

Performance Report Quarter 4

Dorset & Wiltshire Fire and Rescue Service

Dorset Local Performance & Scrutiny Committee

01/01/2019 - 31/03/2019



DORSET & WILTSHIRE
FIRE AND RESCUE

Dorset

Priority: Making safer and healthier choices

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

Action Code	Action Name
1.1.1.33	How are we working with our partners in Dorset to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p>Progress comment:</p> <p>We are continuing to work with partners to try to ensure that we are targeting resources at the most vulnerable and make every contact count. Our approach uses data and information to support the delivery of our prevention and education activities. We endeavour to identify those most at risk through a number of methods. This includes referrals from our partners, direct referrals from the public and by using specialist computer modelling software Pinpoint and MOSAIC. The modelling software uses data sets and algorithms to help us determine where the most vulnerable in our communities are, and this is used to target resources. We also ensure that our activities are being delivered to reduce local risks through the knowledge and relationships that are developed within the Area Management Team (AMT) via their partnership work and engagement with public and voluntary sector organisations. This use of intelligence across teams and departments informs the full range of activities we deliver including Safe and Well checks, youth engagement programmes, arson reduction and road safety initiatives. Data sharing exists between key partners, and although limited in their extent in some areas, our approach is being strengthened through the Dorset Information Sharing Concordant.</p> <p>We are also working to ensure we are contributing towards wider health outcomes. To help us achieve this we are actively involved in Health and Wellbeing Boards and their respective delivery groups. This has also enabled us to look at how we might contribute towards the strategic outcomes that are set out in the two Sustainability and Transformation Plans (STP) that cover our Service area. In Dorset we are fully involved in the STP. Our potential role has been recognised in the STP delivery plans, particularly in terms of contributing towards one of the key themes, which is prevention at scale. We continue to work closely with partners to determine areas where we can add value, especially through the on-going development and delivery of our Safe and Well visits. This is a partnership referral process that signposts vulnerable people to appropriate services across the public and voluntary sector. Our success is linked to our ability to gain access to vulnerable people through our Safe and Well visits, which is reflective of our brand and positive reputation within our communities. The Safe and Independent Living (SAIL) scheme is currently the immediate focus within the STP in trying to move from a general reactive approach to treatment and care to more of an emphasis on prevention and proactive care that will enable vulnerable people to live more independently. We will continue to work at a strategic level to strengthen relationships and generate a collective understanding of the potential role we might play in adding capacity to emerging STP delivery plans.</p> <p>This allows us to align our delivery plans and evaluation to key priorities within Health and Wellbeing strategies.</p>	

We continue to investigate the evaluation of our Safe and Well visits. An initial meeting with the Emergency Care Network (ECN) has led to a discussion with the Academic Health Science Network (AHSN). This is with a view to the AHSN evaluating our Safe and Well visits to establish the value for money that they provide, and the potential reduction in vulnerability and subsequent savings we contribute towards across the wider clinical and public health arena. The AHSN are currently looking at the details of our Safe and Well visits to determine the most appropriate methodology.

Area Management teams also continue to coordinate work and build on partnership arrangements across the Service's area to see where we can add value and help to protect vulnerable people through active participation in Community Safety Partnerships, safeguarding boards, strategic road safety boards, drug and alcohol boards and in supporting the domestic abuse strategies through signposting and our safeguarding arrangements. Our Safe and Well advisors have been trained by Public Health to recognise more complex needs and to understand how and where individuals can be signposted to so that they receive a person-centred approach. In addition, all our Safe and Well advisors and our operation crews have received safeguarding and dementia awareness training, which has been invaluable in making sure we are able to signpost and request interventions from partners that are proportionate and appropriate. We continue to react to individual needs during our Safe and Well visits, but we have recognised that we need to develop a more consistent and thorough approach in areas such as translation services, or where individuals may have disabilities that affect their communication.

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

Action Code	Action Name
1.1.5.11	How are vulnerable people in Dorset receiving the support, advice and information they require to reduce their risk of fire?
<p>Progress comment:</p> <p>1. What are we trying to do? (A project outline of what we are attempting to achieve and the impact of our work)</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 has now been established for over two years and we have a constant stream of referrals being sent through from our referral partners, such as South West Ambulance Service (SWAST) and health providers. Individuals can self-refer.</p> <p>Our teams visit households to fit smoke and heat detectors and provide information to make them aware of potential risks in their home. The visit normally lasts one hour and covers areas such as:</p> <ul style="list-style-type: none"> • Electrical safety • Cooking safety • Making an escape plan • What to do in the event of a fire • Good practice, such as a night-time routine • Identify if a SAIL referral might be required <p>2. Where are we at the moment?</p> <p>We can support individuals with their varying needs and can supply them with fire retardant bedding, extension leads or deaf alerts. If appropriate we can spray a fire retardant around beds, chairs etc. This ensures that if the individual is smoking in the property and has a history of not disposing of cigarettes properly, they will have extra protection.</p> <p>In Quarter 4, Dorset area undertook 1,064 visits. 82.3% of these visits have been carried out on homes that are classed as high to very high risk. The total number of Safe and Well visits conducted this financial year is 4,035. These visits have been carried out by our team of Safe and Well advisors as well as operational fire crews. A post incident 'hot-strike' took place in Cranborne following a thatch fire. Nine leaflets were delivered, but no response to door knocks.</p> <p>Various networking events have taken place to promote Safe and Well in Gillingham, Sherborne and Wimborne Library; Gillingham Fathers House Church and Gillingham Community Church Open Doors event.</p> <p>Talks were delivered to Beaminster and Wimborne Carers Groups, Dorchester Magna Housing residents, Sherborne Community Mental Health Team, Shaftesbury Walking for Health, Shaftesbury Housing Coffee Morning, Shaftesbury District Nurses team meeting and Gillingham Seniors group.</p> <p>An Advisor continues to visit West Moors Surgery each month to promote our services at their drop-in sessions.</p>	

SAIL has been relaunched amongst partner agencies, with forms having now been distributed. The form is available in paper format, as well as being hosted on Dorset's Age UK website for an online submission.

We have created a new page on our website to provide carers with information, for example the use of emollients, use of oxygen and useful contacts for healthcare professionals. This page will continue to be updated in the next few months with further information. Press releases have been issued to help the public consider their cooking practices and how to keep themselves safe, as well as safe and warm information.

3. Where are we going in the future?

An initial workshop has taken place to scope out a project with the local British Red Cross (BRC) team following a pilot being drawn up by the National Fire Chiefs Council (NFCC). We will be focusing on sharing referrals to both our services; hospital discharge patients that the BRC pick up from Dorset County Hospital, Royal Bournemouth Hospital and Poole General Hospital and a Home Help scheme in Bridport. These bespoke areas will be piloted to enable evaluation of the service for a national framework and Memorandum of Understanding to be written.

We are creating plastic business cards with our contact details for distribution to carers. We hope that every domiciliary care provider will carry them to ensure that when they identify a vulnerable client that would benefit from a Safe and Well visit, they have our details to hand. The card will ask them if they know a CHARLIE, this is an acronym for Care and support needs, Hoarding and mental health issues, Alcohol and medication, Reduced mobility, Lives alone, Inappropriate smoking and Elderly 65+. These will be distributed during National Carers and Dementia weeks in May. We hope this will increase referrals from these important referral partners.

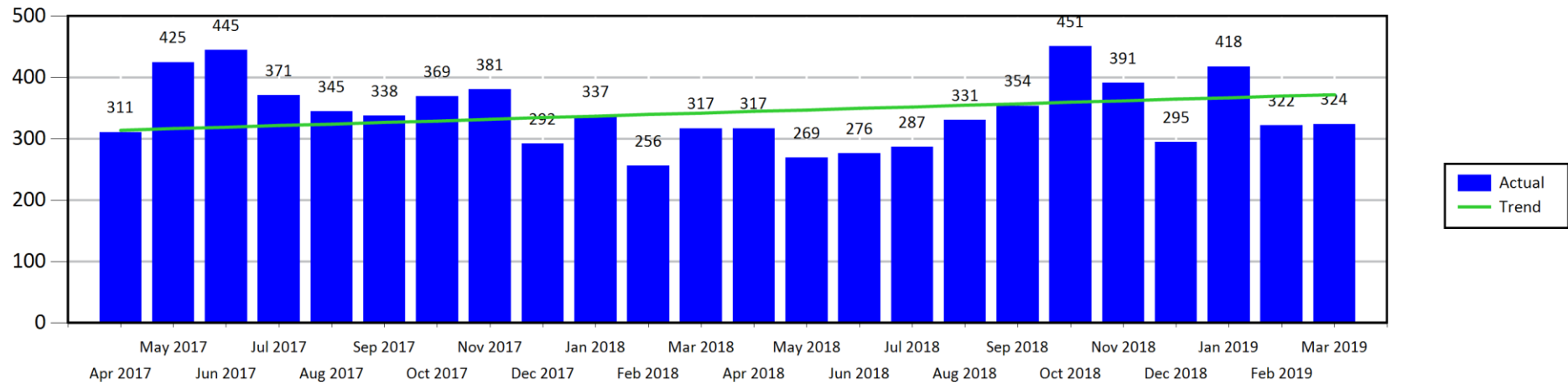
4. Case study evidencing best practice and positive impacts for external partner

Nine joint visits have been carried out with Everycare (Wessex) Care Agency, following their completion of person-centred risk assessments and identifying fire safety concerns. One female client was aged 60+ and had limited mobility. She'd had a fire incident where she suffered severe burns, the cause of which was an unsafe candle. She continues to use candles and smokes upstairs in her study, where the original fire happened. On the day of our visit, evidence was seen of the unsafe use of a candle burning close to paperwork and toilet rolls. Bottles of alcohol were in the vicinity. Cigarette burns were present on the lady's handkerchief and portable heaters were also too close to paperwork. The casing was too hot to touch on both, with one heater element glowing orange in places and scorching present on the front of the heater, as well as overloaded electrical sockets.

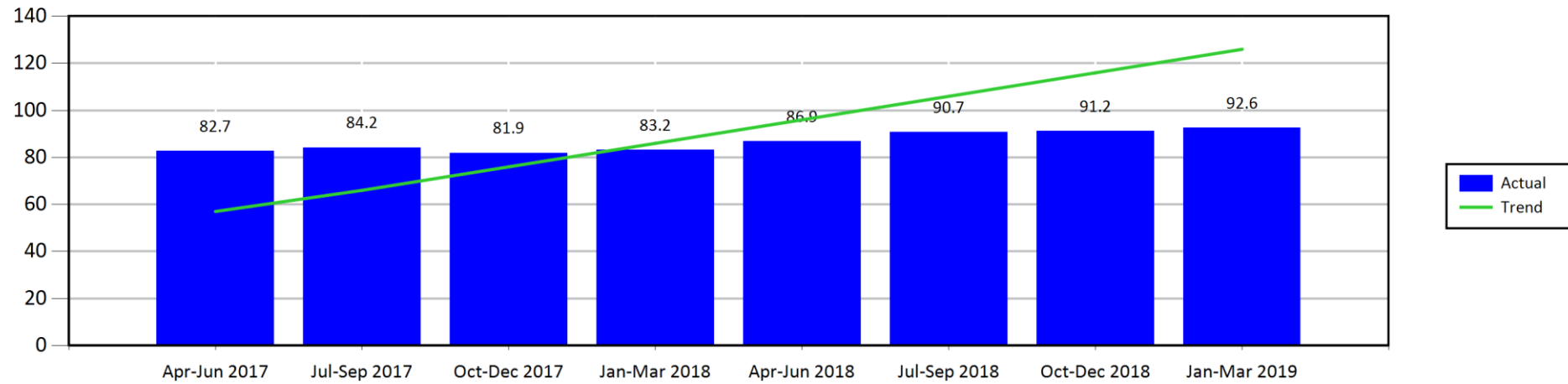
Our Advisor discussed all the unsafe findings with the client. She has previously declined fire-retardant bedding, but has now agreed to a fire-retardant throw. The risks have been shared with the client and care provider, as well as our Safeguarding Officer.

