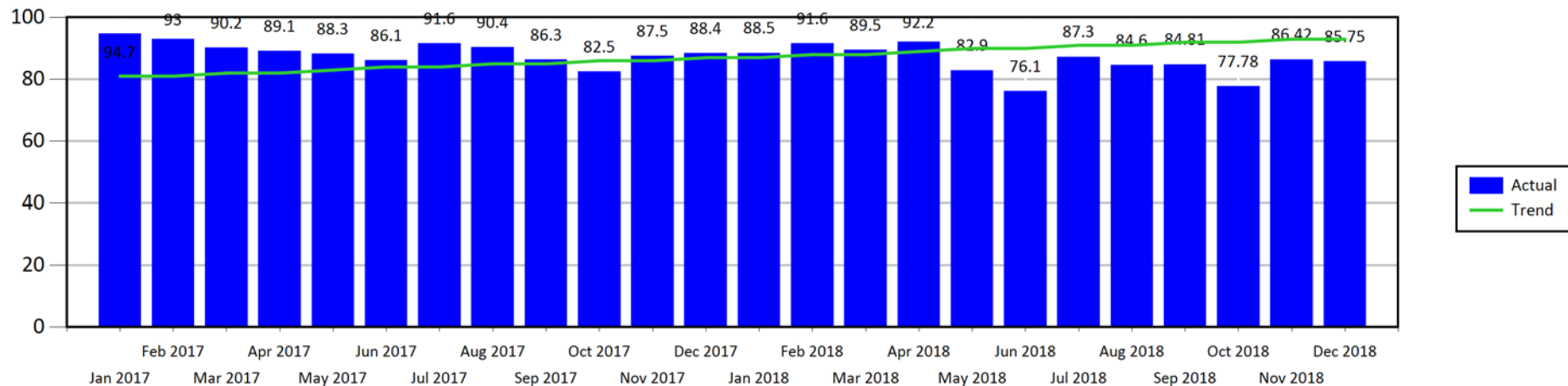


KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

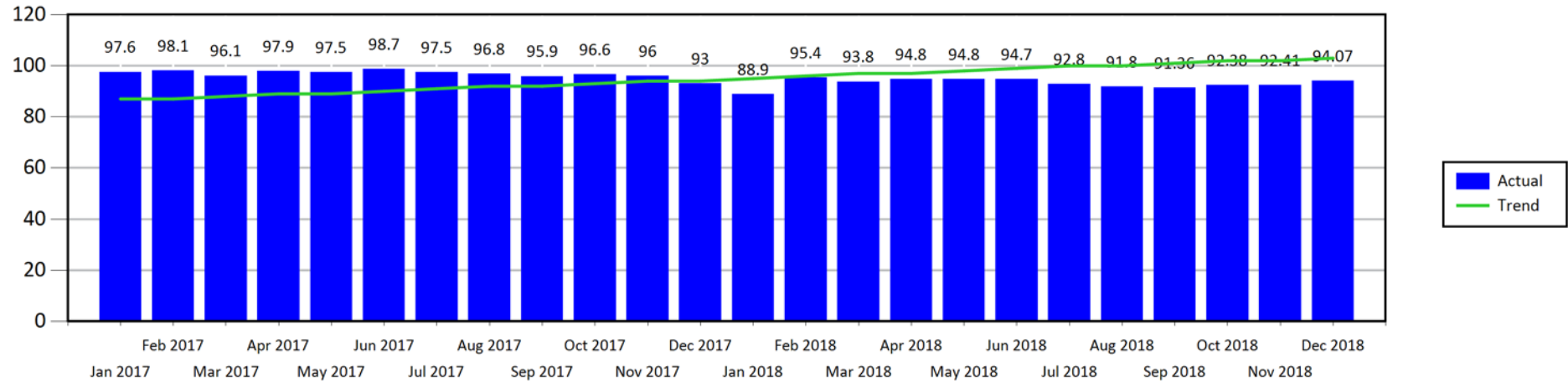
Action Code	Action Name
1.3.3.16	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Swindon?
<p>Progress comment:</p> <p>There are a number of ways our staff maintain competency. They will have training delivered centrally by Training Centre 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. Officers also attend regular officer training events to ensure they are up to date on skills.</p> <p>Watch competencies forms part of the monthly area management performance meeting. This ensures competency levels are at the required levels to maintain appliance availability. In Q3 the levels of competency across the area – On-Call 83% Wholetime – 94%</p> <p>There is also cross agency training such as Joint Emergency Services Interoperability Programme (JESIP) delivered centrally which ensures the majority of our managers have input in this multi-agency approach.</p> <p>On a regular basis, incidents are debriefed, and learning/training opportunities are identified. These debriefs can be recorded and delivered centrally to assist in identifying trends/issues that can then be addressed through a centrally directed training plan which is issued through the training department.</p> <p>Locally the managers will also identify local risks that crews will need to be aware of and train accordingly. A new risk locally is the electrification of the railways. Training was undertaken by local crews with Network Rail to ensure they are made aware of the dangers and processes for dealing with an incident on the railways. In Q4 Blue Watch Swindon are organising an exercise at the Network Rail training centre at Transfer Bridges. The exercise will involve de energising the electrification for rescue purposes.</p> <p>Area Management Team have been proactive in succession planning. They have highlighted a number of local personnel who have skills to progress into incident management. They have now been booked on training courses to ensure they have the right preparation to become future incident commanders. Additionally, we have also highlighted a number of personnel for driving courses to ensure the availability of appliances continue.</p> <p>Annual watch audits are carried out by the Station Managers to ensure that personnel are maintaining competencies. The watch audits are tailored around local risks and also cover both practical and underpinning knowledge. Themed areas have been distributed through response support department to ensure consistency across the organisation. Any learning points are forwarded in a report to the relevant departments. In October we started to organise dates for 2018-19 audit as we are now aware of the key themes in the audit process. Audit will continue through Q4 and should be completed by March 2019.</p>	

