

Performance Report Quarter 3

Dorset & Wiltshire Fire and Rescue Service

Wiltshire Local Performance & Scrutiny Committee

01/10/2018 - 31/12/2018



DORSET & WILTSHIRE
FIRE AND RESCUE

Wiltshire

Priority: Making safer and healthier choices

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

Action Code	Action Name
1.1.1.34	How are we working with our partners in Wiltshire to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p>Safe and Well advisors continue to work closely with existing partner agencies and are working hard to establish links with new agencies to increase the volume of Very High and High risk referrals and promote safe and independent living. Safe and Well advisors are an integral part of station teams, attending regular meetings with operational crews and managers to optimise targeting of interactions in the most efficient way and share best practice.</p> <p>Recent activity has focussed on establishing a robust approach to Boat Safety incorporating operational crews, On-Call Support Officers and Safe and Well advisors. One of the Wiltshire Officers will lead on the topic and support proactive campaigning aligned to the National Fire Chiefs Council programme of events and reactive interventions following any associated incidents on the county's waterways.</p> <p>Wiltshire Group continues to work in close partnership with Police, Ambulance, Housing, Social Services, GPs, Probation and Wiltshire Council to place prevention at the front of service delivery. The Group is represented on the Local Improvements for Everybody (LIFE) board, identifying persons that have significant interaction with all or some of the partners, this provides the opportunity to share information and data to develop plans to help individuals, mitigate escalation and improve well-being. The board is currently in the planning stage for an innovative targeted multi-agency project in an area with a high proportion of vulnerable people.</p> <p>The trend of safe and well visits continues to illustrate an improvement across the group, this quarter 638 visits have been conducted, 83% of these were in the homes of Very High or High risk occupants. The introduction of On-Call crews conducting visits within the ten minute response area is effective and efficient. Moving forward, a full review will be completed prior to introducing it to all On-Call stations in the group. All stations have been provided with Winter Warmth packs to provide to vulnerable people experiencing heating problems, Safe and Well advisors then conduct a visit and provide oil filled radiators on loan.</p> <p>The Group Manager represents the Service at Wiltshire PREVENT board. Following attendance at the board meetings in Swindon the Group Manager secured training (via the Community Safety Manager (Swindon Borough Council (SBC)) to ensure they have radicalisation awareness input; this training will be delivered across Wiltshire Group.</p> <p>The Group Manager attends the Wiltshire Community Safety Partnership board which promotes information sharing and ensures we are reaching the most vulnerable and hard to reach community members. Turning Point, the new Drug and Alcohol treatment provider commissioned by SBC, 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>	

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

Action Code	Action Name
1.1.5.15	How are vulnerable people in Wiltshire receiving the support, advice and information they require to reduce their risk of fire
<p>1. What are we trying to do? (A project outline of what we are attempting to achieve and the impact of our work)</p> <p>We are committed to making a real difference to the lives of people in Dorset and Wiltshire. Our aim is to reduce the level of risk and harm to our communities from fire, targeting those most at risk. We do this primarily through our Safe and Well visits.</p> <p>Safe and Well within Wiltshire has now been established for over two years and we are working with partners to try and build a steady stream of referrals for those individuals most at risk.</p> <p>Through our partnership working we are identifying hoarders within the community and are working toward reducing the fire risk. We worked collaboratively with Wiltshire County Council to create a Hoarding Protocol.</p> <p>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. 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 • Keeping children safe • Good practice, such as a night time routine <p>2. Where are we at the moment?</p> <p>We are able to support individuals with their varying needs and are able to supply them with fire retardant bedding and a winter warmth pack. 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. Referrals are made to Hearing and Vision teams for specialised deaf alarm equipment to be installed. However, we have been helping them fit some of the equipment to help clear a back log of installations.</p> <p>In quarter three 638 Safe and Well visits have been carried out, 83% of these visits have been carried out on homes that are classed as high to very high risk. Therefore 1986 jobs have been carried out in this financial year, to date. These visits are carried out by our team of Safe and Well Advisors as well as operational fire crews.</p> <p>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.</p>	

Safe & Well Advisors are continuing to work closely with our partner organisations to support those most vulnerable in our communities by the use of SAIL. This allows us to identify occupiers' needs during a visit and signpost for other services. We've been supporting Aster Housing with some tenants who have been identified as hoarders. Joint visits have been arranged with a housing officer.

We continue to receive high volumes of referrals from South West Ambulance Service Trust (SWAST) where fire risks have been identified. Advisors continue to deal with these as a high priority and must now attend with another person and provide advice and guidance on keeping safe from fire.

An Advisor continues to work one day a week with Salisbury Medical Practice in order to access their data for those that are over 65 and smoke. We are working with the practice to improve the process and flow of data for 2018-19.

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

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 where 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 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 or broken heating. 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?

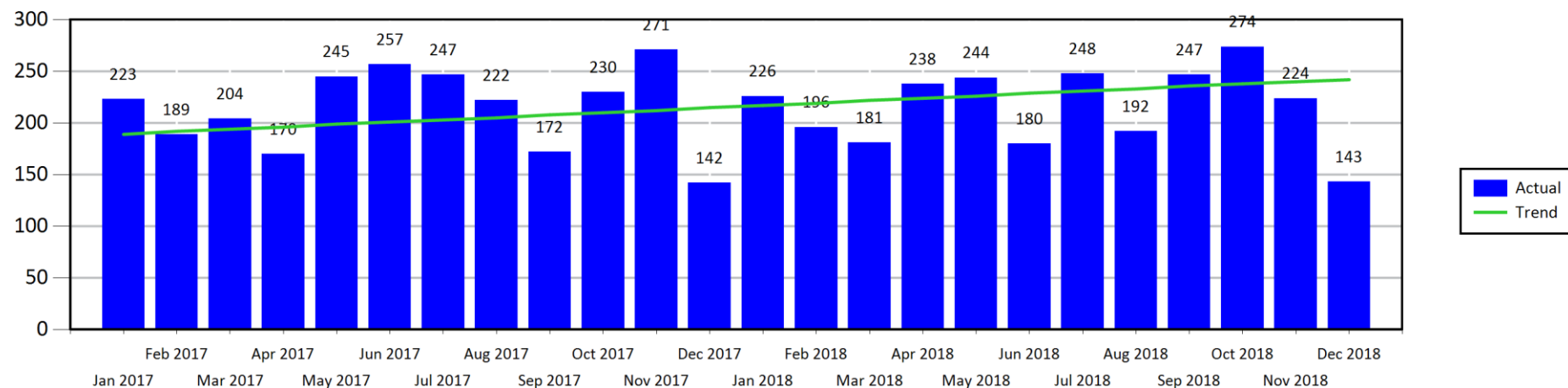
We are continuing to build relationships with our partners, particular focus on improving Wiltshire Police's knowledge of our Safe and Well service. On 30th January we're attending the Police's Community Coordinators training event, we will be raising awareness of Safe and Well; how to look for fire risk and who are our target groups. Additionally we will be delivering input to the current Police Community Support Offer (PCSO) trainees, but a date for February is to be confirmed. Our Wiltshire Team Leader will also provide support as part of their student work placements; the programme ensures PCSOs have a greater understanding of organisations and charities within their community.

We've also visited Age UK's Devizes hub to raise awareness with their volunteers who visit service users' homes, another talk is to be delivered in January, with a view to generate more referrals.

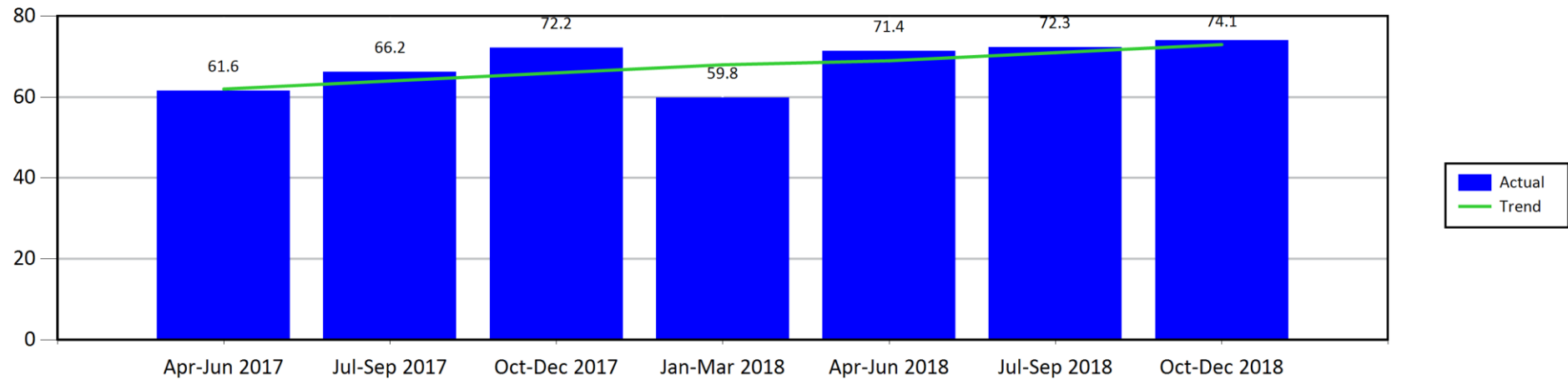
We are due to start work on a national project that will see us collaboratively work with the British Red Cross, this is being led by National Fire Chiefs Council. We have been invited to look at hospital discharge, community development and frequent callers' schemes along with a few other fire and rescue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

Key Performance Indicators

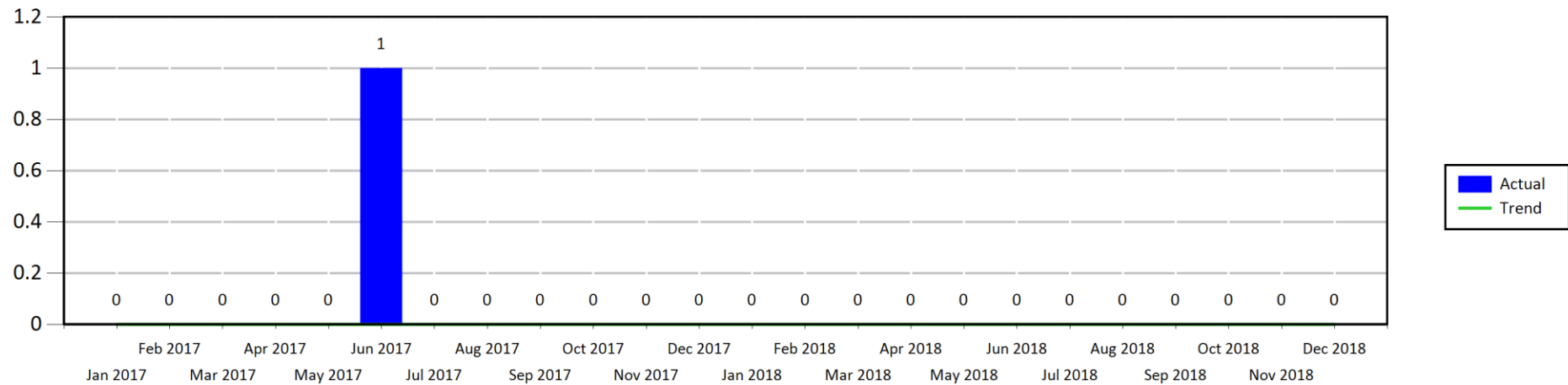
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Wiltshire Council	Month	Dec 2018	143



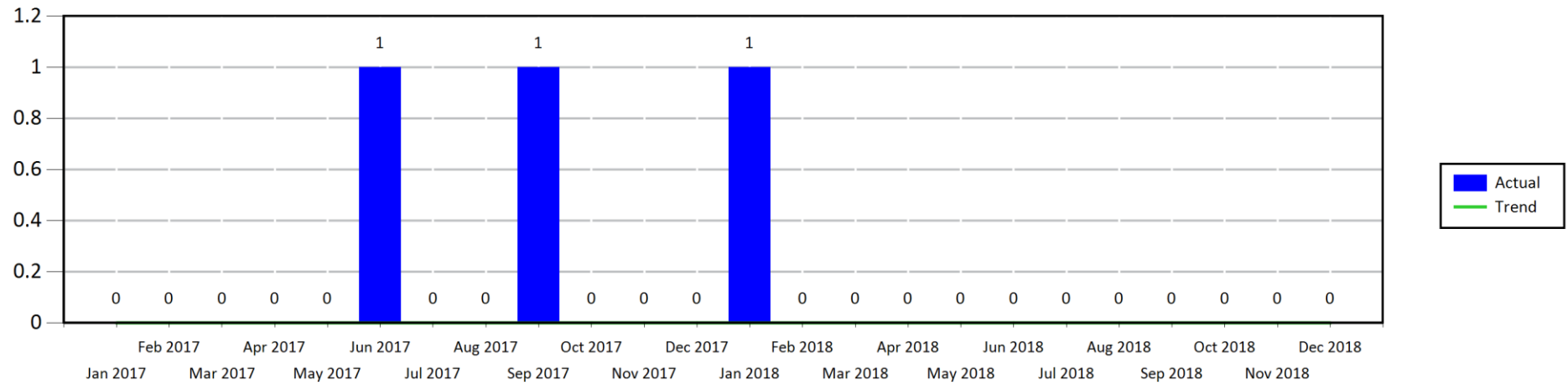
KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken to high risk households in Wiltshire	Quarter	Oct-Dec 2018	74.1%