Key Performance Indicators

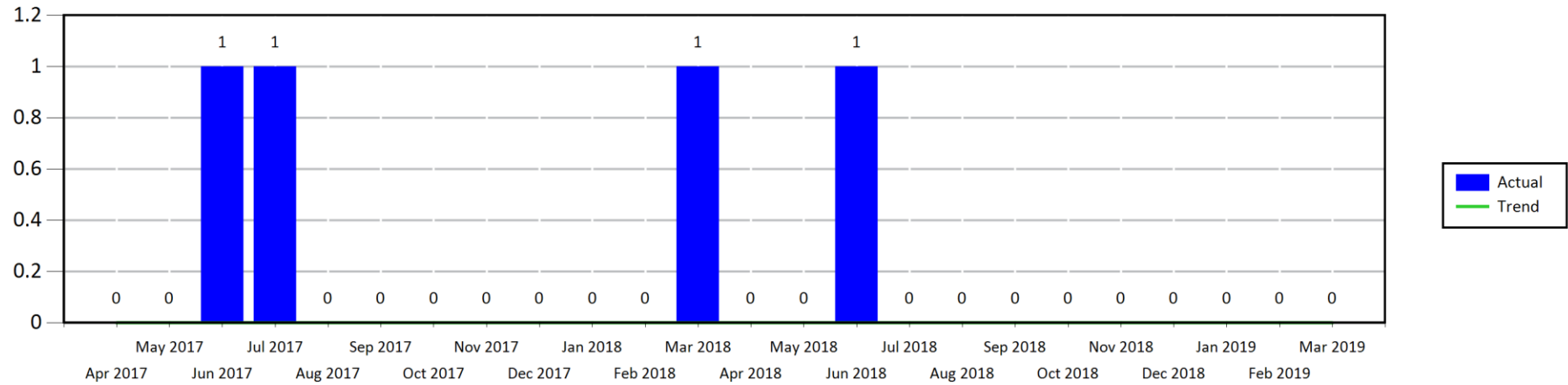
KPI Title	Period	Time Frame	Period Actual
Number of Safe and Well visits in Dorset County Council	Month	Mar 2019	324



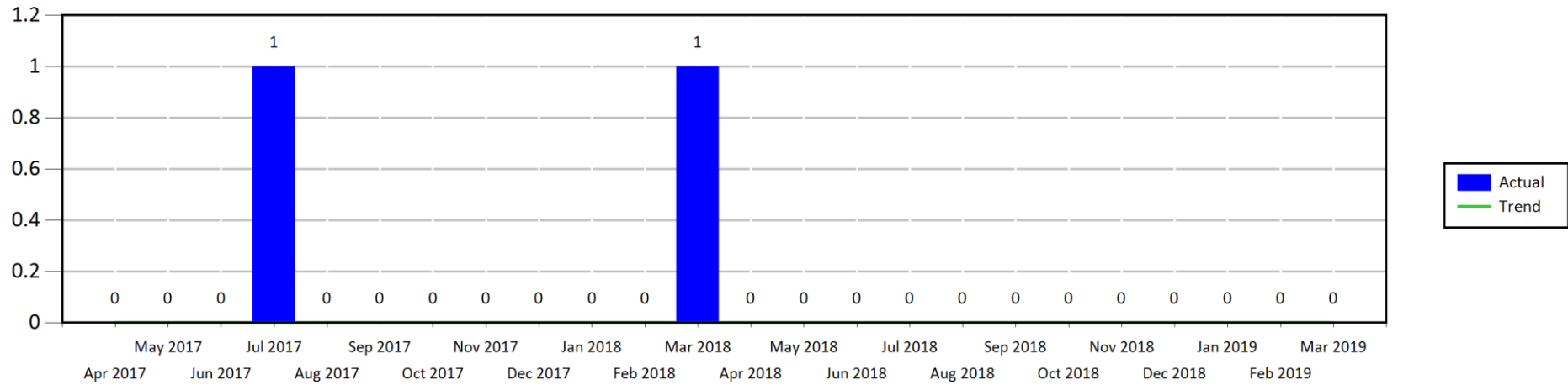
KPI Title	Period	Time Frame	Period Actual
Percentage of Safe and Well visits undertaken to high risk households in Dorset	Quarter	Jan-Mar 2019	92.6%



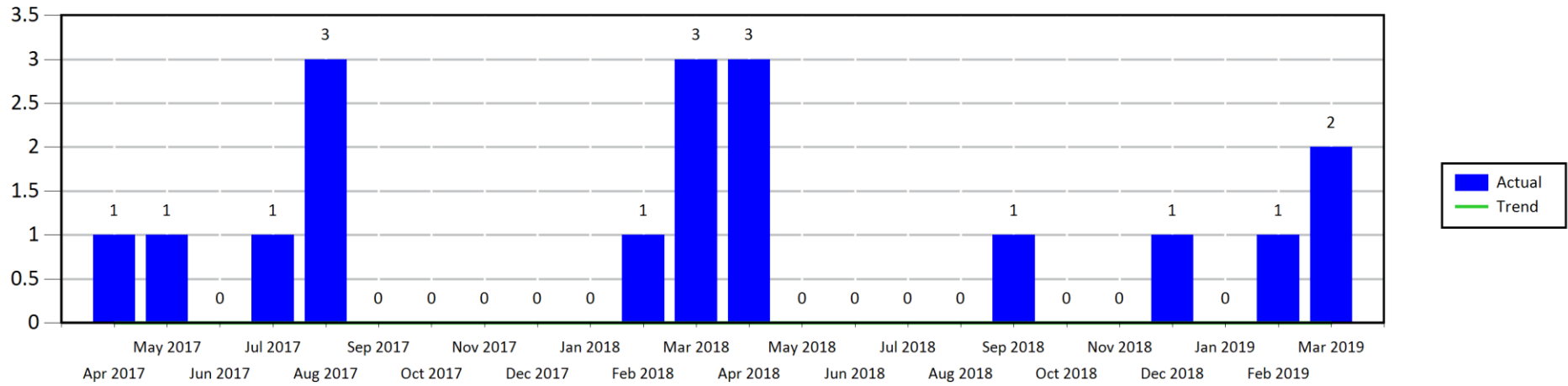
KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Dorset County	Month	Mar 2019	0



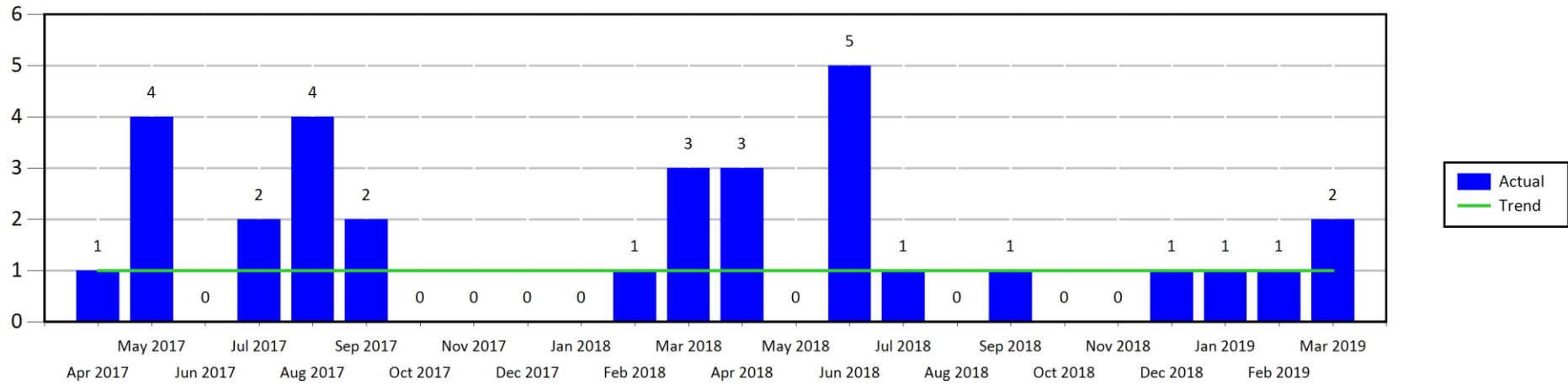
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Dorset County Council	Month	Mar 2019	0



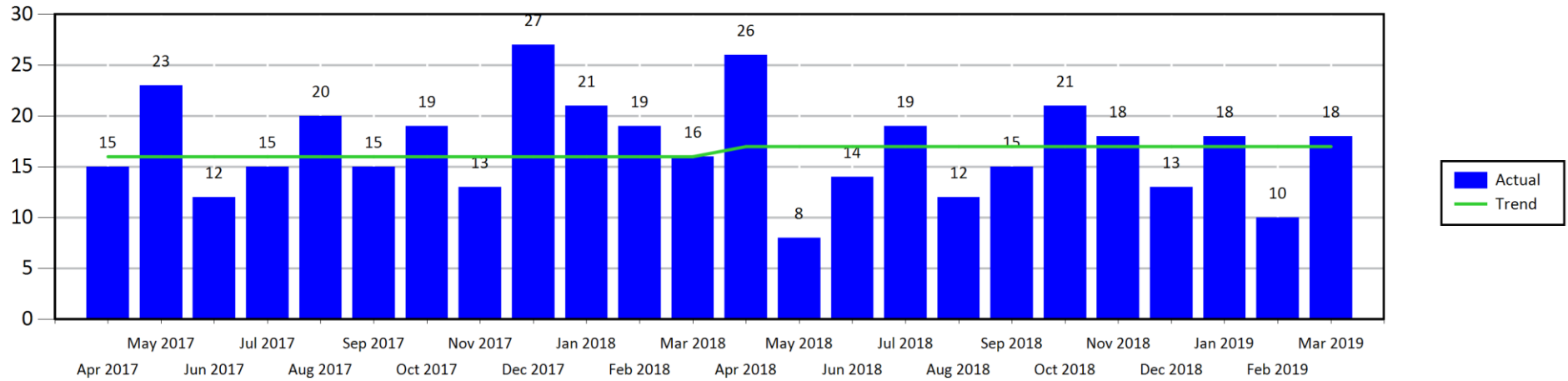
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Dorset County Council	Month	Mar 2019	2



KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Dorset County	Month	Mar 2019	2



KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Dorset County	Month	Mar 2019	18