Key Performance Indicators

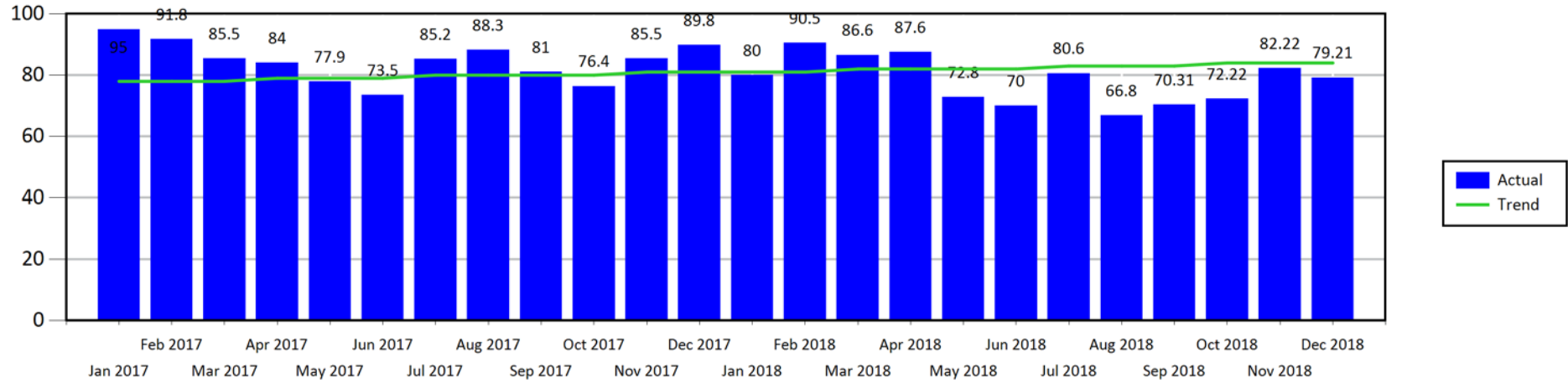
KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Swindon District RDS (Swindon North and Swindon South)	Month	Dec 2018	85.75%