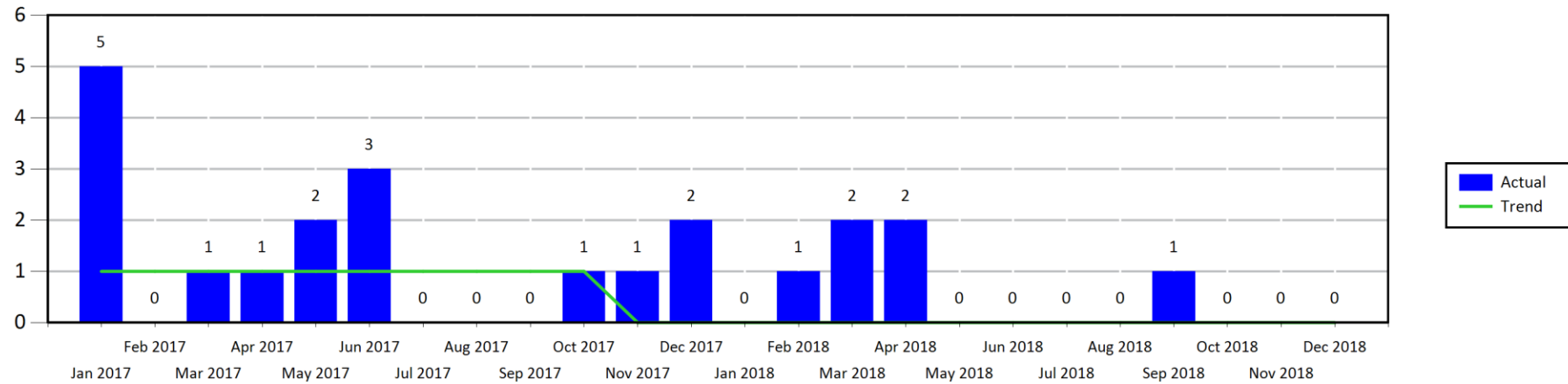
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Wiltshire Council	Month	Dec 2018	1



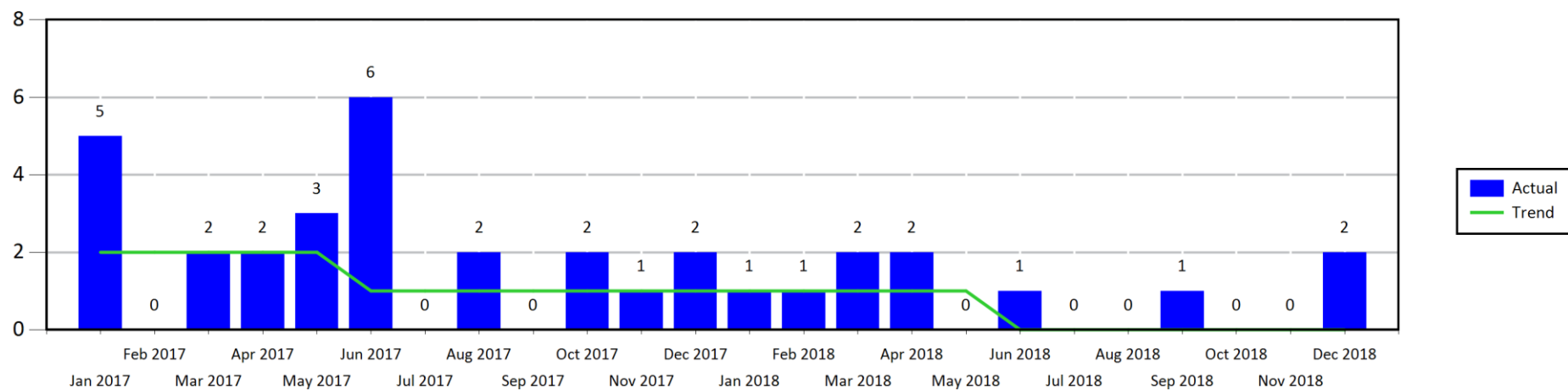
KPI Title	Period	Time Frame	Period Actual
PRE01-Number of fire related deaths - Wiltshire	Month	Dec 2018	1



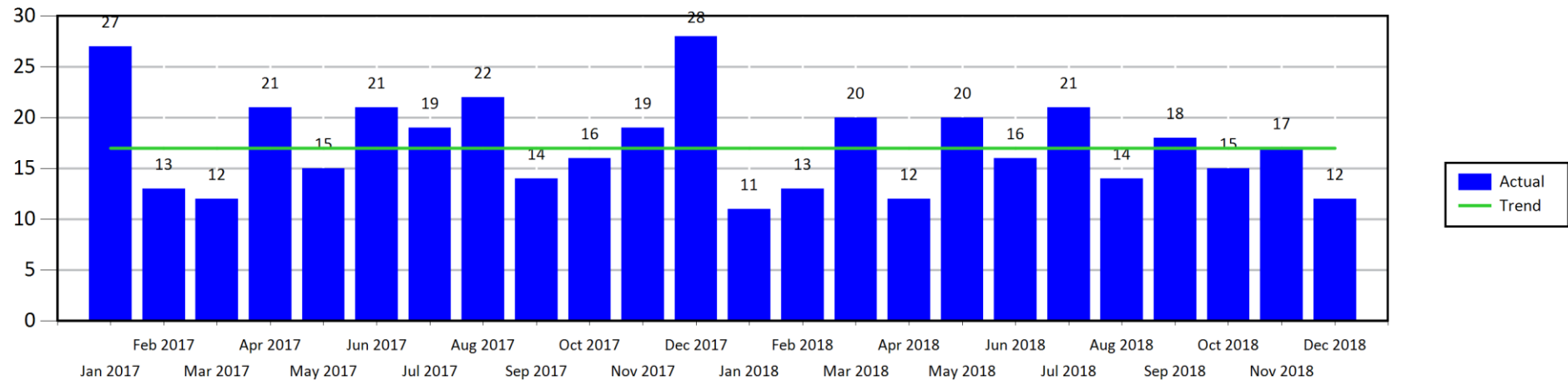
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire Council	Month	Dec 2018	0



KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Wiltshire	Month	Dec 2018	2



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



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

Action Code	Action Name	
1.1.6.16	How do we deliver our safety education to children, young people and communities in Wiltshire, helping them build safer and healthier lives?	
<p>The new academic year begins in September and the education officers normally start their visits in the second week of term as teacher prefer to settle their children back after the long holiday. They will be focusing their visits in schools to reception, year two and year five and six. They work on specific key fire safety messages that are age related and relevant. Each lesson is evaluated, and these are kept and reviewed via Community Fire Risk Management Information System (CFRMIS). The Fire Safety lessons are delivered on a rolling programme with each education officer booking the schools on their individual list for each school term.</p>		
<p>School pupil numbers and school visited numbers for this quarter are:</p>		
<p>Month Number of schools visited Number of children receiving a fire safety hour long lesson</p>		
October	24	2074
November	32	2943
December	15	953
Totals	71	5970
<p>How do we know that we are providing a good education session?</p>		
<p>Mainly because the teachers tell us, and that children remember what we tell them. The education officers receive feedback on each visit and so have knowledge of how well their delivery went and how relevant the information was and how helpful the resources were to the delivery.</p>		
<p>The teachers' evaluations for every class can be added to the questionnaires in CFRMIS, these record the teachers' perception of the children's understanding for the key fire safety messages and the perceived positive impact of the messages. For participation in the lesson the class are awarded the Bronze Certificate. In order to obtain their Silver Certificate, the teacher assesses the number of children who have completed their take home sheet (this looks at practical fire safety in the home such as working smoke alarms, escape plans and fire prevention), measuring positive fire behaviour and also asking questions to establish their knowledge retention. This will be done via the use for Microsoft FORMS allowing the date to be collected electronically and be analysed. The questions have been developed and this will be trailed on a number of reception and Year 2 classes.</p>		
<p>We will also ask teachers to report on any additional ad hoc information from children showing how the children may have used the information to keep themselves and/or others safer, this will be recorded alongside information from education officers which will allow us to build a greater picture of what the children remember, changes they make for positive fire safety behaviour and any incidents where the messages have allowed a child and/or others to be safe and they make useful case studies too.</p>		

We have had a few requests to deliver in Secondary Schools at key stage three - Arson and Deliberate Fire Setting lesson. These lessons were delivered for Year 9, 10 and 11 in classroom-based sessions where the pupils could be interactive and discuss the content. These lessons have been well received and have generated a lot of discussions with the teacher and some very good feedback has been shared, over 600 pupils took part in these interactive lessons.

Junior Good Citizen (JGC) 2019 (June /July) venue is Scout Centre HQ in Potterne Wick and dates are – 24th June to 28th June and 1st July to 5th July

JGC event is designed to help Year Six students (ten and 11 year olds) avoid putting themselves at risk of accident or injury, by rising 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. JGC is a multi-agency event with colleagues from Wiltshire Police, Wiltshire Council, SBC, Road Safety, Environmental Health, Selwood Housing, and British Railway Police, the children are bused to the two locations, the Punjabi Centre in Swindon, and the Scout HQ in Potterne Wick for Wiltshire. JGC in Wiltshire and Swindon has been running successfully for 25 years with 1,100 children from Wiltshire attending in 2018.

Dorset & Wiltshire Fire and Rescue Service (the Service) 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 practice. 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).

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

Action Code	Action Name
1.1.7.10	How are we delivering effective road safety education in Wiltshire to reduce the risk of road traffic deaths and injuries?
<p>1. What are we trying to do?</p> <p>The primary aim of our road safety education is to safeguard young people from the physical and psychological harm caused by a road traffic collision. Our secondary aim is assisting the military and business drivers to improve their driver behaviour. The tertiary aim is to target all other road safety casualties.</p> <p>2. Where are we now? (12 months)</p> <p>Wiltshire Council are providing £25,000 of funding to Safe Drive Stay Alive (SDSA) We have completed four Don't Drink & Drive Roadshows in Chippenham, Trowbridge, Salisbury & Castle Combe.</p> <p>3. The last quarter?</p> <p>Survive the Drive (Military version of SDSA) We have piloted eight Survive the Drive roadshows in Wiltshire. Six of these have taken place at Tidworth and two at Ministry of Defence (MOD) Lyneham. Total attendance 2850 personnel. These roadshows are undergoing evaluation by Plymouth University.</p> <p>Operation Close Pass We supported the Police led Operation Close Pass at Trowbridge Fire Station. Police enforced the 1.5-metre clearance when overtaking a cyclist on Hilperton Road. Drivers were pulled into the fire station where fire, council staff and paramedics gave education on how to pass correctly using a practical display. 29 drivers were stopped for close passes, five other drivers were stopped for other offences.</p> <p>Don't Drink/Drug Drive Campaigns (DDDD) We have supported the Police's DDDD campaign with three public roadshows consisting of Crashed Car display and drink drive simulator. We engaged with public to talk about the issue in Chippenham, Salisbury & Trowbridge.</p> <p>Safe Drive Stay Alive Roadshow – Young People 31 roadshows have taken place in Chippenham, Melksham, Marlborough, Salisbury, Tidworth & Devizes. We have 80% attendance of schools in Wiltshire. 32 schools attended, eight schools did not. Total attendees: 5,248</p>	

Schools not attending:

- Avon Valley College
- Pewsey Vale School
- South Wiltshire University Technical College
- St Edmund's Girls' School
- Stonar
- Lavington
- Matrovers

4. The Next Quarter?

Survive the Drive

Will be officially launched nationally by the MOD to all services. The Service will be co-ordinating launch events at ARMY HQ's, Andover/RAF Command, High Wycombe/Naval Command, Portsmouth. We will also be presenting at the MOD Main Building, Whitehall, London. Dates TBA.

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 Wiltshire.

5. Measuring our outcomes.

The Evaluation of our road safety education.

A full report into the SDSA 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%
- 100% (89) teachers surveyed agreed that the hard-hitting nature and content of the roadshow was right and essential for the young people.
- The students Pre & Post roadshow questionnaires showed a significant change in attitude toward the fatal four causes of road safety collisions. (Drink/Drugs, Mobile phones, seatbelts, and speed)
- Feedback from Dr Clare Holt has been extremely positive had she has made several recommendations to improve the roadshow.

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

6. Where are we going in the future?

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

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

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

7. Barriers/Threats

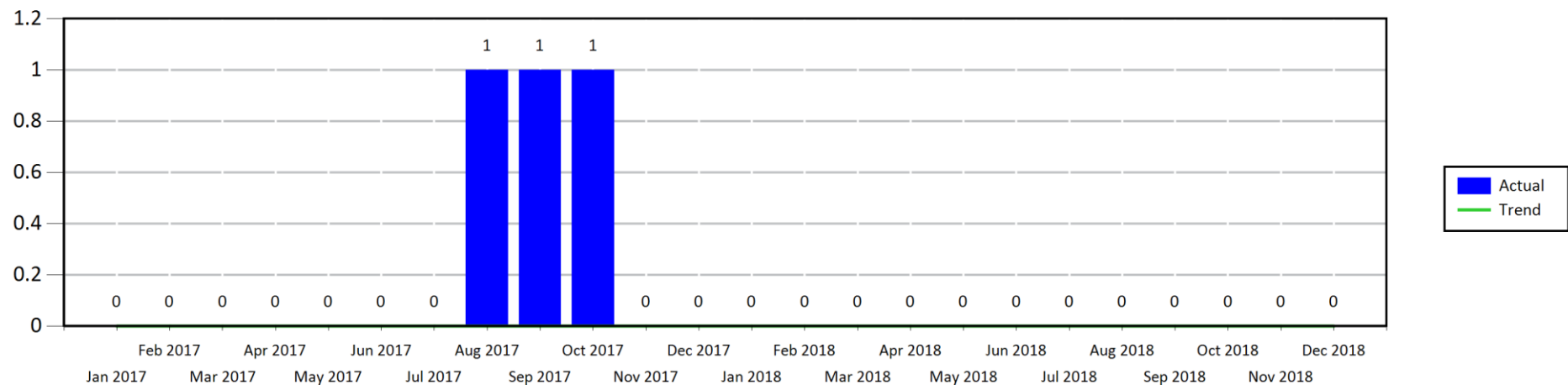
SDSA has also come under national criticism (not specifically our roadshow) recently for its hard-hitting nature and that it can do more harm than good. This has been dispelled by our evaluation with the support and comments from the teachers.