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

Action Code	Action Name
1.1.6.12	How do we deliver our safety education to children, young people and communities in Dorset, helping them build safer and healthier lives?
<p>Progress comment: Education Officers have been targeting schools in their areas by offering and delivering fire safety lessons to the targeted year groups of Reception, Year 2 and Year 5/6. 1,960 primary school children have been visited in Dorset this quarter. The Education Officers have a planned approach to contacting schools who are in more vulnerable locations. These locations are determined by looking at those schools in communities out of the minute response time, and areas with high numbers of fires, both accidental and deliberate. The support of fire crews to the education programmes in schools has been very valuable.</p> <p>The Education team work closely with the Arson Reduction Coordinator. In Dorset, secondary schools have been offered the Blitz programme for Year 9 students, a multi-agency education initiative led by Dorset Police's Safer Schools Team. This looks at the dangers and consequences of underage drinking and anti-social behaviour and the effect alcohol can have on decision making. Dorset & Wiltshire Fire and Rescue Service (the Service) deliver the Fire Safety Workshop during these Blitz days. Due to funding (the Service being the only partner who does not charge), the number of schools participating in Blitz has dropped over the years. The format has also changed to be delivered to whole year groups rather than class size. The fire workshop is not designed to be delivered in this way and so is less effective and engaging to larger groups. The Service's Education Officers have been delivering the 'Firework shop' to schools separately. In this quarter 332 young people have received the Blitz Fire Safety workshop and this has received feedback such as: "Please pass on my thanks to all the excellent speakers who came to All Saints today. The Year 9 feedback was that they learnt a lot and enjoyed all the sessions."</p> <p>Our input into secondary schools will be evaluated and assessed in the next year to ensure we are delivering the correct messages to the correct age in the best way possible.</p> <p>Our Youth Intervention Programmes provide some of the most vulnerable young people in our Service area with personal development programmes to help educate young people in the dangers of engaging in risk taking behaviour. In Dorset, this includes Safer People and Responsible Communities (SPARC), an intensive five-day course for young people aged 12-17 who are at risk of offending or exclusion from School. This course provides young people with the opportunity to take part in firefighting activities such as hose running, ladders, learning search and rescue techniques, working as a team to overcome Road Traffic Collision (RTC) 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 teamwork.</p> <p>Our delivery plan for the 2018-19 financial year included four SPARC courses being delivered across Dorset to include the North, East and West of the county.</p>	

Dorset Fire Cadets is a 20-week course that rotates its delivery across the county each year. Young people aged 14-16 are eligible to apply and are given an insight into the functions, roles and responsibilities of the Fire and Rescue Service. This provides them with the opportunity to gain a BTEC Level 2 Award in Fire and Rescue Service in the Community. In addition, the Cadets are encouraged to engage in community events such as volunteering opportunities, fund raising events, or social action projects.

Two SPARC courses have been delivered in Q4 in the Dorset area. The first was delivered from Weymouth Fire Station to young people living in West Dorset aged 13-17. Many of the young people referred had also experienced, or were currently experiencing anxiety, lack of confidence or mental health issues. A total of nine young people started the course and they all finished, gaining the AQA Award in Fire Services Training.

During the Pass Out display a number of parents thanked staff and one explained that their child hadn't talked about anything other than the activities they were getting involved in all week, with two also mentioning that it had been much easier to get them out of bed in the morning and out the door. The course had an extremely positive impact on one individual who had been referred due to confidence issues. On day one, they barely said a word and spoke only when asked a question. By day three they were fully engaged with all staff and peers and asking questions about how to become a firefighter. This continued the following week on their return to school where of their own accord, approached his school's Career Advisor to ask the best subjects and qualifications to take to become a firefighter.

The second course was delivered in partnership with Ansbury, the Dorset based charity that deliver the Face Forward project for young people aged 16-25 who are not in employment, education or training. This course, delivered at Blandford Fire Station, saw five unemployed young people from North Dorset take part in a variety of team building and firefighting related activity. All five attendees gained the AQA Award in Fire Services Training and will now work with their Ansbury Mentor to look at their next steps towards employment. Marc Balistrari, Ansbury Learning Coordinator, explained "Despite the lack of uptake from our clients, the high levels of support and staff/client ratio over the past two programmes has led to some excellent and life changing experiences for the clients and apprentices. These for sure have led to changed lives and mindsets for the future".

We delivered a presentation to the Weymouth & Portland Health & Wellbeing board on 4 April 2019 to promote the SPARC programme and how it would be beneficial for young people experiencing anxiety, lack of confidence and mental health concerns in female teenagers in the West Dorset area. This is an issue that was picked up at the Wellbeing Board six months ago and the concern with the impact is having on the individuals, their attendance at school and their achievement. The aim if partners are keen to support, is to apply to the Dorset Police Crime Commissioner Community Fund to secure some part funding for this course with agencies around the table supporting with referrals and some mental health and wellbeing input during the course for the participants.

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

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

Action Code	Action Name
1.1.7.6	How are we delivering effective road safety education in Dorset to reduce the risk of road traffic deaths and injuries?
<p>Progress comment: 28/03/2019- Poole & Bournemouth Road safety prevention update</p> <p>1. What are we trying to do?</p> <ul style="list-style-type: none"> • 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>2. Where are we at the moment?</p> <p>We are now represented on all local Road Safety Partnership meetings in Dorset. The Service has representation on the Strategic Group, Road Death Overview Panel, Tactical Group, and education training and publicity meetings.</p> <p>All three of our Road Safety staff have now qualified as road safety practitioners. They have attended both recognised road safety courses run by the Road Safety GB Academy as recommended by the National Fire Chief's Council.</p> <p>Total number of schools, so far, this academic year, that have already attended and pupil numbers: From 25/9/2018 until 26/3/2019 - 28 schools in Dorset have attended the roadshow with a total of 5,635 students having received the education.</p> <p>Total number of schools currently booked together with those already visited: From 25/9/2018 until 12/7/2019 – 33 schools including Bournemouth & Poole College with a total figure of 6,285 students. Pre-combination, Dorset had an original target of 12 schools per year. Since combination we have increased the reach of Safe Drive Stay Alive (SDSA) in Dorset by 175%.</p> <p>Total number of other events targeted – Drink Drive, Op Close Pass, Older Drivers Forum etc From 25/9/2018 until 26/03/2019 a total of nine targeted events in partnership with Dorset Police. Two Drink/Drug Drive campaigns, three Close Pass Ops, three Older Driver initiatives, one LifeDrive event and one Survive the Drive.</p> <p>3. The last quarter? Between 11/01/2019 and 26/03/2019 a total of seven shows have been delivered with a total number of 1,400 students in the following schools detailed overleaf:</p>	

Corfe Hills School
 Canford School
 Lytchett Minster School
 St Edwards School
 Bournemouth School for Boys
 Bournemouth School for Girls
 the Bourne Academy

We have also delivered and participated in delivering the LifeDrive Course at Poole High School and Operation Close Pass at Redhill Park Fire Station.

4. The next quarter?

From 02/04/2019 until 12/07/2019 a total of three shows have been scheduled with a targeted audience of approximately 600 students in the following schools detailed as below:

Poole High School
 Bournemouth College
 The Queen Elizabeth's School

Other road safety partnership work we are involved in:

- Meeting with Highways England to discuss a three-year road safety plan they would like assistance with.
- Supporting the Launch of the Dorset Police Choice for Humanity Campaign
- Survive the Drive - Will be continuing our work with the Ministry of Defence (MOD) to promote the Survive the Drive both locally and nationally.

5. Evaluation of our road safety work

A full report into the Safe Drive Stay Alive (SDSA) Roadshow is available and has been sent to all road safety partner agencies. Contained within the report is an extensive four-part evaluation. The forms an important part of our road safety work and is used to ascertain the effectiveness of the education delivered.

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

A brief summary of results:

- Statistical analysis has shown that since the roadshow started, the casualties within the 16-19-year-old age group has fallen by 54%
- 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 feedback questionnaires showed a significant change in attitude toward the four causes of fatal road safety collisions. (Drink/Drugs, mobile phones, seatbelts and speed)
- Feedback from Dr Clare Holt has been extremely positive, and 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?

The roadshow should continue its path of expansion to include more schools and colleges. 25 schools have been identified as having the appropriate aged students. Letters have been sent out signed by the Chief Fire Officer and Chair of the Authority to the schools that are not yet engaged with SDSA. These are:

Avonbourne
Canford Heath
Magna Academy
Parkstone Grammer
Talbot Heath

An SDSA Development Group has been formed with representatives from all road safety partners in Dorset. This group will be using the evaluation results to further improve the education delivered. It will also make changes to the scripts and presentation format to further improve the communication of messages around road safety. It will oversee the development of behaviour change techniques to aid in influencing young people to make better choices.

7. Barriers/Threats

Currently, the Road Safety team has no funding to run the education. The roadshow exists due to the will of the partners and volunteer speakers. The expansion of the programme may have a staff shortage if we were to double the number of shows to the potential 50 across Dorset, Poole, and Bournemouth.

Funding the roadshow would enable the presentation to be located at central venues and the students could be transported to that location. This means that several schools could attend each day, reducing the number of shows. SDSA has also come under national criticism recently for its hard-hitting nature and that it "can do more harm than good". This has been dispelled by our evaluations and feedback with reference to the support and comments from the teachers.

Statistics 2018

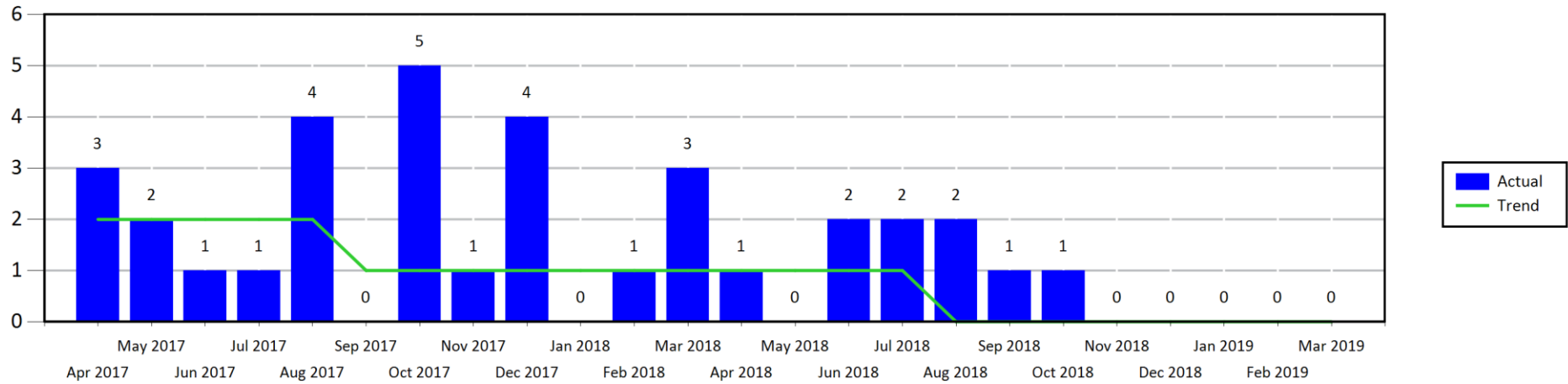
Killed & seriously injured totals – all Dorset, Poole & Bournemouth combined.