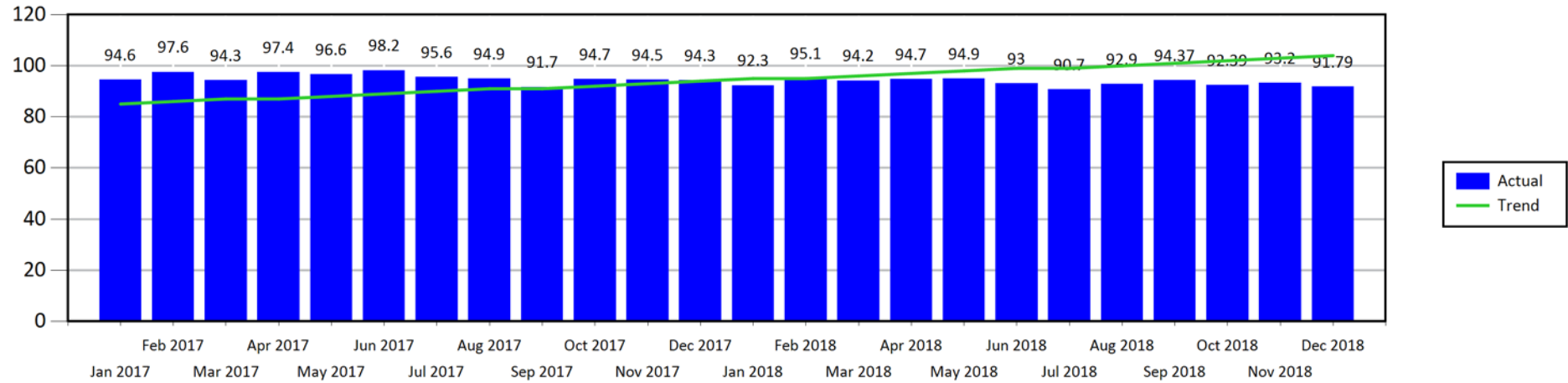
KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Swindon Station WDS	Month	Dec 2018	94.07%



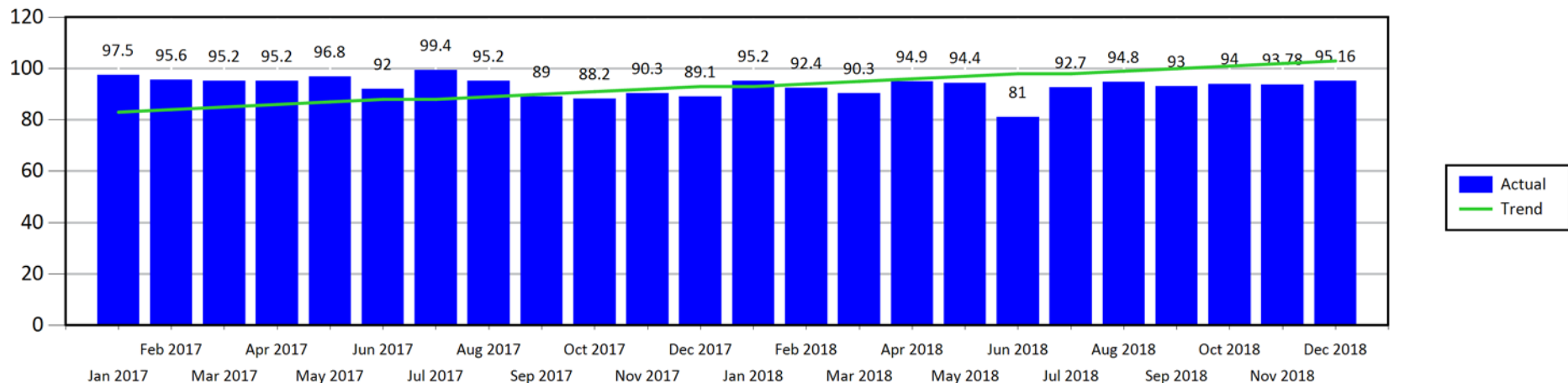
KPI Title	Period	Time Frame	Period Actual
Percentage competent in the BA modules of the Operational Licence - Swindon District RDS	Month	Dec 2018	79.21%