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

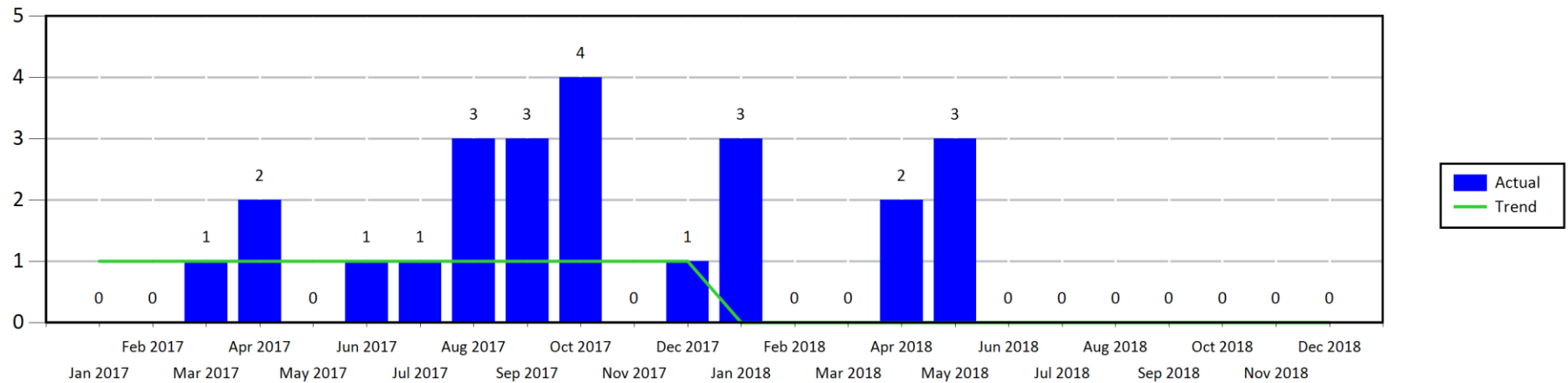
8.) Statistics - no data available at this time due to staffing issues at Wiltshire Police.

Key Performance Indicators

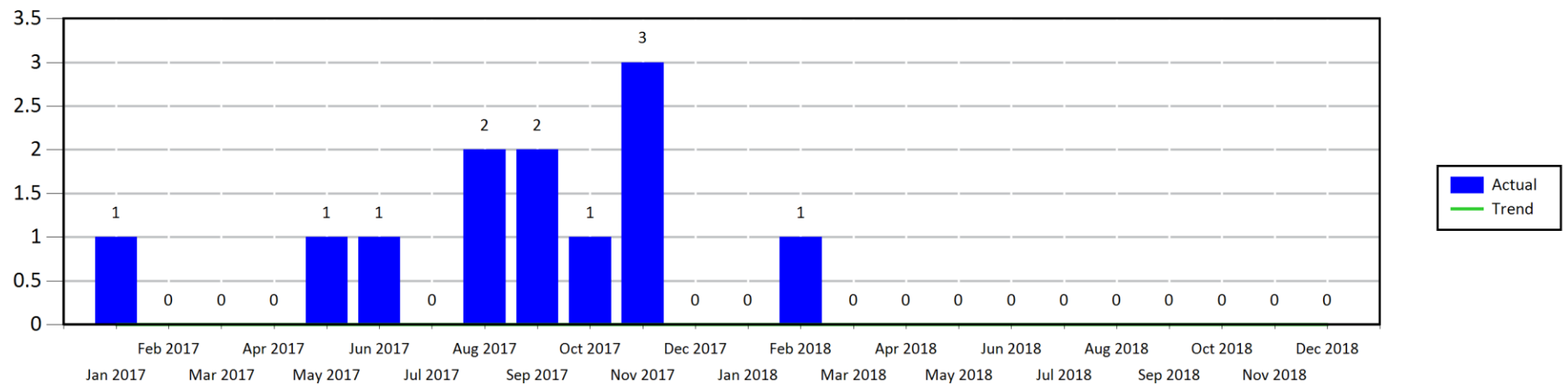
KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - M4	Month	Dec 2018	0



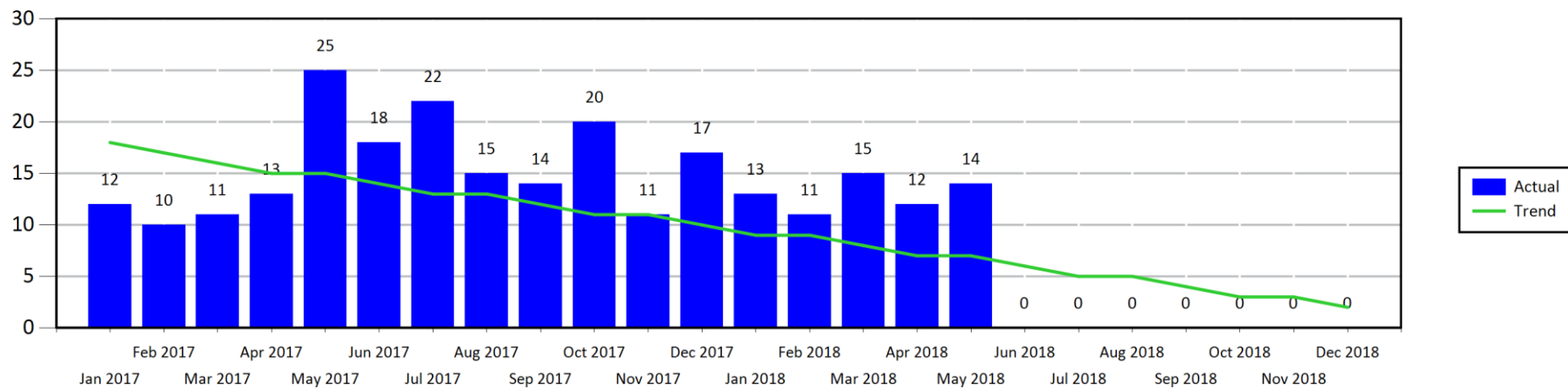
KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - Wiltshire	Month	Dec 2018	0



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

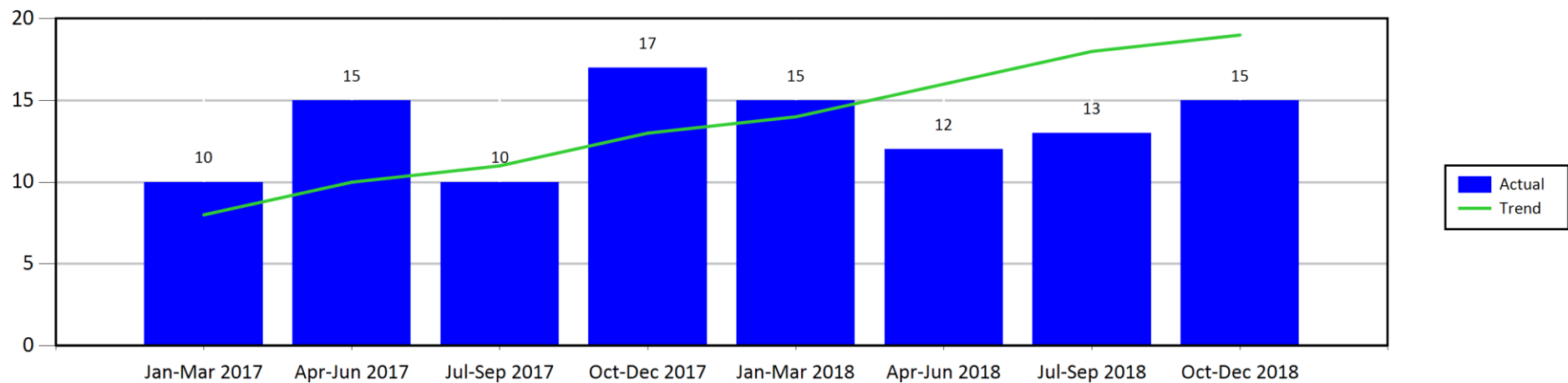
Action Code	Action Name
1.2.1.7	How are we effectively working with our partners in Wiltshire to safeguard the vulnerable people we come into contact with?
<p>The Safeguarding Lead met with the Safeguarding Lead for Wiltshire Police. This was to discuss promoting effective inter agency working to Safeguard and promote the welfare of adults and children at risk. New contacts were made for making Safe and Well referrals, sharing intelligence, County Lines, Child Sexual Exploitation (CSE), Prevent and Domestic Abuse. Also, a discussion was had around a Fire Safety Investigation Officer speaking at a quarterly meeting with the Police equivalents. This was passed on to the Fire Safety Manager. The Safeguarding lead also noted an interest in the Service becoming a virtual partner at the adult Multi Agency Safeguarding Hub (MASH) once it is fully running.</p> <p>To fulfil safeguarding board's statutory responsibility to provide assurance an annual self-assessment audit is carried out. Member organisations are asked to take part in this process which helps Wiltshire Safeguarding Adult Board (WSAB) assess whether local safeguarding practice is continuously improving and enhancing the quality of life of vulnerable adults in Wiltshire.</p> <p>This year the audit was based on the information the Service have submitted over the last two years and asked for a report back against the commitments and plans previously outlined. Following the audit, we were required to attend a Peer Review Challenge. This was a chance to raise any issues the Service are facing and talk about improvements we had made or were planning to make.</p> <p>The board consisted of the LWSAB Chair, Detective Superintendent of Wiltshire Police, Lead Director of Access and Reablement (Adult Care) and Wiltshire Director of Nursing and Quality.</p> <p>Initial feedback from the audit was positive. A full report will be received in 2019.</p> <p>From our attendance at the meeting we were asked if we would like to have representation on the Domestic Abuse Sub Group. It was decided the best person to represent on the sub group will be the local Group Manager.</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>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>	

The Area Managers continue to represent the service on the Wiltshire Safeguarding Adult Boards (WSAB). In December the representation changed due to promotions and the change in roles of Area Managers.

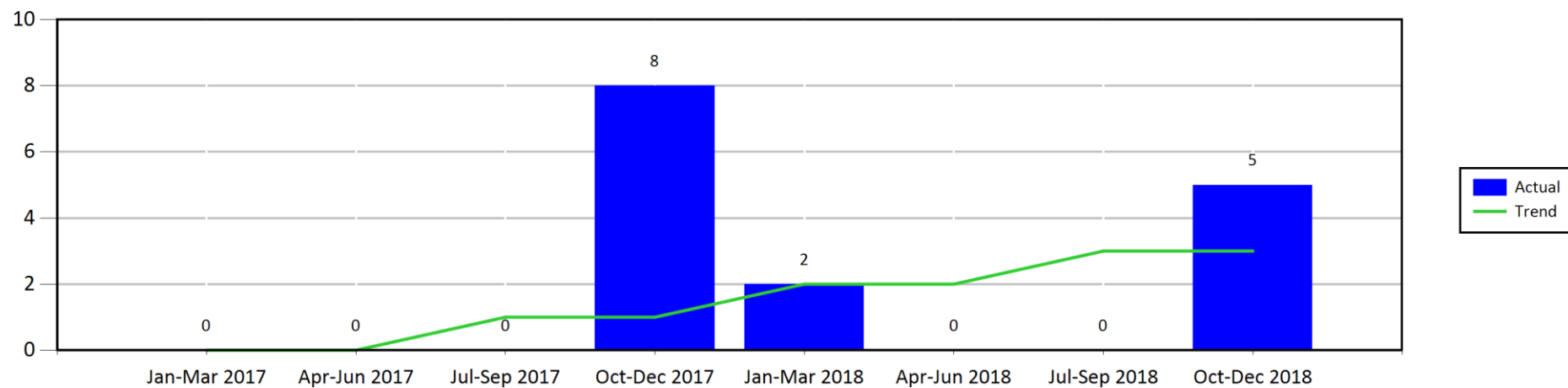
The safeguarding Lead attended an awareness day and workshops on Homelessness organised by the WSAB.

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals from the Service - Wiltshire Area	Quarter	Oct-Dec 2018	15



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals from the Service - Wiltshire Area	Quarter	Oct-Dec 2018	5



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

Action Code	Action Name
1.2.2.9	How are we providing advice, support and consistent regulation for local business in Wiltshire so they can meet their legal fire safety obligations?
<p>1. What are we trying to do?</p> <p>Fire Safety teams are committed to working at the heart of local communities through a targeted business support programme; auditing businesses to raise awareness of fire safety responsibilities; educating to increase voluntary compliance regarding fire safety standards; and working to reduce the overall impact and cost of fire.</p> <p>We will focus on buildings with a sleeping risk. In the last year, we have targeted Residential Care Homes, Hospitals, Accommodation above commercial units and Landlords of Houses of Multiple Occupation (HMO).</p> <p>Our Aim is to:</p> <ul style="list-style-type: none"> • Pursue a positive approach to business support and education aimed at promoting residential and commercial sprinkler systems • Further enhance our effective working practices with partner agencies such as the Care Quality Commission, Food Standards Agency, Environmental Health, Licensing, Police, Immigration and the Environment Agency; sharing intelligence and maximising our impact in the reduction of both commercial and residential risks • Address compliance issues in HMOs and to protect vulnerable people who often reside in this type of housing through multi-agency work-streams with Local Authority Housing, Immigration and Police • Promote initiatives such as the Primary Authority Scheme (PAS) and Better Business for All (BBfA) to offer professional and consistent fire safety advice across a broad spectrum of businesses. <p>2. Where are we at the moment?</p> <p>On-going interaction by Protection Team members with Local Authorities, Private landlords and tenants regarding fire safety-related matters: external cladding systems; fire detection and warning systems; fire resisting doors (& self-closers); combustibility/fire resistance of construction materials; commercial and residential sprinklers systems and water-mist suppression systems.</p> <p>Primary Authority Partnership confirmed with Hall & Woodhouse brings the number of active partnerships to seven. Further partnerships with HF Trust, Shaw Trust Group and Hobbycraft Trading Ltd are in the application stage.</p> <p>Targeted inspections with Police and other partners on modern day slavery have been completed in the Tidworth, Devizes and Bulford. Because of a joint visit to Devizes Car Wash, New Park St, Devizes we consulted with Wiltshire Council Housing and Health & Safety Executive with regards to on site mobile home accommodation used by employees. We attended premises in Station Road Tidworth and provided fire safety advice on means of escape following Police inspections. We also visited the Ram Inn, Tidworth with Police, Licensing and Planning officers, completing a fire safety audit and referring to Wiltshire Council Housing for follow up on issues regarding shared housing.</p> <p>We have provided guidance to Surveyors for Adult Care at Wiltshire Council on design and provision of emergency information folders at a range of care premises.</p> <p>We have completed site visits and provided advice to Wiltshire Council on fire safety management issues at The Olympiad, Chippenham and Porton Down Science Park.</p>	

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

Proactive fire safety audit programme was introduced in August. Work will be completed between now and March 2020. We are using Experian data to identify premises which include known sleeping risk and premises where large numbers of people congregate, stock is held and where there are cooking facilities. We are on schedule with this work and a completion rate of 15 audits per month will enable us to reach our target.