Greyed out sections are unofficial stats/outstanding investigations.

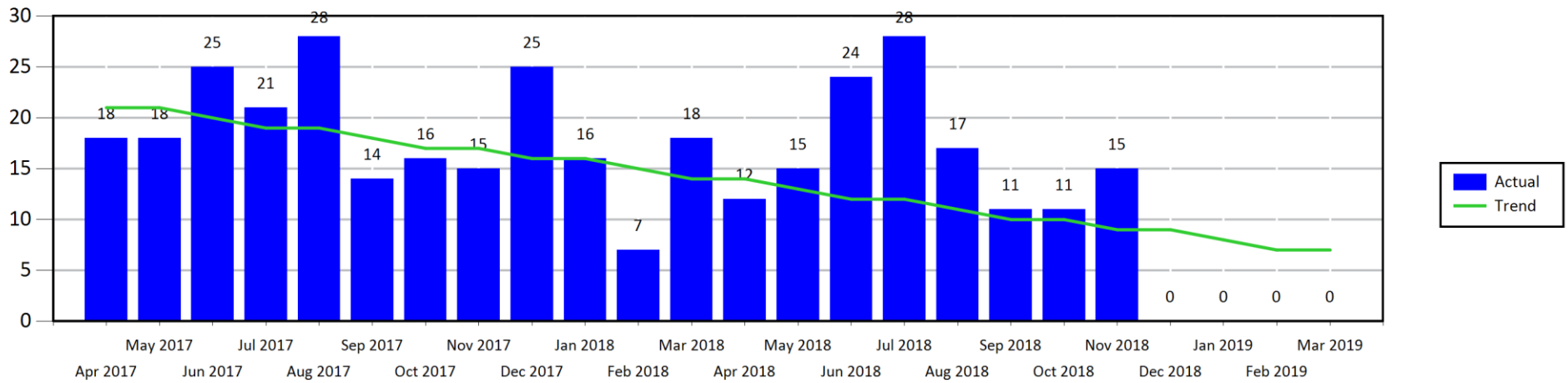
There has been a downward trend in the number of people killed or seriously injured in road traffic collisions over the past four years.

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - Dorset	Month	Mar 2019	0



KPI Title	Period	Time Frame	Period Actual
PRE07-Number of people seriously injured or killed in road traffic collisions - Dorset County	Month	Mar 2019	0



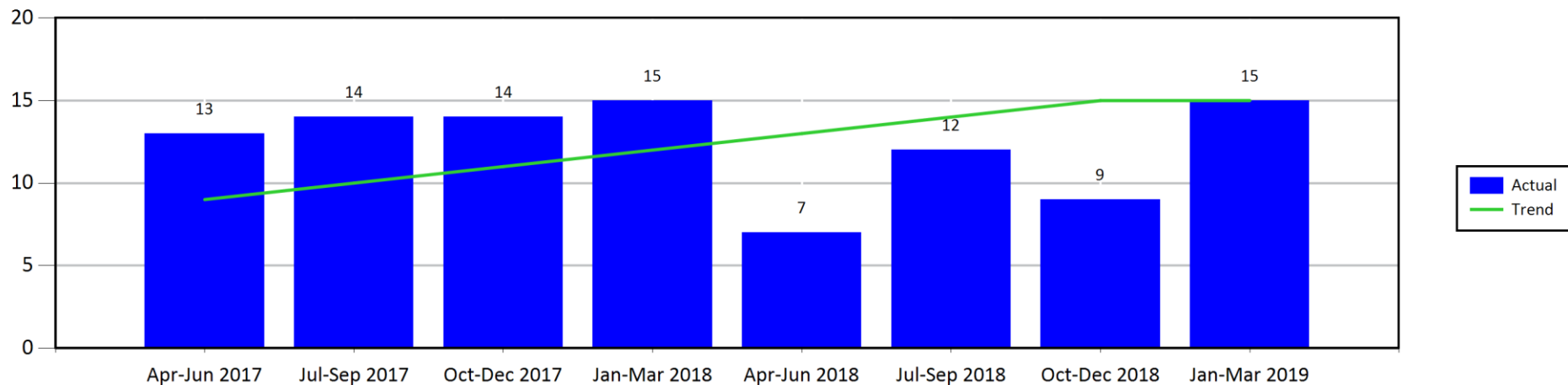
Priority: Protecting you and the environment from harm

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

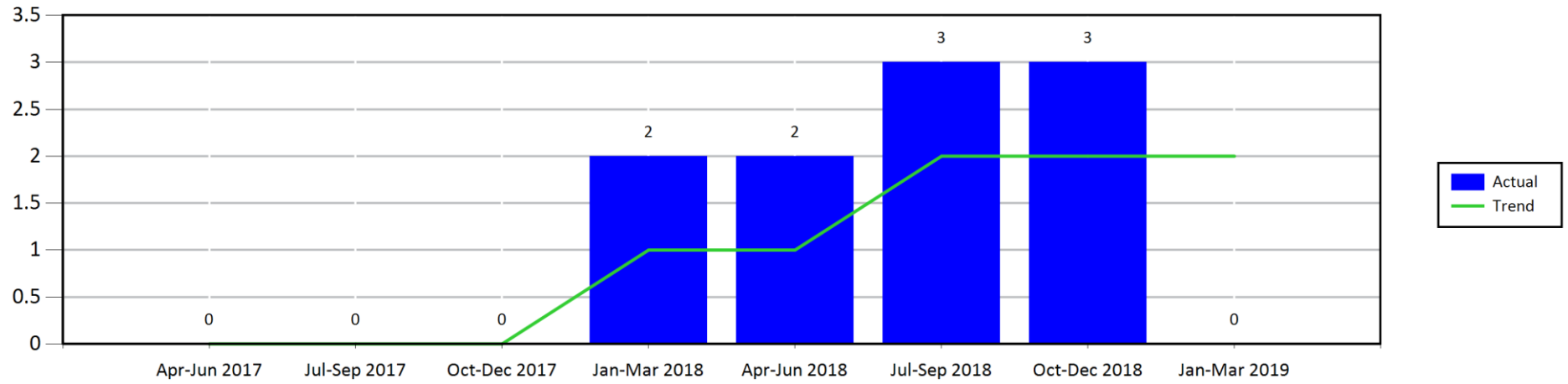
Action Code	Action Name
1.2.1.5	How are we effectively working with our partners in Dorset to safeguard the vulnerable people we come into contact with?
<p>Progress comment:</p> <p>The Safeguarding Lead meets with the Safeguarding Adults and Community Service's Learning and Organisational Development Advisor to review training and work which has been delivered within the Service. In a previous meeting it was highlighted that we needed to do more work around ensuring that safeguarding is embedded. Since then positive evidence has been gathered via a staff survey and feedback from Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) to show safeguarding is being embedded.</p> <p>The Safeguarding Lead met with the Named Professional from South West Ambulance Service Trust (SWAST) to work on a frequent caller case. This led to sharing resources with the Fire Control Manager. The Safeguarding Lead now receives a monthly report of any frequent callers from the Performance and Information Manager.</p> <p>The Safeguarding Lead attends monthly meetings with other Safeguarding Leads (S/L's) from external agencies. This helps to ensure we are compliant with national safeguarding legislation. We share best practice and receive peer support and supervision. The S/L's review cases referred to the group by the Safeguarding Adults Review Subgroup. The group look at complex cases where lessons can be learnt and how this can effectively translate into actions across partner organisations. This work will continue.</p> <p>The Service continues to work with multi agencies: Receiving referrals from the Police and SWAST.</p> <p>We make referrals to Children Services, GP's and NHS Teams, Social Services, Police, Community Mental Health and Sight and Hearing Teams (CMHT), Falls Clinics and more.</p> <p>Safeguarding Board Chairs across all authority areas have been informed that the Deputy Chief Fire Officer now has overall responsibility for safeguarding.</p> <p>Area Managers continue to represent the Service on the Dorset Safeguarding Adult Boards.</p> <p>A meeting took place with the Dorset Police County Lines lead. It was arranged they would deliver an awareness session to all Safe and Well advisors in the South. Work is taking place to raise the awareness of County Lines within the service.</p> <p>We supported the #TellUsWhatYouSee public intelligence gathering campaign around modern slavery and human trafficking. The campaign was supported by multi agencies and led by the Police.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals from the Service - Dorset County Council Area	Quarter	Jan-Mar 2019	15



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals from the Service- Dorset County Council Area	Quarter	Jan-Mar 2019	0



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

Action Code	Action Name																				
1.2.2.7	How are we providing advice, support and consistent regulation for local business in Dorset so they can meet their legal fire safety obligations?																				
<p>Progress comment: Q4 2018-19 reporting (figures quoted are for the South Team).</p> <p>Building Regulations We continue to manage moderate to high levels of building regulations in the team with the average for the quarter being 62 submissions a month (7% decrease on Q3). We still see many large projects in the Bournemouth area, mainly around student accommodation, with more proposals on the horizon for the Richmond Hill area and a new nine storey block of flats in Stafford Road. Meetings have been held locally with the developers of Lansdowne projects to discuss and agree variances to fire safety for these bespoke buildings. Preliminary discussions have been held over an extension to Bournemouth School for Boys which, although being designed to BB100, there are no proposals for sprinklers at this time. We continue to work with the school and the developers on this.</p> <p>Audits An average of 42 audits per month were completed for the quarter (5% decrease on Q3). Post fire audits were carried out where deemed relevant and an average of nine audits were carried out per month by Fire Safety Officers. This was a lower level than Q3 (40%) indicating a drop in the number of significant fires.</p> <p>Complaints We have received complaints from crew referrals, partners and the general public. An average of 13 complaints a month were received for the quarter (a 63% increase on Q3) and these included Priority 1 (within 24 hours – sleeping risk) and Priority 2 (non-sleeping risk) complaints.</p> <p>Licensing The South Team dealt with an average of 16 licensing consultations per month over the last quarter (an 11% decrease on Q3). As the spring continues and summer arrives, it is expected that we will see this number rise, due to an increase in temporary events.</p> <p>Non-domestic fires:</p> <table border="1"> <thead> <tr> <th></th> <th>B&P</th> <th>Dorset</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>2</td> <td>9</td> <td>11</td> </tr> <tr> <td>Feb</td> <td>8</td> <td>2</td> <td>10</td> </tr> <tr> <td>March</td> <td>1</td> <td>5</td> <td>4</td> </tr> <tr> <td>Monthly average</td> <td>4</td> <td>5</td> <td>8</td> </tr> </tbody> </table>			B&P	Dorset	Total	Jan	2	9	11	Feb	8	2	10	March	1	5	4	Monthly average	4	5	8
	B&P	Dorset	Total																		
Jan	2	9	11																		
Feb	8	2	10																		
March	1	5	4																		
Monthly average	4	5	8																		

In Q4, there were four less non-domestic fires than in Q3 for Dorset, with B&P seeing a reduction of eight. This is a continuing downward trend.