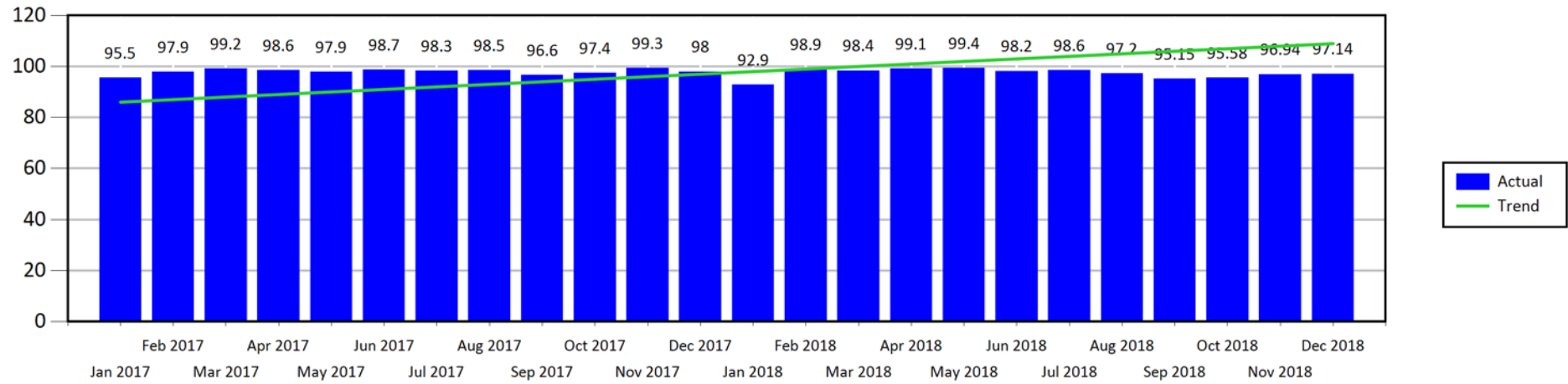
KPI Title	Period	Time Frame	Period Actual
Percentage competent in the BA modules of the Operational Licence - Swindon District WDS	Month	Dec 2018	91.79%



KPI Title	Period	Time Frame	Period Actual
Percentage competent in the RTC modules of the Operational Licence - Swindon District RDS	Month	Dec 2018	95.16%



KPI Title	Period	Time Frame	Period Actual
Percentage competent in the RTC modules of the Operational Licence - Swindon District WDS	Month	Dec 2018	97.14%



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

Action Code	Action Name
1.3.4.8	How do we learn from operational and community risk in Swindon; to improve the response services we provide?
<p>Progress comment: Through previous IRMP and operational reviews we have the required appliances and personnel in the right places. However, we constantly review this due to changes in incidents and the general movement of people and building work both commercially and private dwellings.</p> <p>We constantly monitor our operational activity through our performance management tools (Sycle). This allows us to consider our response and prevention activity to drive down incidents. We have seen steady performance in response times over the period, they do however fluctuate from each quarter. However, we are generally satisfied with performance. Members can be assured that all failures are investigated.</p> <p>Each quarter we look at all the response fails to see if these are avoidable. We do continue to have issues with our On-Call crews responding to station within the five minutes. This is generally due to location of station and traffic at certain times of the day. However, we have now had permission from SBC for our On-Call staff to use bus lanes and gates when responding to stations for a fire call.</p> <p>We also learn from all the incidents we attend and, on many occasions, carry out either hot debriefs (following smaller incidents) through to command debriefs which are carried out following larger incidents in which other agencies will also be invited to attend. We have a robust system in which to document these debriefs and ensure that these are used to improve our performance in response and lowering the risks to both our staff and our communities. At the end of Q3 local crews responded to an eight pump incident in Cricklade. The debrief for this incident is currently being organised to ensure all learning points are addressed.</p> <p>Over the coming months watches across Swindon will be undertaking risk/arson awareness visits across allocated industrial/commercial areas within the borough. This will help spread the word across business premises regarding the potential fire risk to their businesses. At the same time this will assist local crews to have further understanding of local risks and enable them to train and plan accordingly.</p> <p>Each watch within the area will also be allocated an exercise to organise. This will be linked to local risk such as high rise, water incidents, hazardous material, road traffic collision etc. Crews will complete risk assessments and appropriate lesson learnt paperwork to feed into the central operational effectiveness database so all can learn from the experience.</p>	