Outputs for Wiltshire – Q3 2018 - 19

- 70 Building Regulations consultations
- 163 Unwanted Fire Signals (non-domestic)
- 21 Fires in non-domestic premises including 4 'Significant' fires
- 13 Post fire audits
- 156 Fire Safety Audits
- 21 Licensing applications

Common failings that fire safety inspecting officers find are; the failure to have completed a Fire Safety Risk Assessment, testing and maintenance, and in particular, wedged open or poorly maintained fire doors, and the inadequate education of staff about what to do in the event of fire.

Current Prohibition Notices in force:

Flat 77 Westbury Leigh Westbury (two notices issued) 22-Feb-18

Salisbury Spice Salisbury 1-Feb-18

New Champion Chinese Take Away Westbury 14-Nov-17

Harnham Fishbar, Salisbury 01-Apr-2016

Grillado, Salisbury 27-May-2016

Pan Master Trowbridge 17-Jan-2018

Dragon Restaurant Salisbury 14-Nov-2018

3. Where are we going in the future?

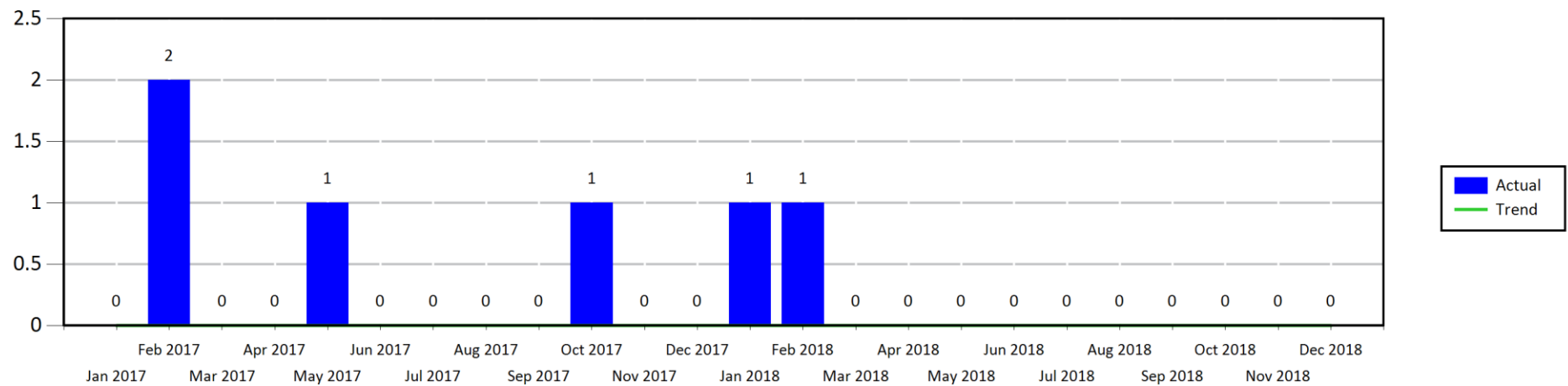
We will maximise our impact by using national, regional and local information to identify the types of commercial buildings at greatest risk from fire. We will continue to work with Operational crews and Partner Agencies to expand our activity and, where appropriate, we will use Prevention teams in blended activity.

Detailed information has been obtained from the Environment Agency on waste sites and this will be considered with regards to further proactive work for auditing the higher risk sites. The structure of the Service will change from the beginning of February. Currently there are three Technical Fire Safety (TFS) areas for management purposes. This will be reduced to two areas with main offices in Swindon and Poole. Inspectors will continue to be spread across to whole of the service to ensure they can provide an effective and timely response to enquiries and complaints, as well as build good relationships with our partners. The restructure will allow us to provide business support from a dedicated team including a Station Manager and a support team. Six posts have been advertised for TFS advisors/inspectors to fill existing and anticipated vacancies in the team. This will allow adequate time for training and development ensuring that the fire safety team will remain effective and able to adapt to additional workloads because of the Hackitt review and other issues. There are two new Crew Manager posts which will provide training for operational crews and fire marshals.

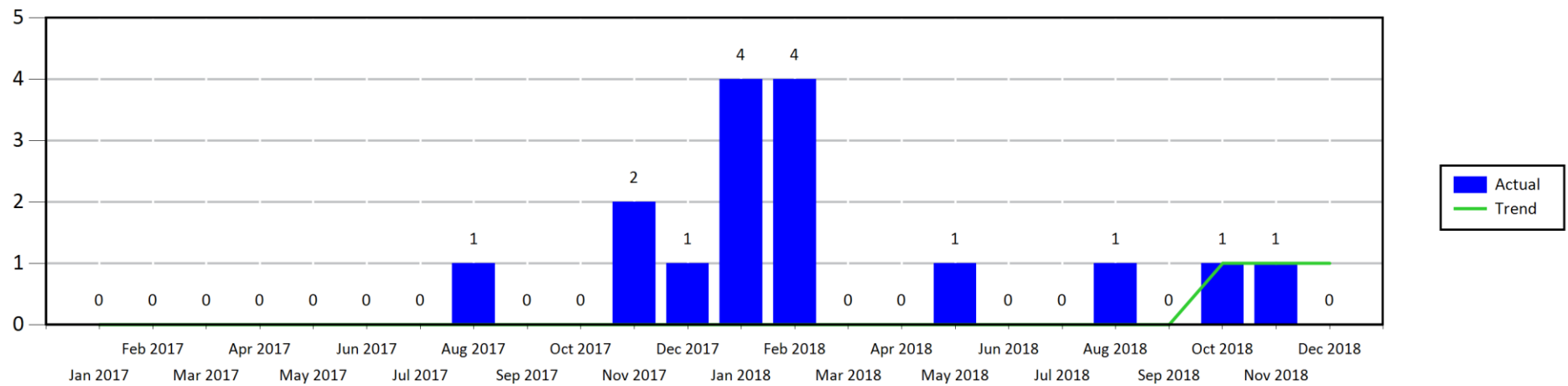
A second Sprinkler Seminar, in partnership with BAFSA, will take place at The Steam Museum Swindon on 14th March 2019 covering local and national issues in relation to commercial sprinklers and considerations post Grenfell.

Key Performance Indicators

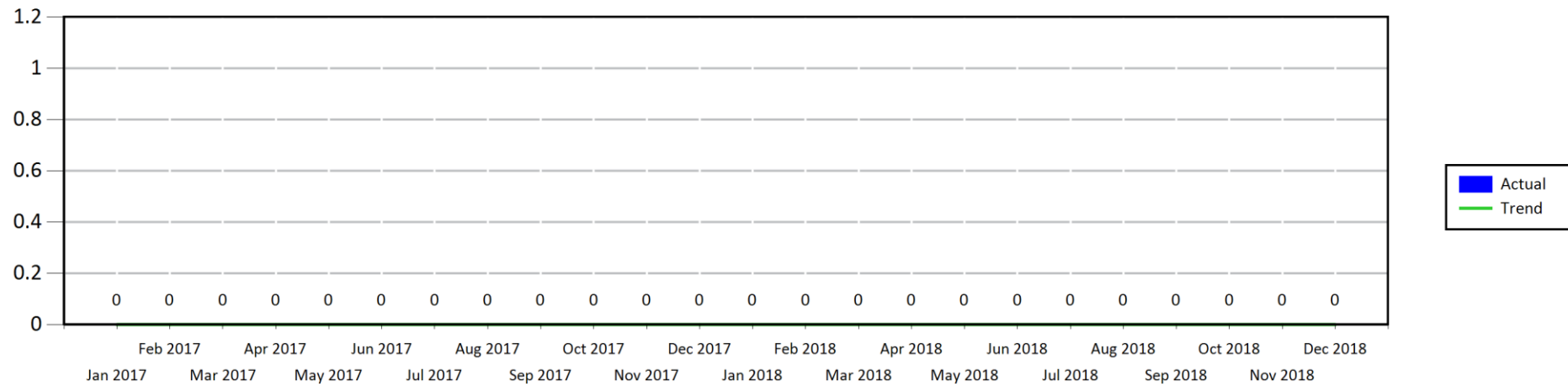
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Wiltshire	Month	Dec 2018	0



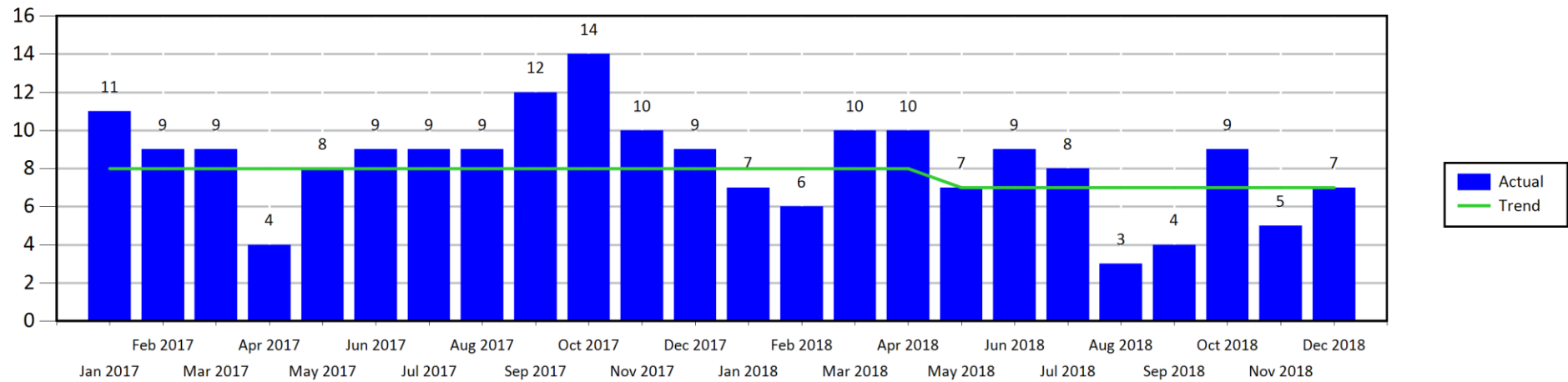
KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Wiltshire	Month	Dec 2018	0



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



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

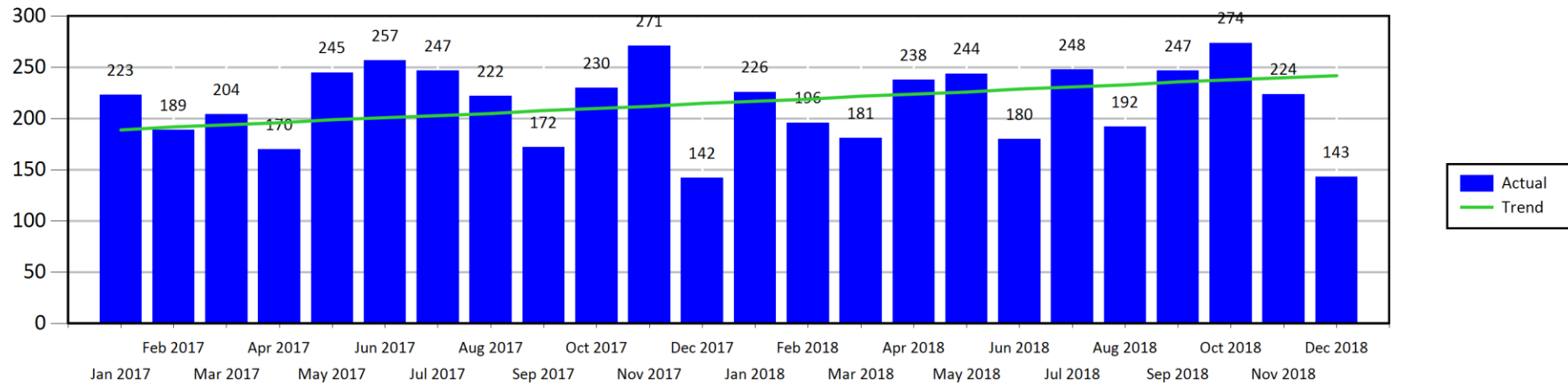


KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

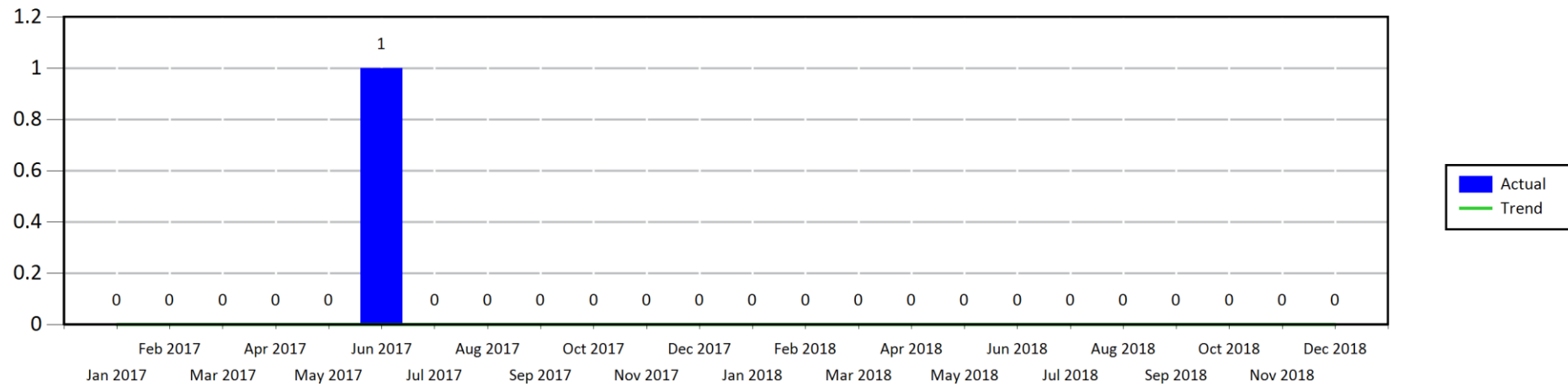
Action Code	Action Name
1.2.3.7	How are we identifying and driving down risk risks to the community, heritage and environment in Wiltshire?
<p>The Group Manager recently led a review into the Wiltshire Local Resilience Forum (LRF) severe weather transportation protocols, this has led to a revised plan being written and shared across all agencies linked to the Wiltshire LRF. The plan places responsibility on the Service to coordinate and facilitate the provision of 4x4 transport across Wiltshire in the event of major disruption resulting from severe weather or another major incident. The plan incorporates learning from the severe weather in 2018 and will introduce a robust mechanism for coordinating the activities of assets made available by voluntary agencies.</p> <p>Wiltshire Group work alongside partners to identify risks and incorporate them into a variety of workstreams, these include joint work relating to flood warden initiatives, underpinning protocols for joint response to flooding related incidents, ensuring our work supports the Wiltshire Emergency Planning Officer in translating the National and Community Risk Registers into meaningful outcomes to the public.</p> <p>All Station Managers continually review the new and existing risks within their areas of responsibility adopting a methodical and systematic approach to reviewing and updating site specific risk information held for different premises, alongside On-Call Support Officers, visits are subsequently programmed to all identified premises with some attracting a higher level of information capture and dissemination.</p> <p>Operational crews at key stations across the group are receiving additional training to provide them with the knowledge, understanding and equipment to work effectively alongside partners to mitigate the impact of flooding incidents.</p> <p>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>Additionally, operational crews continue to use Pinpoint software. This enables them to highlight the high risk addresses/occupants across the area. Once aware of the addresses the crews visit the area to offer the free visits. Uptake has been varied but crews will continue to pursue this method and others over the coming months along with working with partner agencies.</p> <p>We continue through our Fire Safety Manager to work with Wiltshire council in highlighting empty buildings and the risks associated with this.</p> <p>Crews from Wiltshire have recently participated in the creation of a road safety film for the MOD, the film will be shown to all MOD personnel in the UK with a view to improving awareness of road safety and reducing the number of serving personnel involved in Road Traffic Collisions.</p>	