The Fire Safety team continues to work with the student accommodation providers, supporting Station Commanders at the same time where these risks are present on their station grounds. Our staff have attended the student accommodation providers liaison meeting along with Springbourne Station staff. Additional support provided last quarter were safety messages during the NFCC Arson Prevention week, where press releases and social media messages were communicated.

Event safety work continues and takes a forward step as the summer approaches. Close liaison is continuing with multi-agency partners in relation to some events which need a higher level of support, including a large music festival in Dorset and a music event in Poole. The team have been supporting Dorset Council and Dorset Police with a review of football clubs, namely Dorchester, Weymouth, Wimborne and Poole, where improvements are being carried out. The usual high level of support for AFC Bournemouth continues with regular meetings, inspections and table-top exercises.

The team has attended a recent resident's meeting for Sterte Court in Poole, supporting Poole Housing Partnership (PHP) in their installation of a fire suppressant system. Following on from this, an on-site visit was made with PHP and the prospective suppressant system installers to Sterte Court to discuss water supplies and systems to notify the Service which area a fire would be located in. This was a positive meeting and it is hoped that an announcement can be made soon regarding the finalised system.

At the request of the Borough of Poole Local Authority Commissioners, Emma Turner delivered a fire safety presentation at the Learning Disability Providers Forum in February. The presentation focused on raising providers awareness of the "Fire Safety in Specialised Housing" guidance, following concerns raised that care providers are implementing inappropriate evacuation strategies in supported living premises that do not support such strategies, e.g. stay-put.

Station Fire Risk Assessments:

For the stations that come under the remit of the South Team, we are up to date with the three yearly cycle of thoroughly reviewing the fire risk assessments for our premises. Stations are reminded that they should continue to assess and maintain fire safety standards in their premises in the meantime, and that support from the Fire Safety Team is always available.

Premises due a three-yearly review in 2019 include Ferndown, Maiden Newton, Poole, Redhill, Verwood, Gillingham, Shaftesbury, Sherborne and Sturminster Newton.

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

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

We continue to welcome crew/staff referrals through the complaints email enforcement@dwfire.org.uk.

General fire safety enquiries can be made on: fire.safety@dwfire.org.uk

Building regulation consultations have a time limit of 15 working days for us to respond on behalf of the Authority. HMO inspections are projected to increase as the Council seek to licence more premises.

Targeted activities currently include:

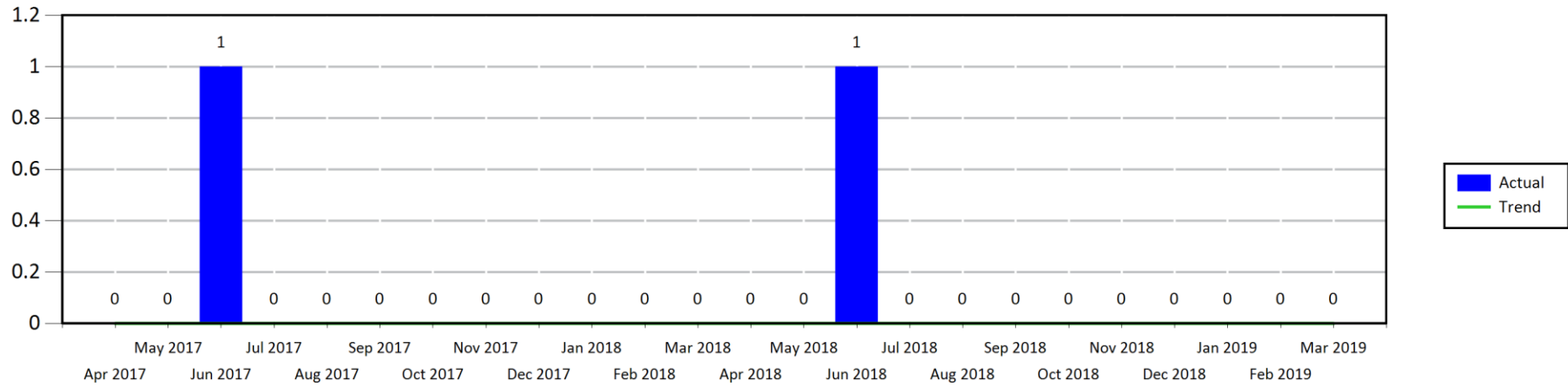
- Targeting higher risk (Experian system generated) premises (17 per month) - Experian data suggest that fires start where high numbers of people congregate, stock is held, and cooking facilities are present.
- Inspecting take away/restaurant premises with residential facilities above, which have not been previously visited, and have a ten to 20-minute attendance time by the Service. This project is currently on hold due to the pressures of other workloads.
- Hotel/B&B premises, which have not been previously visited, and which have a ten to 20-minute attendance time by the Service. This project is currently on hold due to the pressures of other workloads.
- Continuing to work with high rise premises to ensure their safety following the Grenfell Tower incident.
- Promoting the use of sprinklers in new builds – with new schools being built that include sprinkler systems (Christchurch - now open and Wimborne 1st proposed)
- Ensuring we support fire stations with their own fire risk assessments.

Future business fire safety activities include:

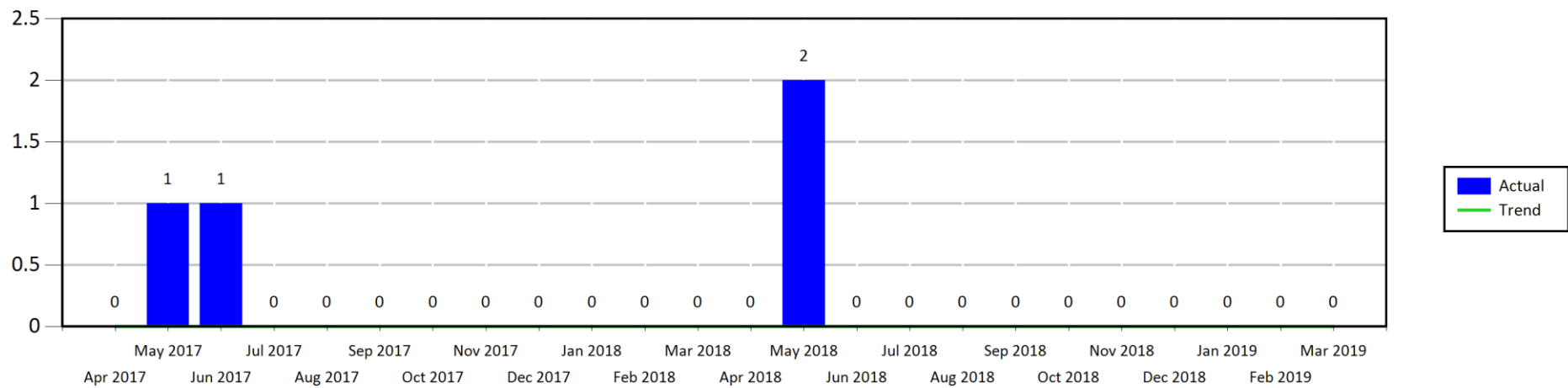
- Working with international language student colleges to maintain a minimum standard of fire safety in lodgings.
- Monthly business breakfast seminars to be held at Ling Road, to enable businesses to come directly to us and chat in an informal setting.
- Preparation of material to support business seminars,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

Key Performance Indicators

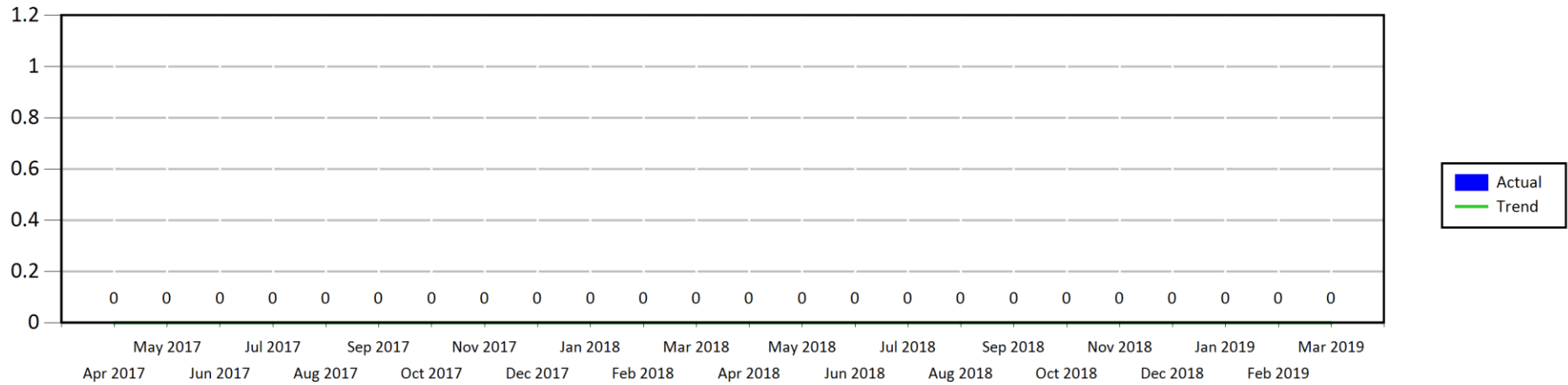
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Dorset (CC)	Month	Mar 2019	0



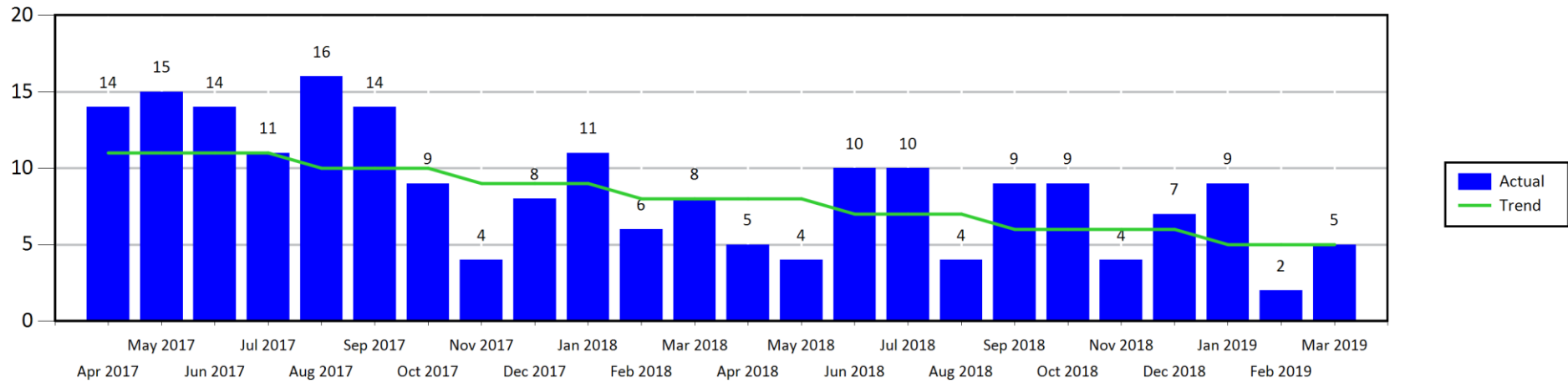
Number of prohibition notices served in Dorset (CC)	Month	Mar 2019	0
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KPI Title	Period	Time Frame	Period Actual
Number of prosecutions in Dorset (CC)	Month	Mar 2019	0



KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in non-domestic properties-Dorset County	Month	Mar 2019	5

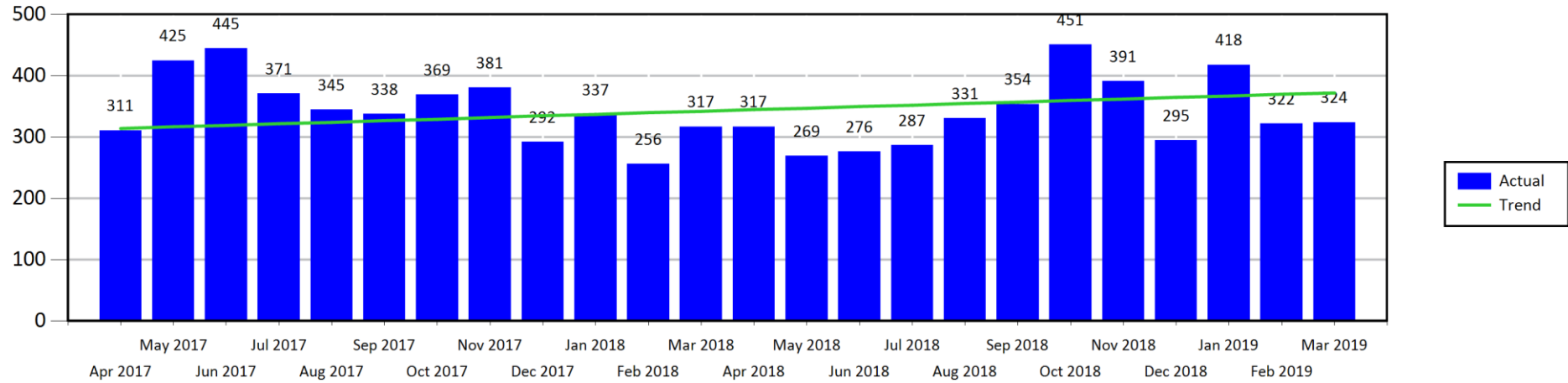


KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

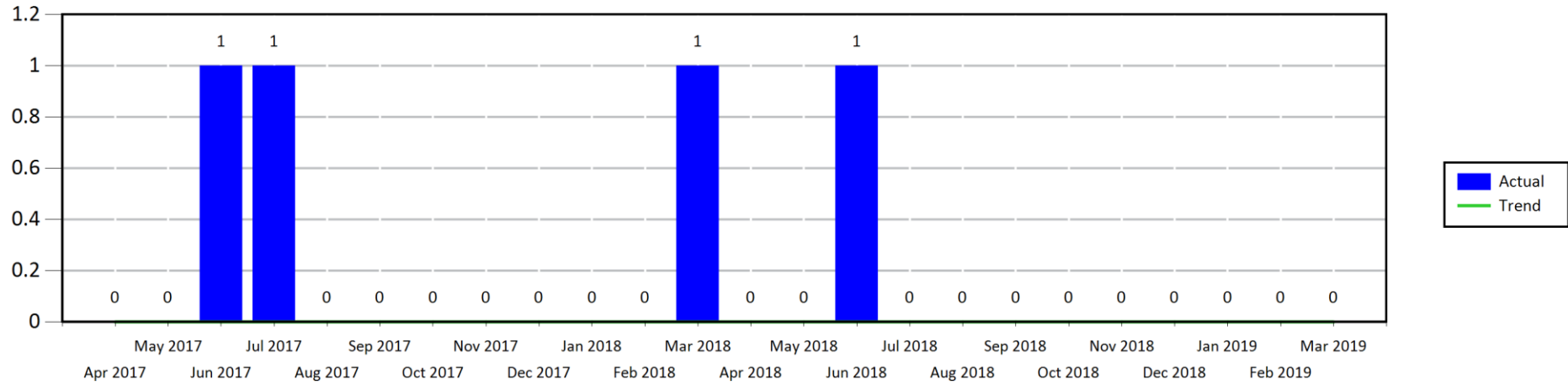
Action Code	Action Name
1.2.3.5	How are we identifying and driving down risk risks to the community, heritage and environment in Dorset?
<p>Progress comment:</p> <p>Operational crews continue to gather and review information on key risks within their geographical areas to help ensure that they are prepared for emergency incidents should they occur. High risk sites have Site Specific Risk Information (SSRI) produced which is available for crews on mobile data terminals when they attend incidents. This information is regularly audited and updated by crews to ensure it is accurate and relevant. Station Managers also liaise and coordinate with partners and risk owners/occupiers to assist them in producing information and guidance on their risks, which is also made available to operational crews. This can include the production of tactical fire plans, salvage plans and environmental protection plans.</p> <p>Area Management teams work closely with the Fire Safety teams to ensure operational crews are made aware of fire safety issues and to ensure work is undertaken with risk owners to reduce their risk of a fire starting and to make sure expected control measures and information are available. Specific work takes place with local authorities and environmental partners on heathland fire safety, including wildfire weather predictions and flood working groups.</p> <p>Significant work has gone on across Dorset following the Grenfell Tower fire in London. This included the commissioning and implementation of inspections and visits to all residential high rise buildings within the area (around 200 premises) by operational crews and fire safety officers for the higher risk buildings. The Area Management and Fire Safety teams have attended partnership meetings and public meetings to support our communities that may be affected and the perceived shift in risk following this very tragic event. This work has been supported strategically by the Chief Fire Officer directly and through the media team and the Service website.</p> <p>We have a system and process for identifying and assessing operational and community risk. This is called Site Specific Risk Information (SSRI). We liaise and coordinate with partners and risk owners/occupiers to produce operational information and guidance on the risk. This can include; tactical fire plans, salvage plans and environmental protection plans. This pre-planning allows greater focus on hazards to firefighters, the environment, heritage etc. in the event of an incident</p> <p>Risk sites are often used as venues for exercises. This has the dual benefits of helping fire crews to become familiar with the site and allows a degree of testing of the sites own emergency procedures.</p>	

Key Performance Indicators

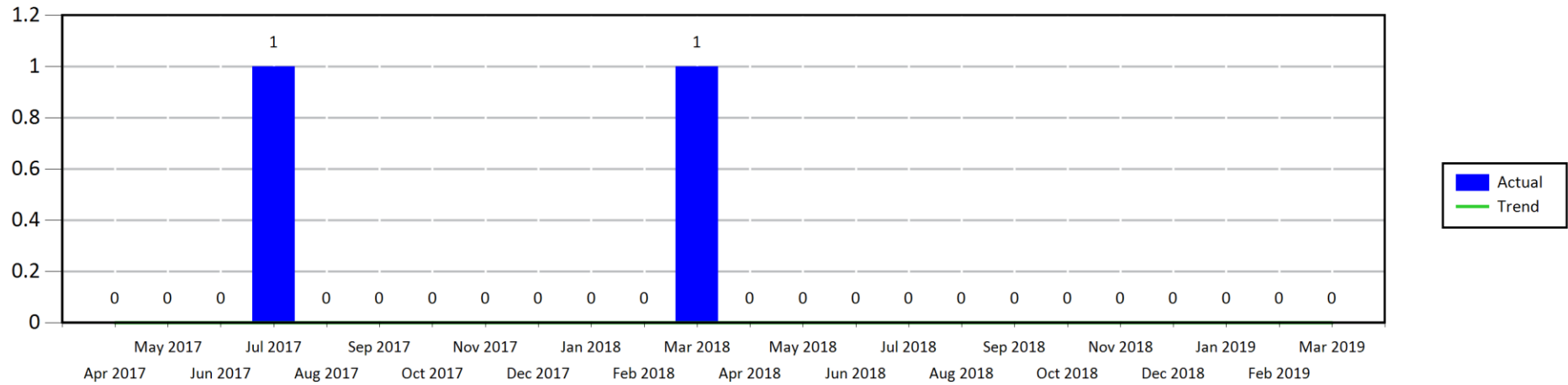
KPI Title	Period	Time Frame	Period Actual
Number of Safe and Well visits in Dorset County Council	Month	Mar 2019	324



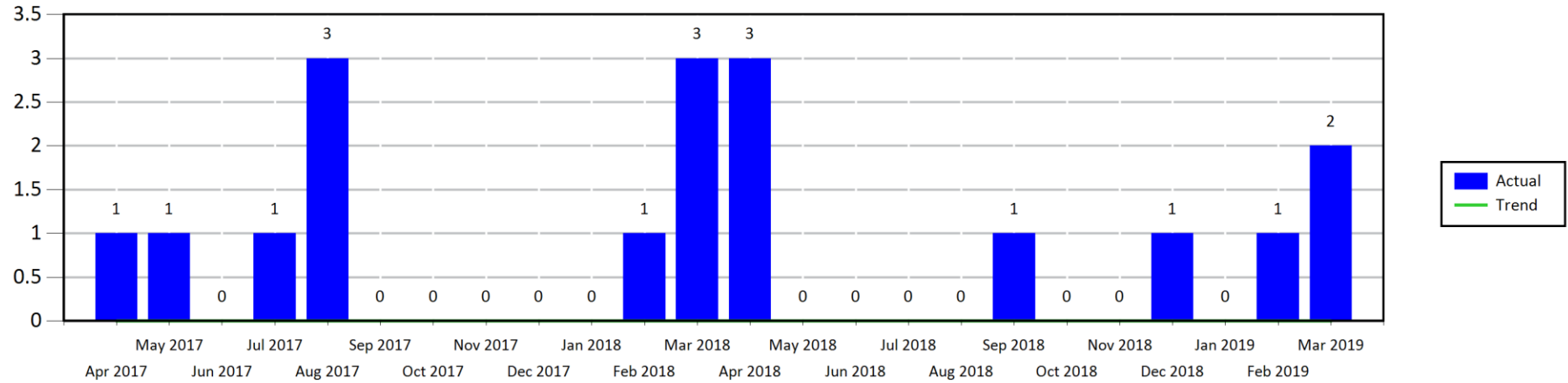
KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Dorset County	Month	Mar 2019	0