Key Performance Indicators

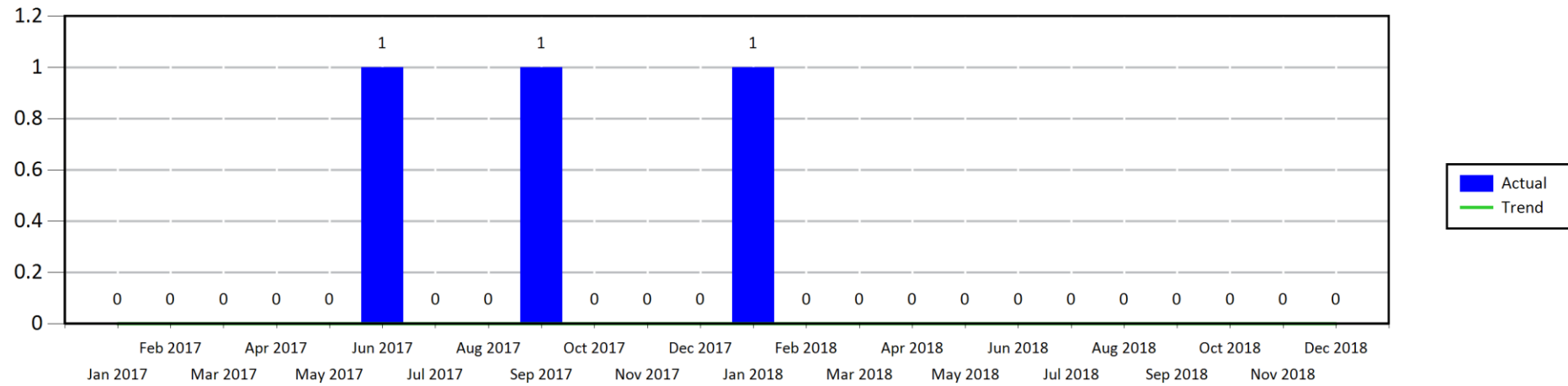
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Wiltshire Council	Month	Dec 2018	143



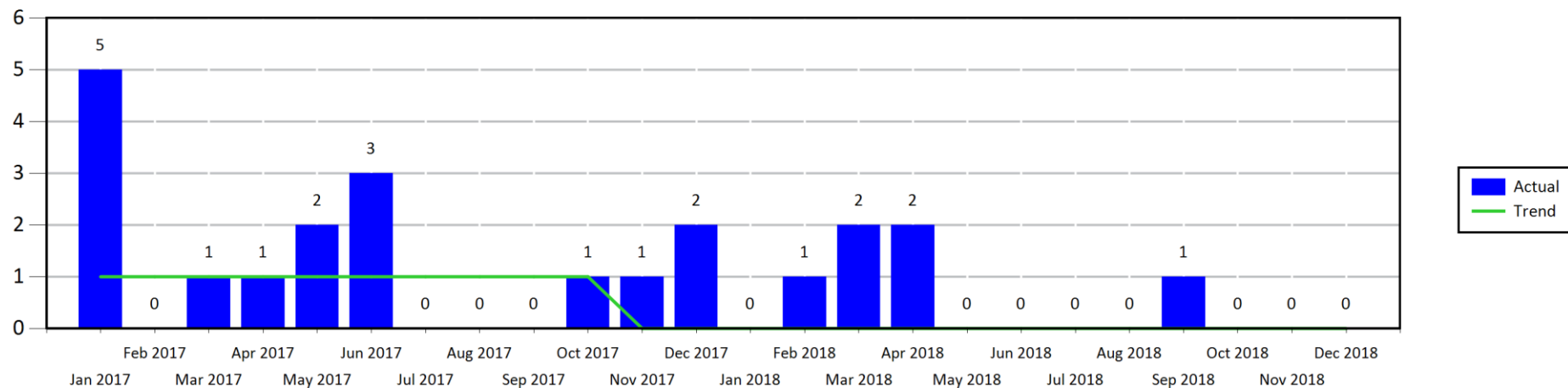
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Wiltshire Council	Month	Dec 2018	1



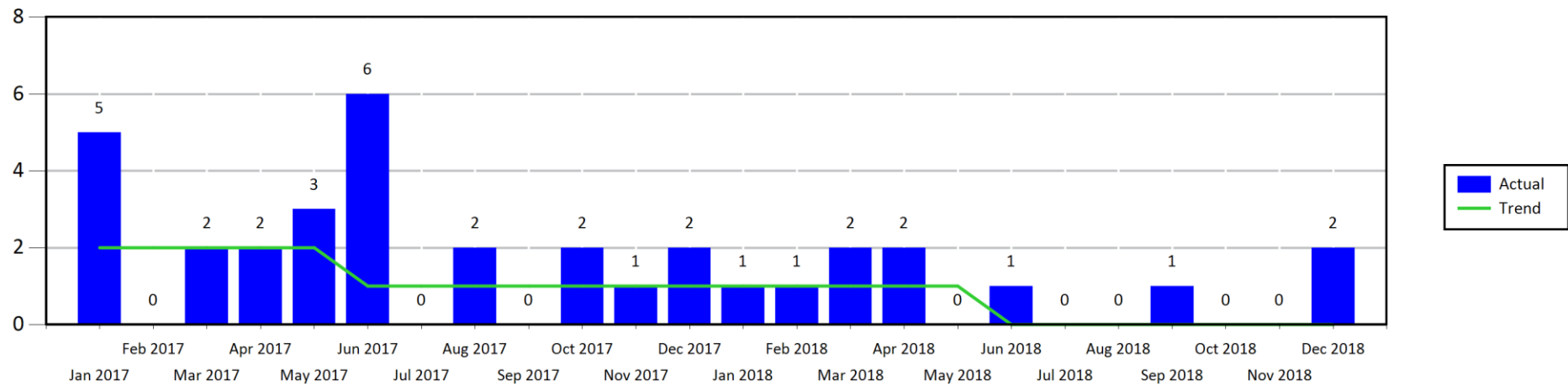
KPI Title	Period	Time Frame	Period Actual
PRE01-Number of fire related deaths - Wiltshire	Month	Dec 2018	1



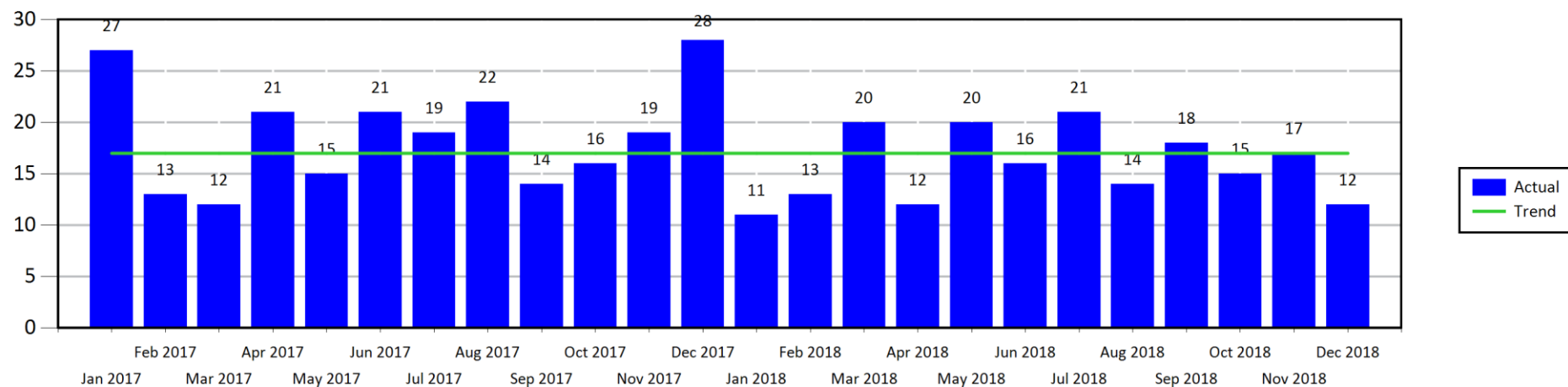
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire Council	Month	Dec 2018	0



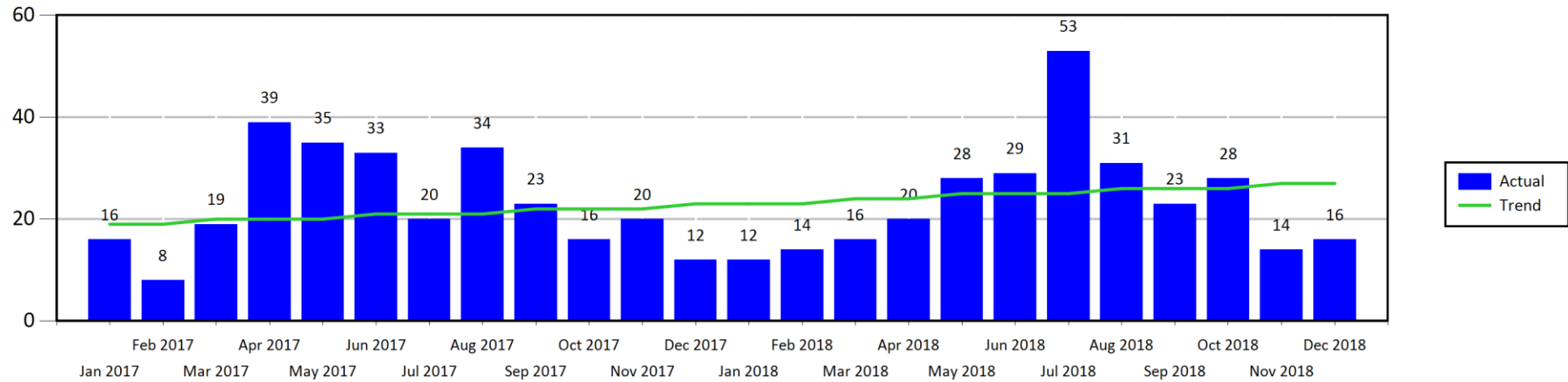
KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Wiltshire	Month	Dec 2018	2



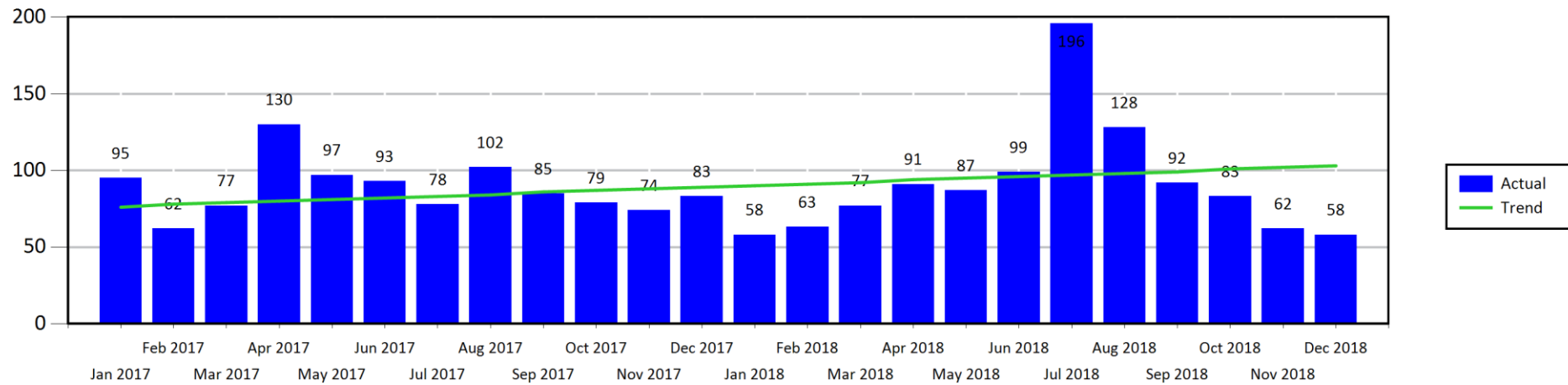
KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Wiltshire Council	Month	Dec 2018	12



KPI Title	Period	Time Frame	Period Actual
PRE05-Number of deliberate fires (primary + secondary) - Wiltshire Council	Month	Dec 2018	16



KPI Title	Period	Time Frame	Period Actual
PRE06-Number of fires - Wiltshire Council	Month	Dec 2018	58



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

Action Code	Action Name
1.2.4.12	How do we effectively support local resilience partnership arrangements In Wiltshire to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p>Progress comment:</p> <p>The Service have continued to support the 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 preparations for Brexit. This includes the potential for a 'no deal' Brexit, risk assessments are being considered for this and how the service fits into this with our partner agencies.</p> <p>There are clear responsibilities for the Service in the event of emergency situations arising, including incidents such 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>Wiltshire Group is in the unprecedented position of being involved in several major incidents affecting many of our partners recently. The preparatory work and strong relationships we built through our presence on the LRF over recent years has undoubtedly contributed to the effective working demonstrated when dealing with these incidents.</p> <p>The Service leads the LRF training and exercising in Wiltshire which enables operational crews to undertake multi-agency training in line with Joint Emergency Services Interoperability Programme (JESIP) protocols. In addition, managers undertake regular refresher multi-agency training at Operational, Tactical and Strategic level to ensure that the combined response to a major incident is effective.</p> <p>Examples of other work undertaken in Wiltshire Group with partners are:</p> <ul style="list-style-type: none"> • Working with Wiltshire Council and Flood Wardens to maximise local knowledge and our response to flooding • Developing protocols with the Environment Agency to improve our joint response to flood warnings, resulting in a multi-agency exercise and learning event to strengthen the role of the Service in response to pre-planned flooding sites • Ensuring our work supports the Wiltshire Emergency Planning Officer in translating the National and Community Risk Registers into meaningful outcomes to the public. 	

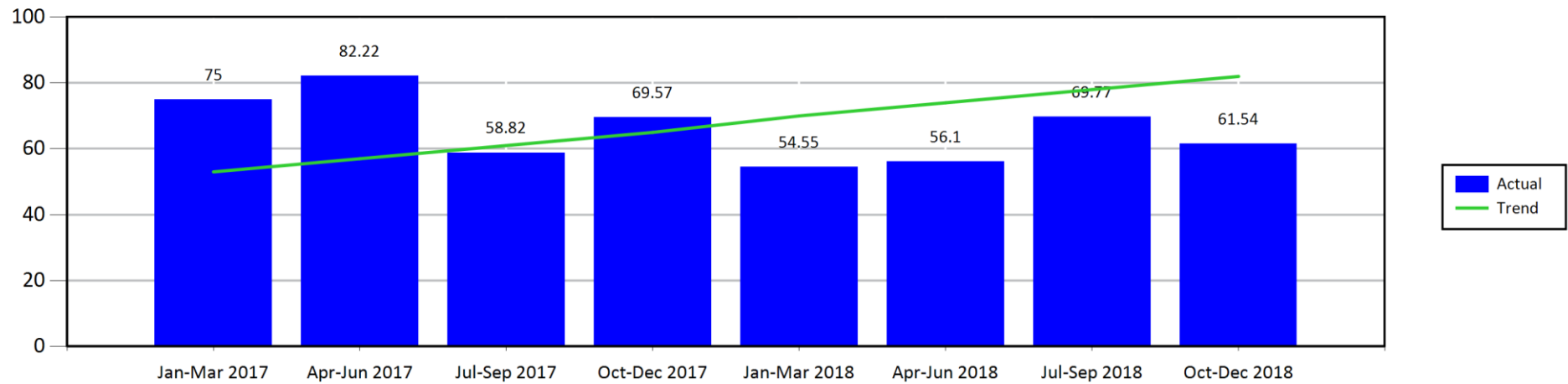
Priority: Being there when you need us

KLOE 9: Are appliances available when we need them?

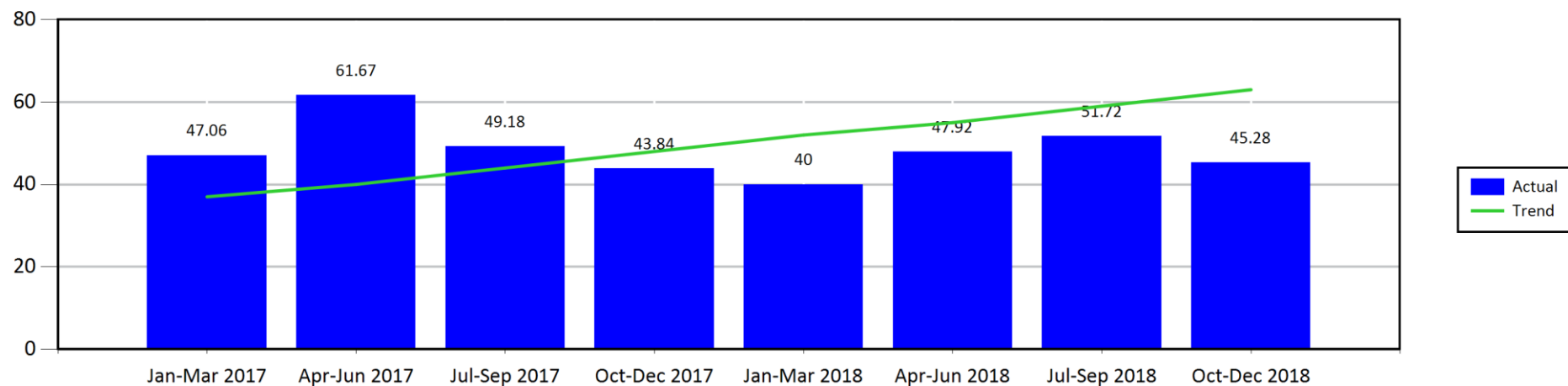
Action Code	Action Name
1.3.1.7	Are appliances in Wiltshire available when we need them?
<p>The availability of appliances across Wiltshire has improved by approximately 6% in the last quarter, however the availability of On-Call appliances and personnel across the organisation continues to be an increasing issue and is actively monitored and managed on a daily basis. Where possible immediate crewing shortfalls are remedied by:</p> <ul style="list-style-type: none"> • The relocation of fire fighters from other stations, Use of the crewing shortfall process • Use of wholetime overtime. <p>Wiltshire Group continues to engage proactively with the On-Call Review team, recently supporting the reintroduction of consultation groups consisting of On-Call staff to work towards the introduction of systems to improve availability, these include the On-Call Salary scheme, revisions to the recruitment process and the introduction of aligned secondary working arrangements for wholetime/On-Call and corporate/On-Call staff.</p> <p>On-Call Support Officers actively monitor the availability of appliances and implement resolutions to identified breaches where possible. Work is currently being undertaken across the Network Partnership area, to produce a risk management tool to ensure the availability of appliances is prioritised to the highest risk areas.</p> <p>Work continues to identify areas of establishment shortages and implement targeted recruitment campaigns. This includes social media campaigns following incidents, for example Bradford on Avon, who recently attended a high profile incident involving Olympian, Sharron Davies, following this incident we successfully engaged Ms Davies in the promotion of On-Call recruitment and saw an increase in social media engagement and resultant expressions of interest in the recruitment.</p> <p>On-Call Support Officers continue to facilitate 'Have a Go days' across the group providing the opportunity for potential applicants to sample some of the selection tests and meet operational staff and HR staff to ask questions. An increase in the number of banners both at stations and in local communities contributes to the ongoing recruitment campaign.</p>	

Key Performance Indicators

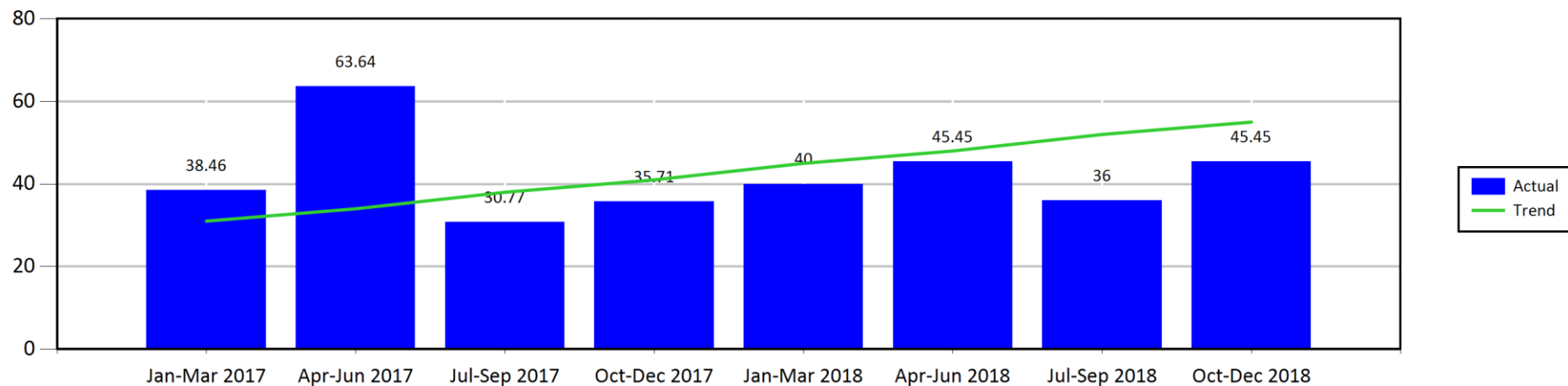
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Wiltshire Council	Quarter	Oct-Dec 2018	61.54%



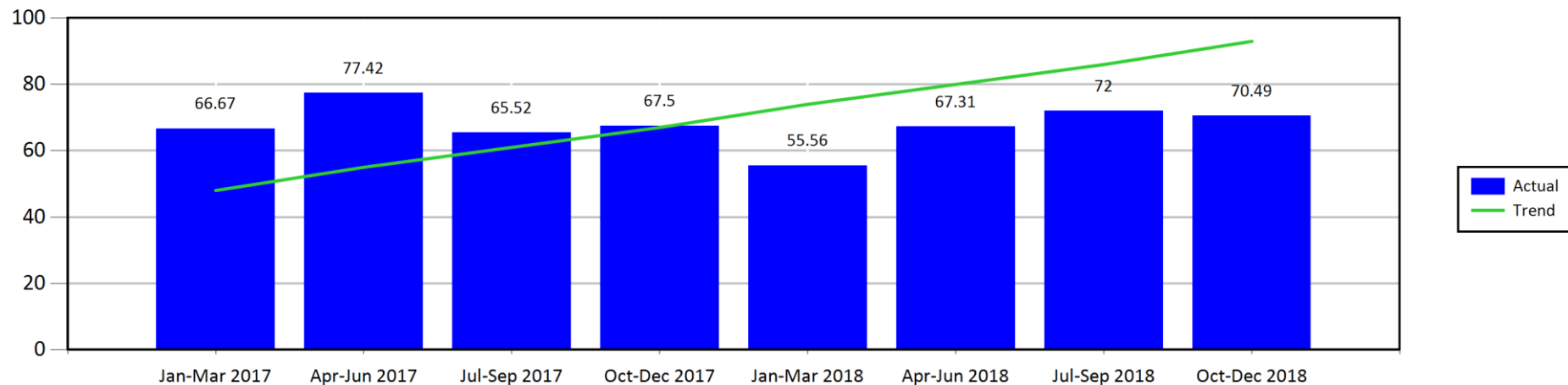
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2018	45.28%



KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2018	45.45%



KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2018	70.49%

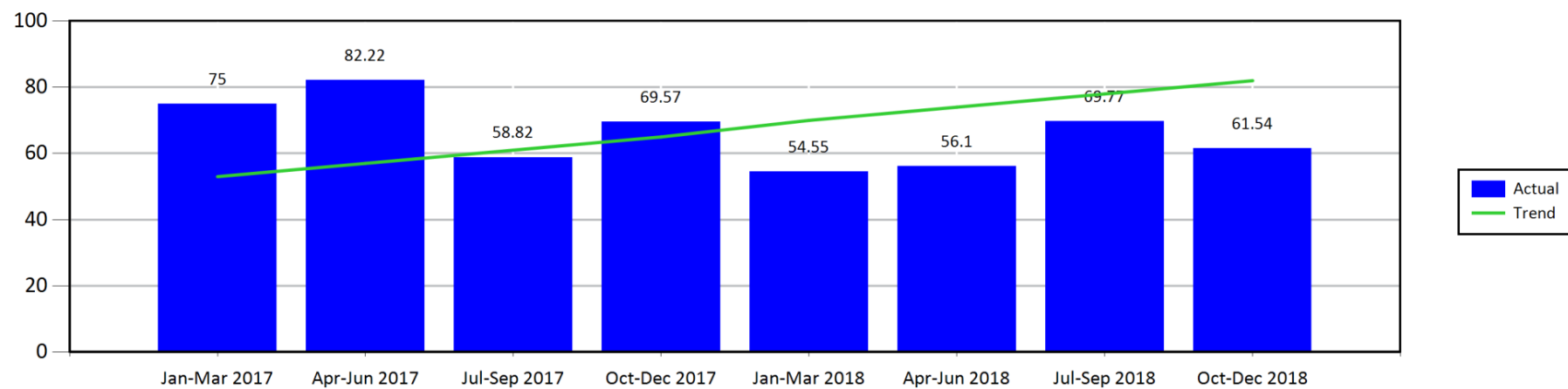


KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

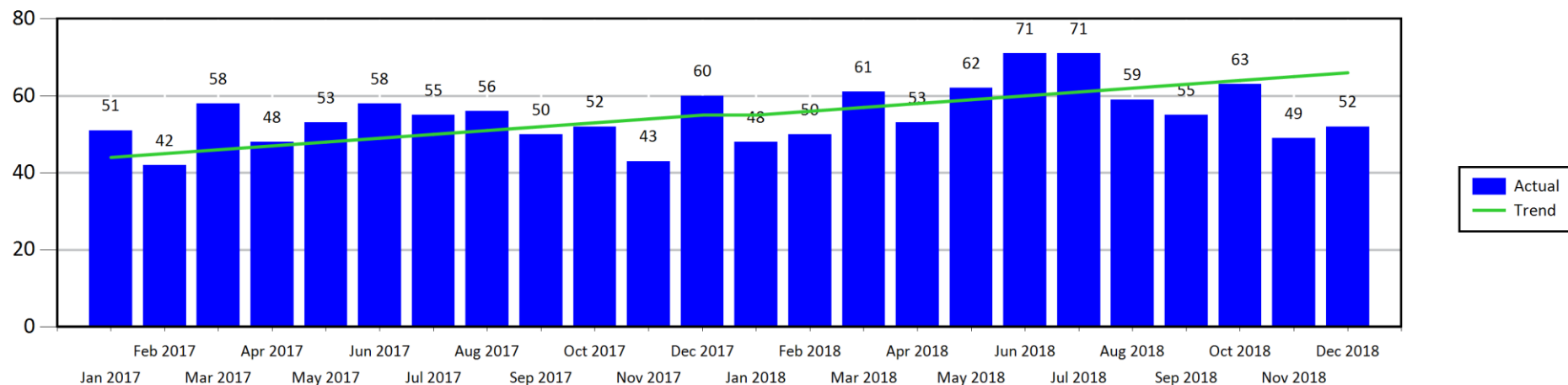
Action Code	Action Name
1.3.2.11	How effective and efficient are our response arrangements in Wiltshire for dealing with the range of incidents we attend?
<p>Within Wiltshire we regularly meet the response standards in areas within the response isochrone, large proportions of the area fall outside the area appliances can meet within the time frames due to travel distances. Where wholtime appliances form part of the primary response, standards are consistently met. In addition, 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. We continue to monitor any factors that could adversely impact on our response. For example, recent long term roadworks in Westbury meant responding personnel would have to take lengthy diversions from their normal place of work to reach the station. Following close liaison with Wiltshire Council and the Highways Agency we secured dispensation for crews to utilise a bus lane significantly reducing the travel time to the station and optimising our response capability. Additionally, crews across Wiltshire continue to promote the service wide initiative "Are we getting through", particularly through Social Media, this was to highlight the issues of inconsiderate parking across the area.</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>We have consistently 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>	