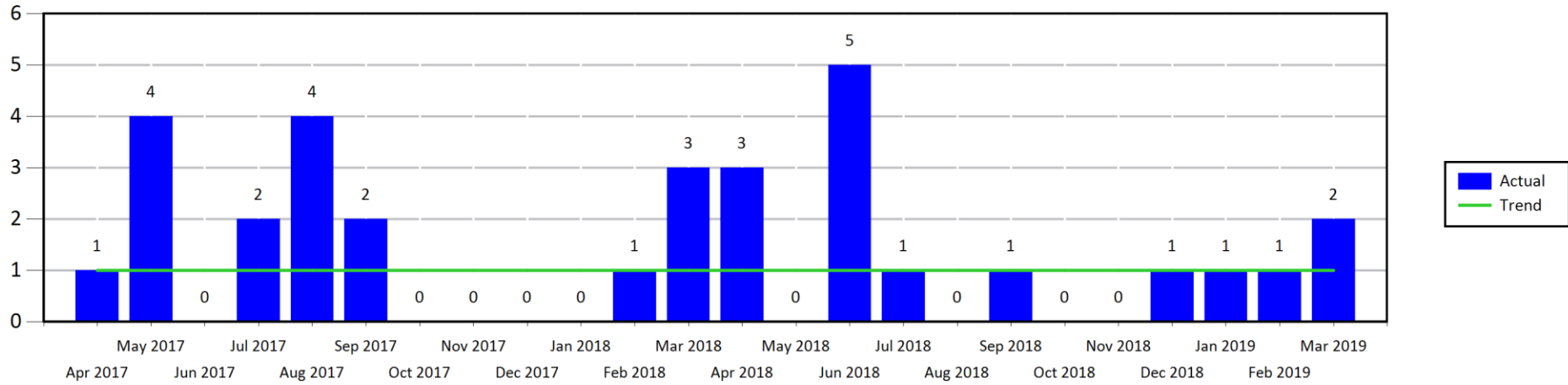
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Dorset County Council	Month	Mar 2019	0



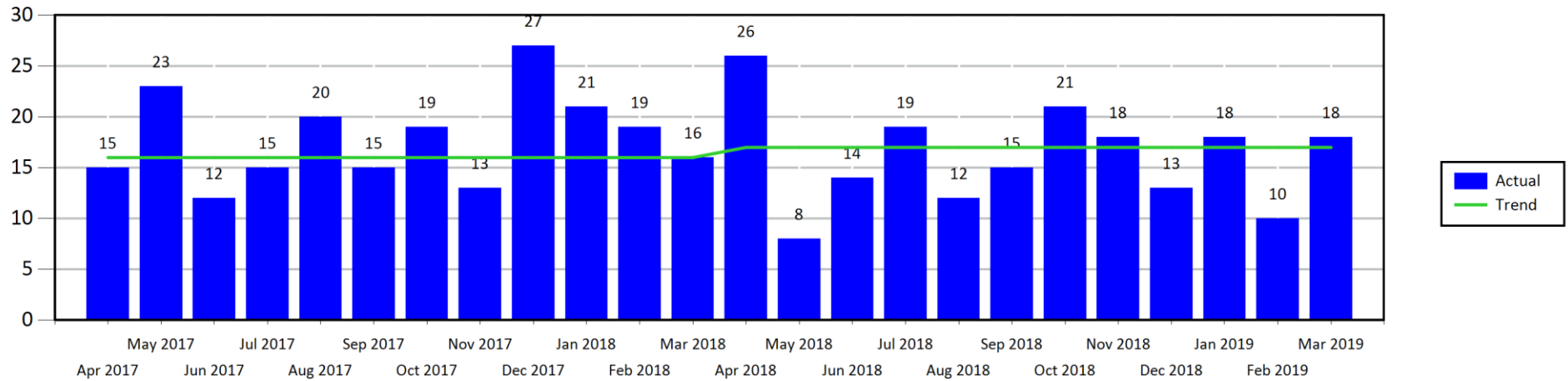
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Dorset County Council	Month	Mar 2019	2



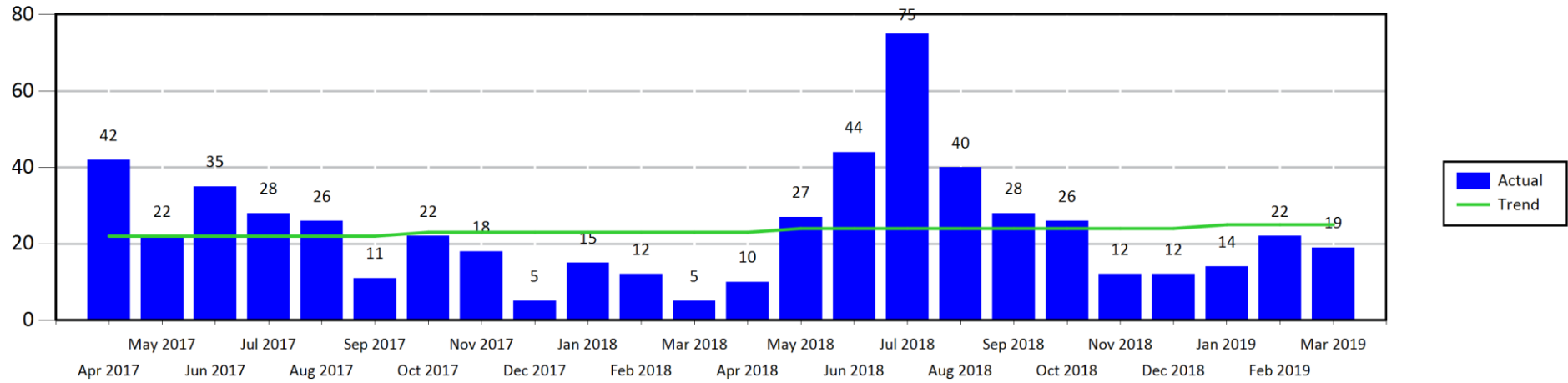
KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Dorset County	Month	Mar 2019	2



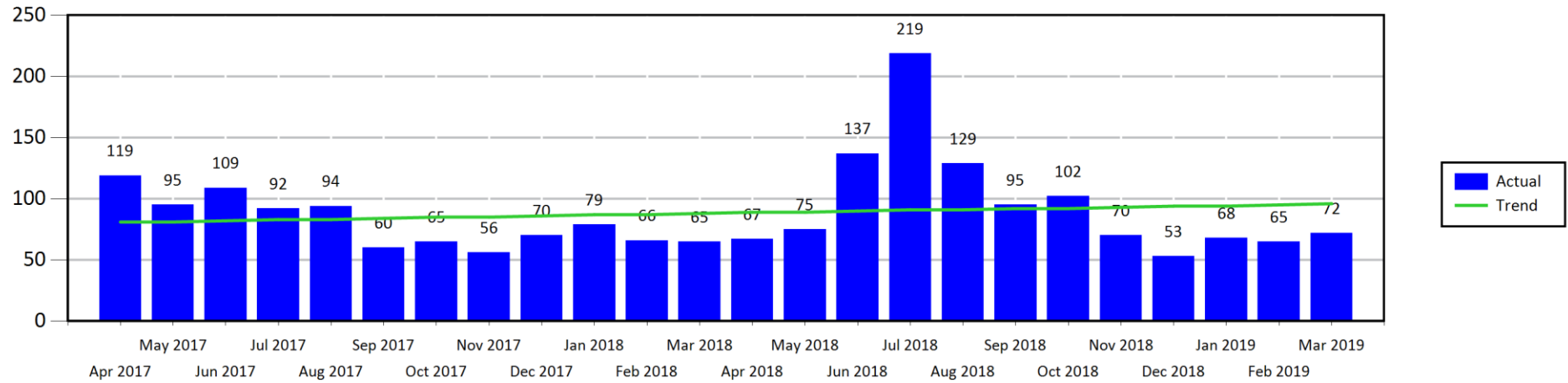
KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Dorset County	Month	Mar 2019	18



KPI Title	Period	Time Frame	Period Actual
PRE05-Number of deliberate fires (primary + secondary) - Dorset County	Month	Mar 2019	19



KPI Title	Period	Time Frame	Period Actual
PRE06-Number of fires - Dorset County	Month	Mar 2019	72



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

Action Code	Action Name
1.2.4.5	How do we effectively support local resilience partnership arrangements In Dorset to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p>Progress comment:</p> <p>The Service is a statutory member of the Local Resilience Forum (LRF), a Category 1 Responder under the Civil Contingencies Act.</p> <p>We are also a member of blue light groups These groups include members of the Police, Ambulance and Fire and Rescue Services and is a sub-group of the LRF. A typical meeting includes briefings on the latest threat from terrorism, VIP visits, new operational guidance and training opportunities, followed by debriefs of significant incidents. Members can discuss (from each other's perspectives) and implement changes, or make recommendations for improvement. The most significant learning points are raised nationally using the Joint Emergency Services Interoperability Programme (JESIP) and the Joint Organisational Learning (JOL) system.</p> <p>Community resilience events are held by the local authority and as joint events by members of the LRF to promote the benefits of local level emergency planning. A strong example of community resilience in action is the Flood Warden Scheme run by the Environment Agency with support from partners. This scheme engages local people to act as community representatives, reporting flood information, informing their community and helping prepare for a flooding emergency.</p> <p>Community resilience plan templates are available on LRF and partner websites. These help communities understand and assess their risk and make local plans to respond. A key benefit of this process is engagement with responders and establishing an understanding of the realistic response of the emergency services.</p> <p>Using a team known as the Civil Contingencies Unit (CCU) we contribute to the assessment of community risk based on national guidance. By understanding risk and the priorities for our area, we can understand the impact of emergencies occurring and work with statutory partners to assess the gaps in our ability to respond.</p> <p>Joint plans are created to respond to specific types of emergencies as well as generic areas such as command and control. LRF plans are supported through training and exercising to provide assurance that plans are effective and the capability to respond is in place.</p> <p>Coordination of messages to the public is carried out through our Warning and Informing Group. Information can be shared securely among partners using the Resilience Direct platform, which holds copies of local plans, and can provide access to mapping.</p> <p>The LRF Executive have commissioned an independent review into the delivery of the CCU. This review will be in two stages, stage one to assess the efficiency and effectiveness of the CCU considering the strategic aims. Stage two is assessing the method of discharging collective and individual duties under the Civil Contingencies Act particularly considering the potential Local Government Review across Dorset. Our LRF is overseen and coordinated by a Business Management Group (BMG) and an executive group which oversees the work plan and provides strategic or tactical direction.</p> <p>Staff are maintaining competence in water rescue in order to respond to our community need during possible future spate conditions. The Service is continuing to carry out Joint Emergency Services Interoperability Programme training with our partners, including the Coastguard, SWAST, Police & the Royal National Lifeboat Institution (RNLI).</p>	

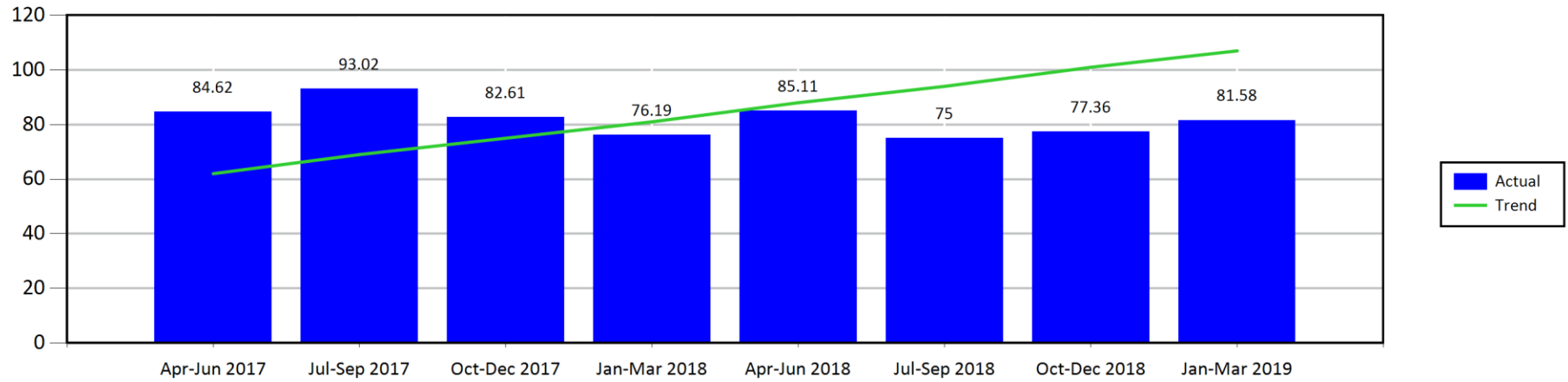
Priority: Being there when you need us

KLOE 9: Are appliances available when we need them?