Key Performance Indicators

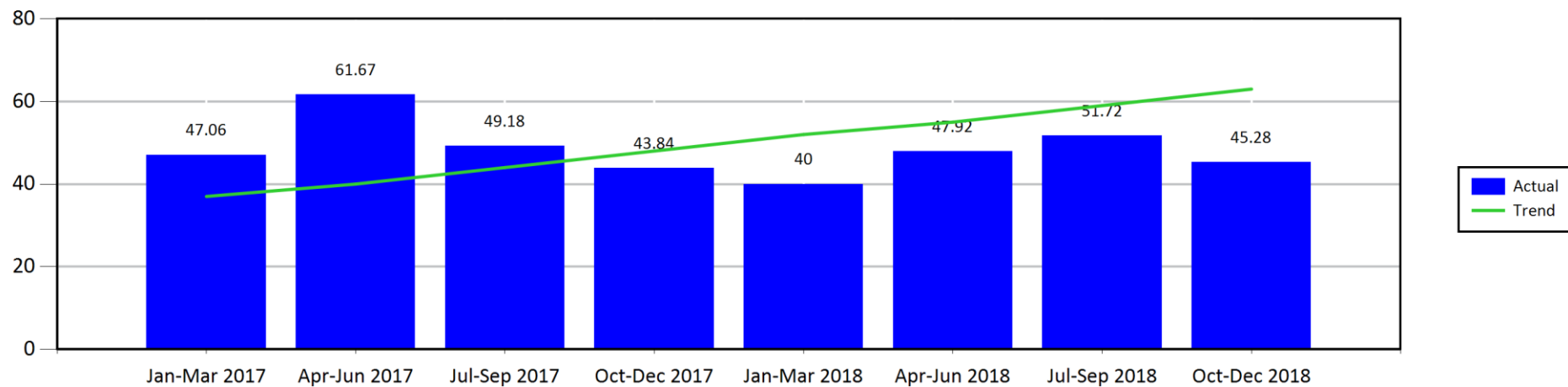
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Wiltshire Council	Quarter	Oct-Dec 2018	61.54%



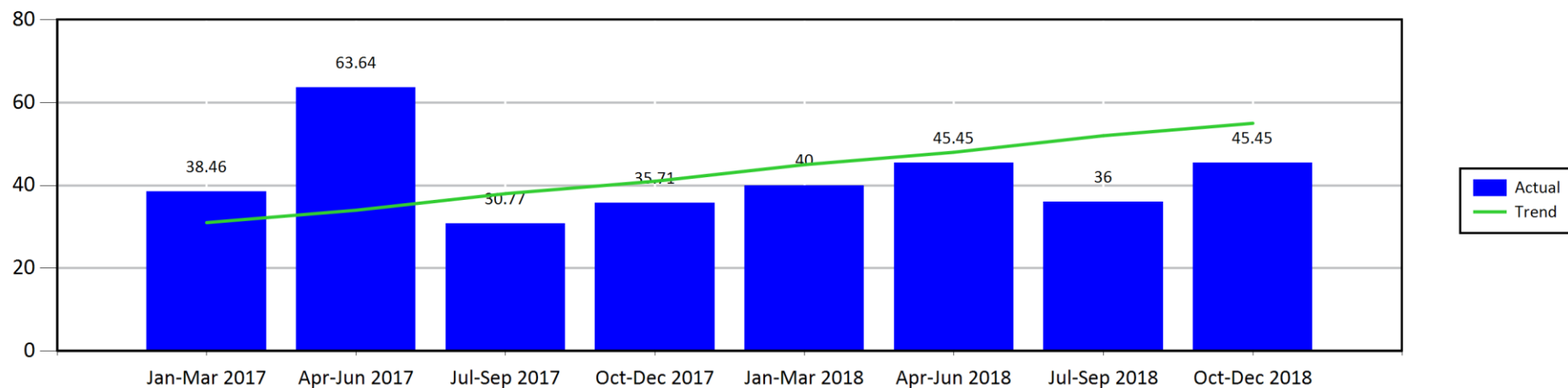
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Wiltshire	Month	Dec 2018	52



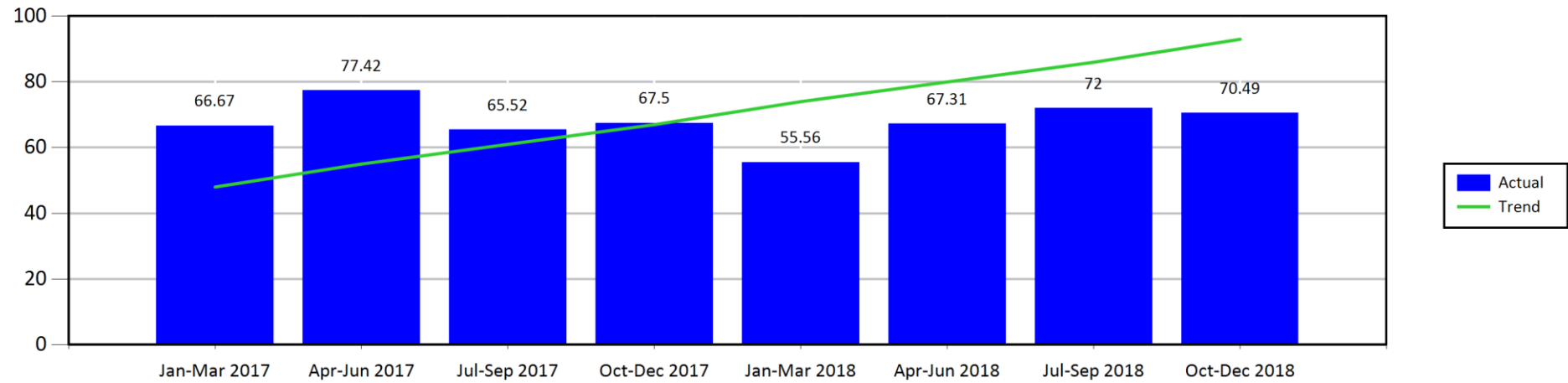
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2018	45.28%



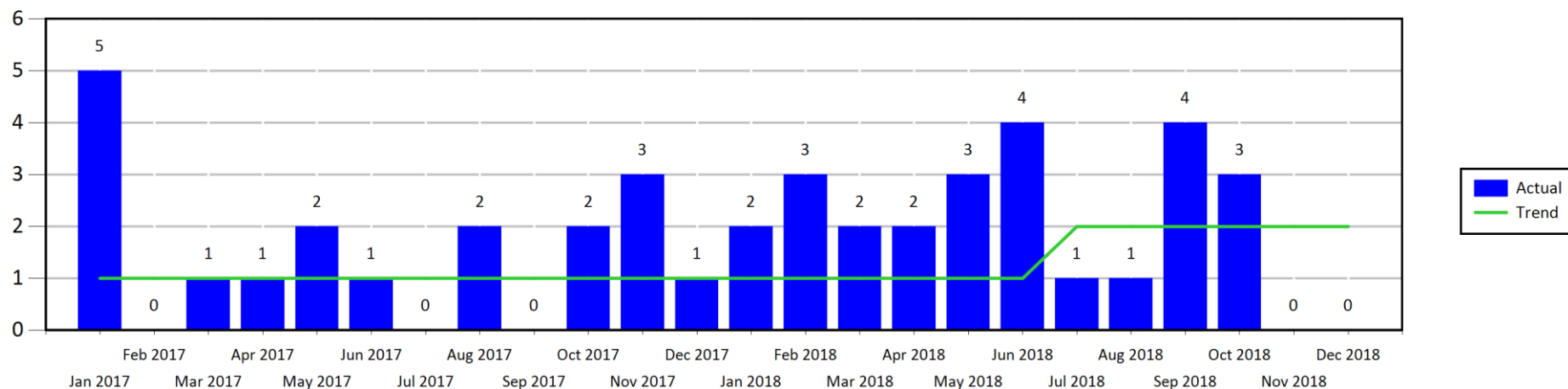
KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2018	45.45%



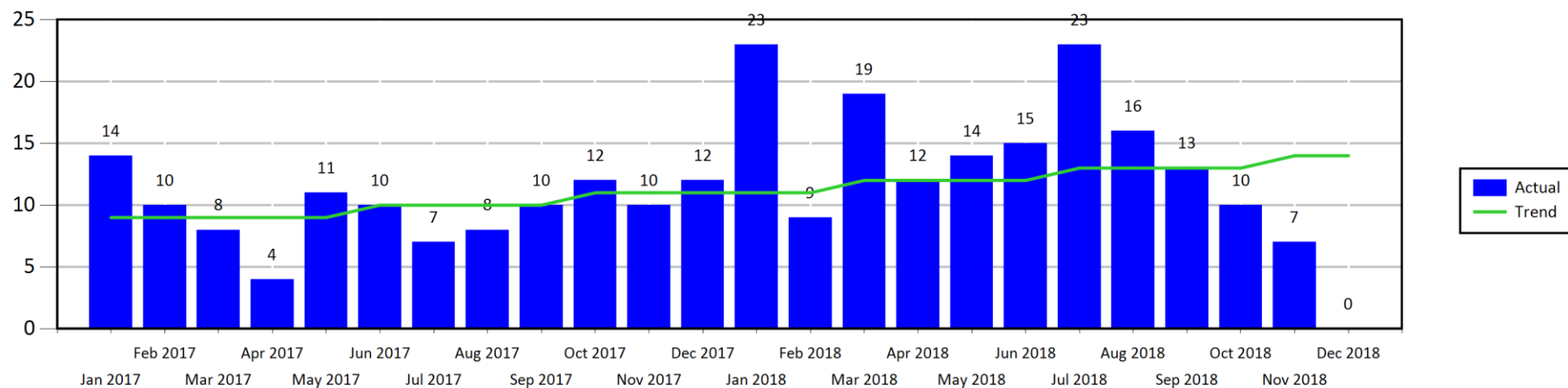
KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2018	70.49%



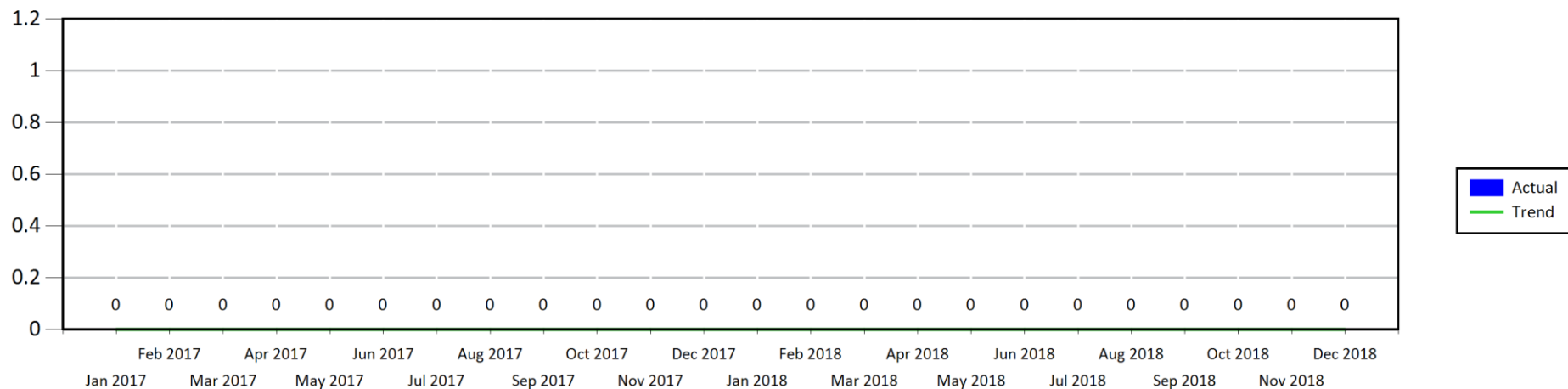
KPI Title	Period	Time Frame	Period Actual
RES11-Number of people rescued at fire related incidents-Wiltshire Area	Month	Dec 2018	6



RES12-Number of people rescued from RTCs-Wiltshire Area	Month	Dec 2018	24
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KPI Title	Period	Time Frame	Period Actual
RES13-Number of people rescued from flooding-Wiltshire Area	Month	Dec 2018	0

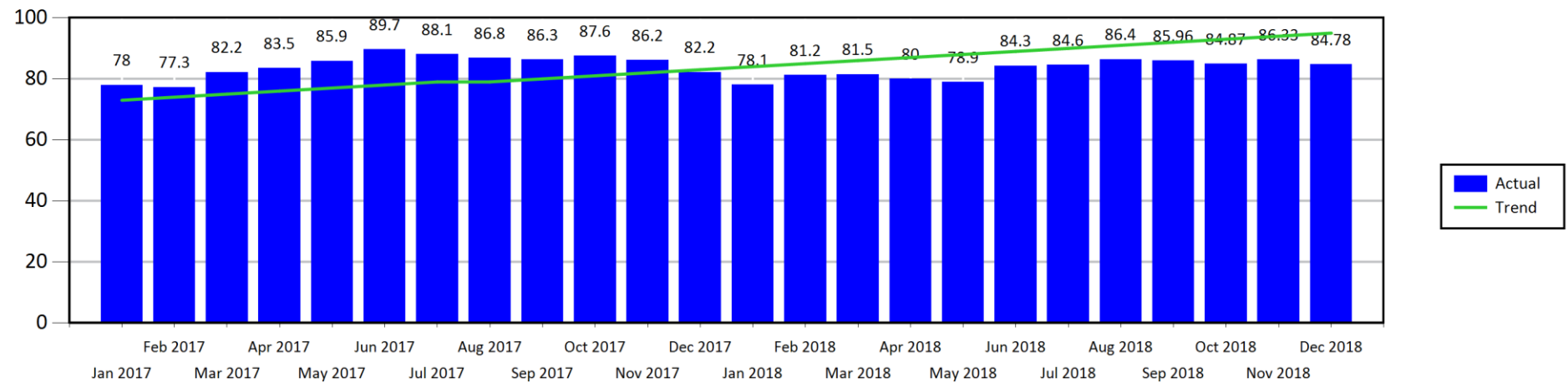


KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

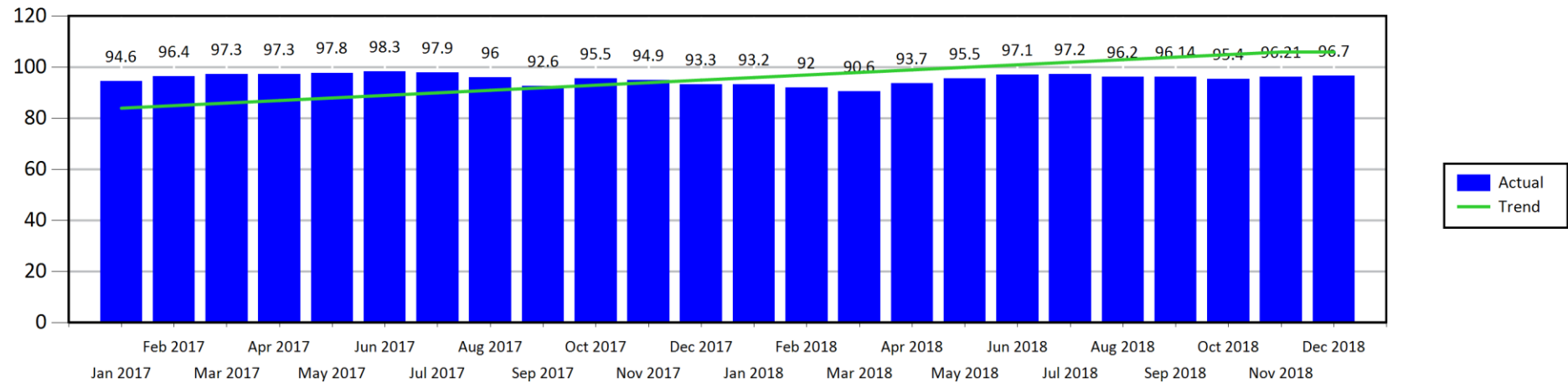
Action Code	Action Name
1.3.3.15	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Wiltshire?
<p>Progress comment:</p> <p>There are numerous ways operational personnel can maintain their competencies. They have access to training, delivered centrally by Training Centre, in areas such as Live Fire, Fire Behaviour, Incident Command and Trauma Care. A new quarterly training programme is being delivered centrally which ensures a consistent approach is adopted organisationally to On-Call training. Wholetime personnel participate in training tours, specifically designed to deliver training in the most efficient way possible. 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 and Station competency reviews form part of the monthly area management performance meeting. This ensures competency levels are at the required levels to maintain appliance availability.</p> <p>In Q3 the levels of competency across the area – On-Call 84.5% Wholetime – 96% both continuing the upward trend of continuous improvement.</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.</p> <p>Incidents are debriefed and learning/training opportunities are identified. These debriefs are recorded and delivered centrally through the Operational Effectiveness Database to assist in identifying trends/issues. These are then addressed through a centrally directed training plan which is delivered through the training department.</p> <p>Annual audits are carried out by the Station Managers to ensure that personnel are maintaining competencies. The 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 will be completed by March 2019.</p>	

Key Performance Indicators

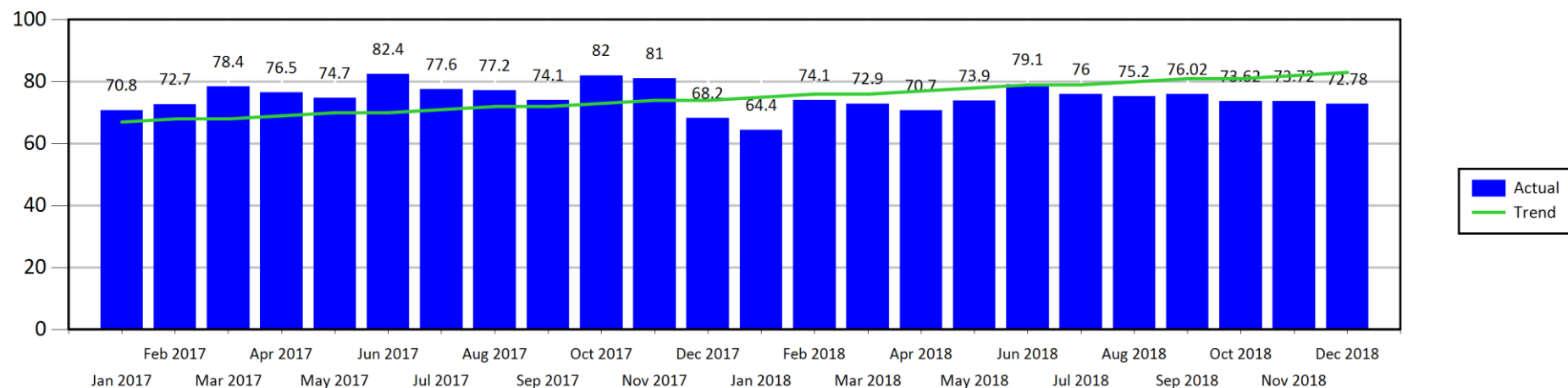
KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Wiltshire Area RDS	Month	Dec 2018	84.78%



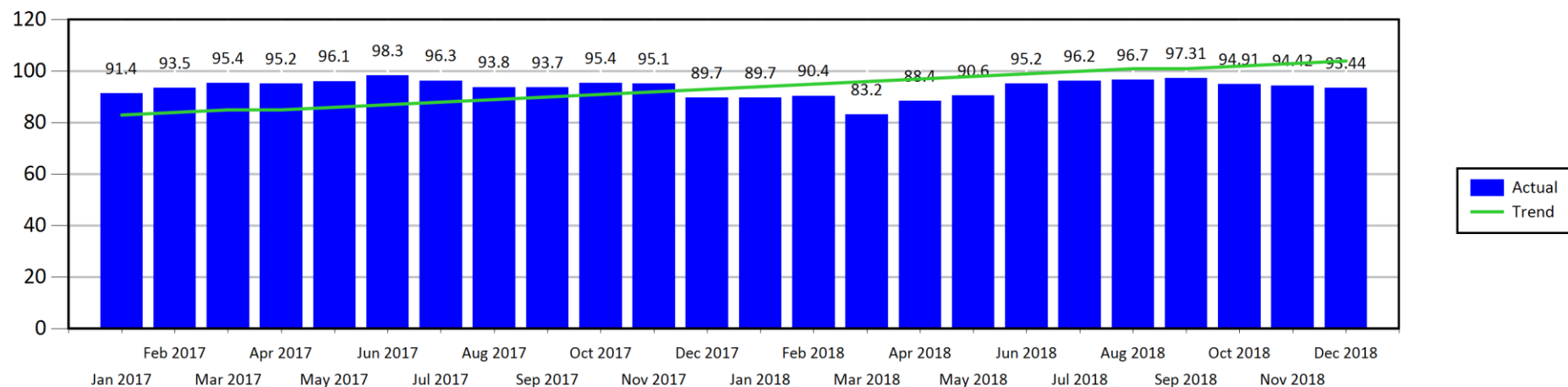
KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Wiltshire Area WDS	Month	Dec 2018	96.7%



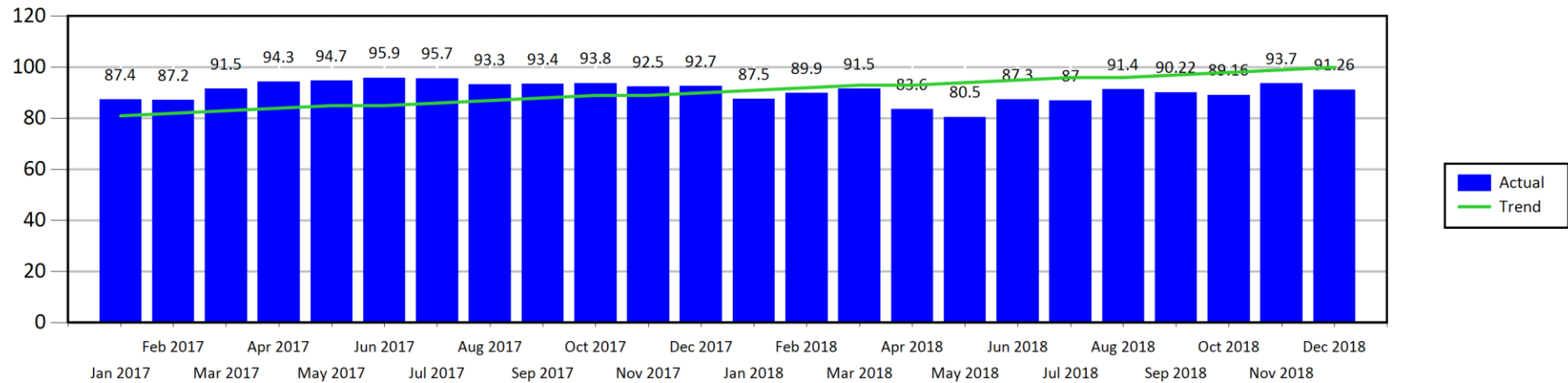
KPI Title	Period	Time Frame	Period Actual
Percentage competent in the BA modules of the Operational Licence - Wiltshire Area RDS	Month	Dec 2018	72.78%



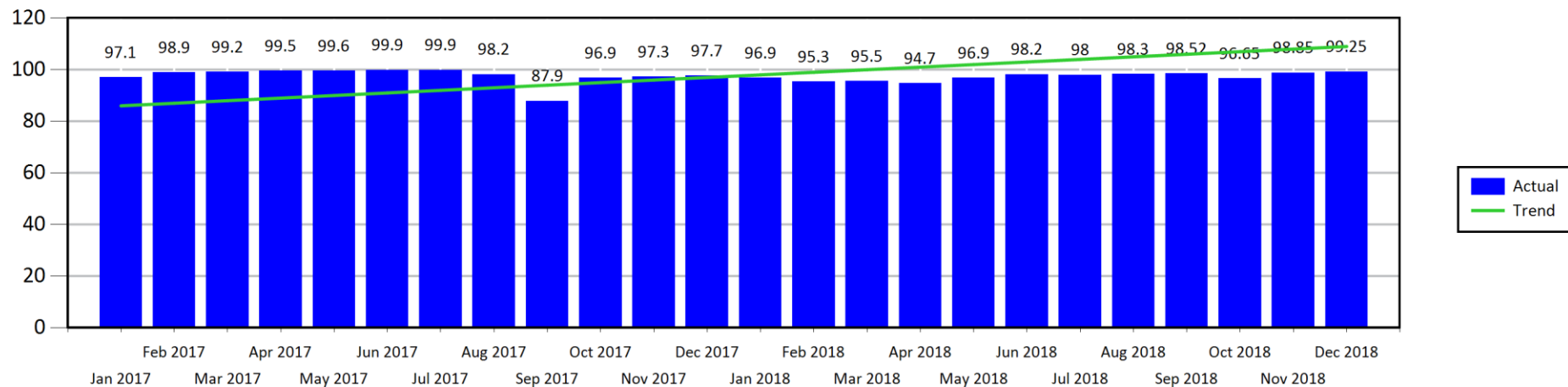
KPI Title	Period	Time Frame	Period Actual
Percentage competent in the BA modules of the Operational Licence - Wiltshire Area WDS	Month	Dec 2018	93.44%



KPI Title	Period	Time Frame	Period Actual
Percentage competent in the RTC modules of the Operational Licence - Wiltshire Area RDS	Month	Dec 2018	91.26%



KPI Title	Period	Time Frame	Period Actual
Percentage competent in the RTC modules of the Operational Licence - Wiltshire Area WDS	Month	Dec 2018	99.25%



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

Action Code	Action Name
1.3.4.7	How do we learn from operational and community risk in Wiltshire; to improve the response services we provide?
<p>Progress comment:</p> <p>Through previous 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 operational activity through our performance management tools (Sycle). This allows us to consider our response and prevention activity to drive down incidents. We have seen steady performance in response times over the period, they do however fluctuate from each quarter. However, we are generally satisfied with performance. Members can be assured that all failures are investigated.</p> <p>Each quarter we look at all the response fails to see if these are avoidable. We do continue to have issues with our RDS crews responding to station within the five minutes. This is generally due to location of station and traffic at certain times of the day. Where possible we address issues as they arise, for example recent long term roadworks in Warminster meant responding personnel would have to take lengthy diversions from their normal place of work to reach the station. Following close liaison with Wiltshire Council and the Highways Agency we secured dispensation for crews to utilise a bus lane significantly reducing the travel time to the station and optimising our response capability.</p> <p>We also learn from all the incidents we attend and, on many occasions, carry out either hot debriefs (following smaller incidents) through to command debriefs which are carried out following larger incidents in which other agencies will also be invited to attend. We have a robust system in which to document these debriefs and ensure that these are used to improve our performance in response and lowering the risks to both our staff and our communities.</p> <p>Over the coming months operational crews across the area will be undertaking risk/arson awareness visits across allocated industrial/commercial areas. This will help spread the word across business premises regarding the potential fire risk to their businesses. At the same time this will assist local crews to have a broader understanding of local risks and enable them to train and plan accordingly.</p> <p>Station Managers allocate an exercise to each Station and Watch to organise each quarter. This will be linked to local risk such as heritage, water incidents, hazardous material, road traffic collision etc. Crews will complete risk assessments and appropriate lesson learnt paperwork to feed into the central operational effectiveness database so all can learn from the experience.</p>	