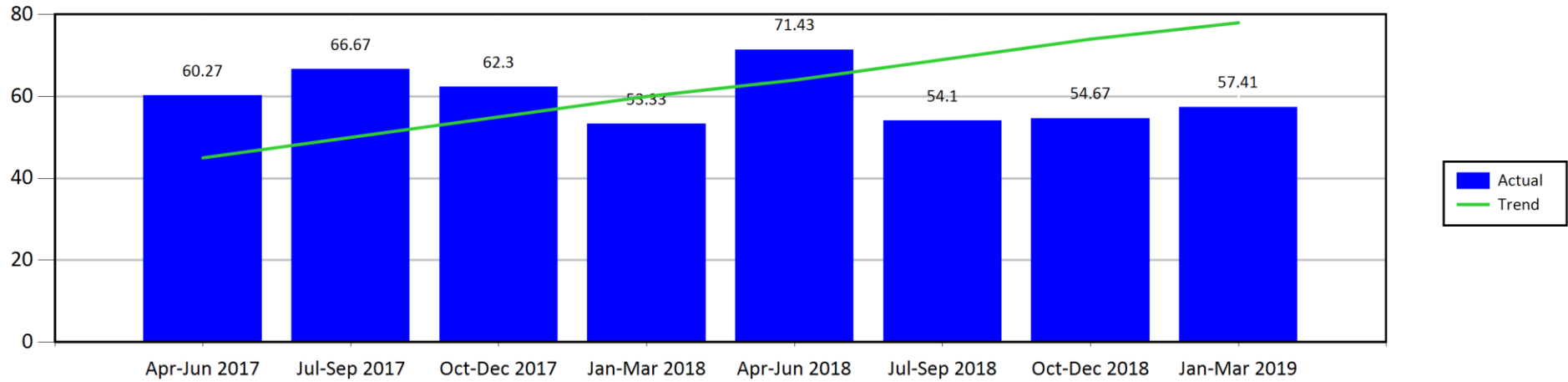
Action Code	Action Name
1.3.1.5	Are appliances available in Dorset when we need them?
<p>Progress comment: Current performance remains high with over 80% availability from On-Call crewed appliances for the Dorset area this quarter. This figure remains stable as cover for shortfall is provided by On-Call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

Key Performance Indicators

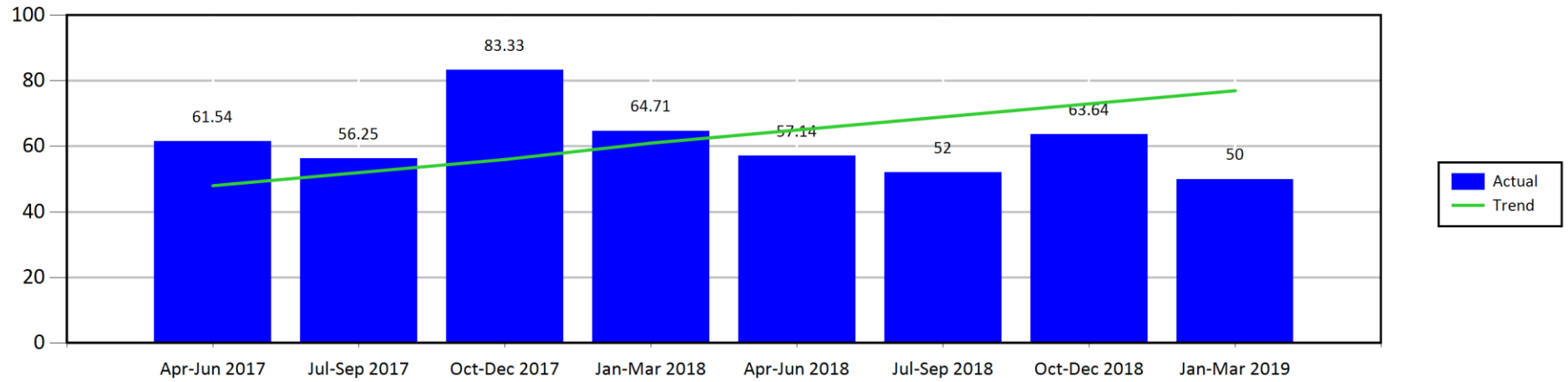
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Dorset County	Quarter	Jan-Mar 2019	81.58%



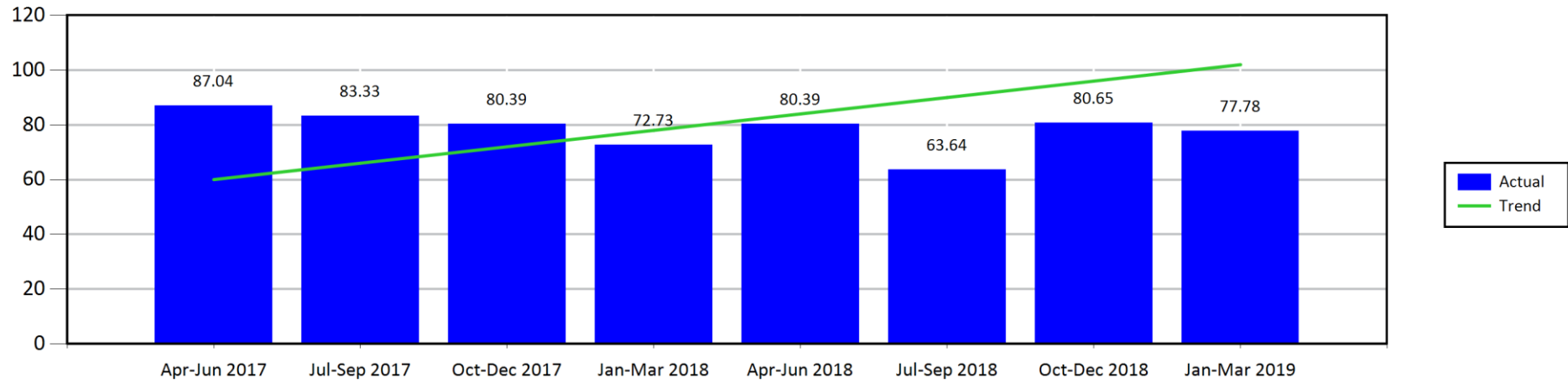
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Dorset Area	Quarter	Jan-Mar 2019	57.41%



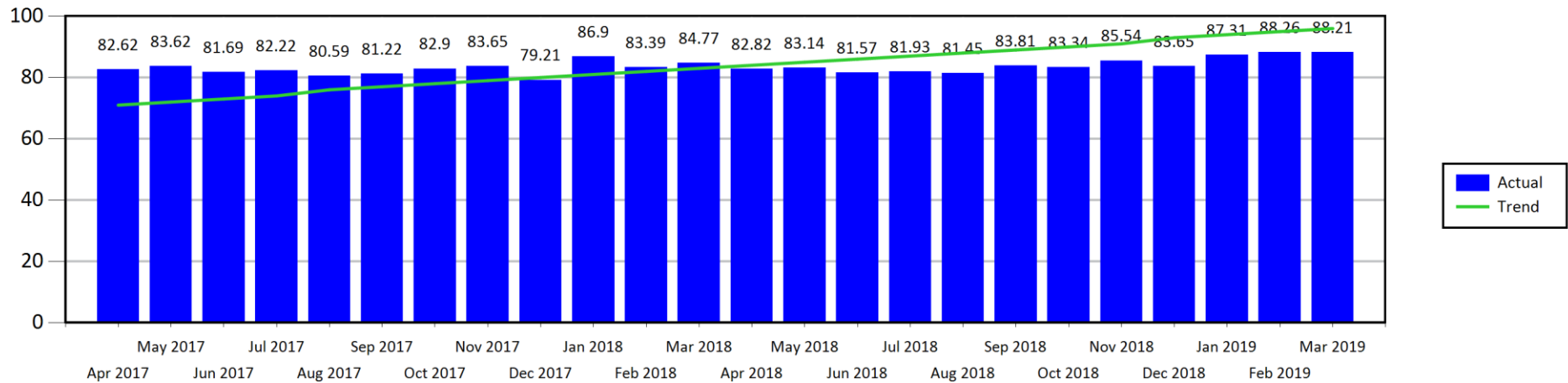
KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Area	Quarter	Jan-Mar 2019	50%



KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Area	Quarter	Jan-Mar 2019	77.78%



KPI Title	Period	Time Frame	Period Actual
RES07-Percentage of time On-Call pumps are available to respond to incidents (On-Call availability)-Dorset Area	Month	Mar 2019	80.65%

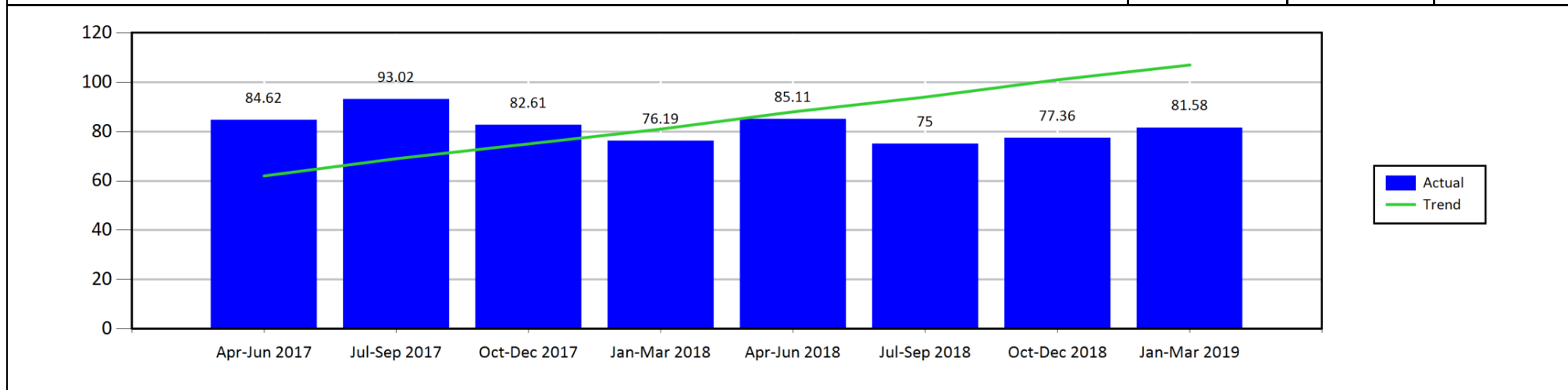


KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

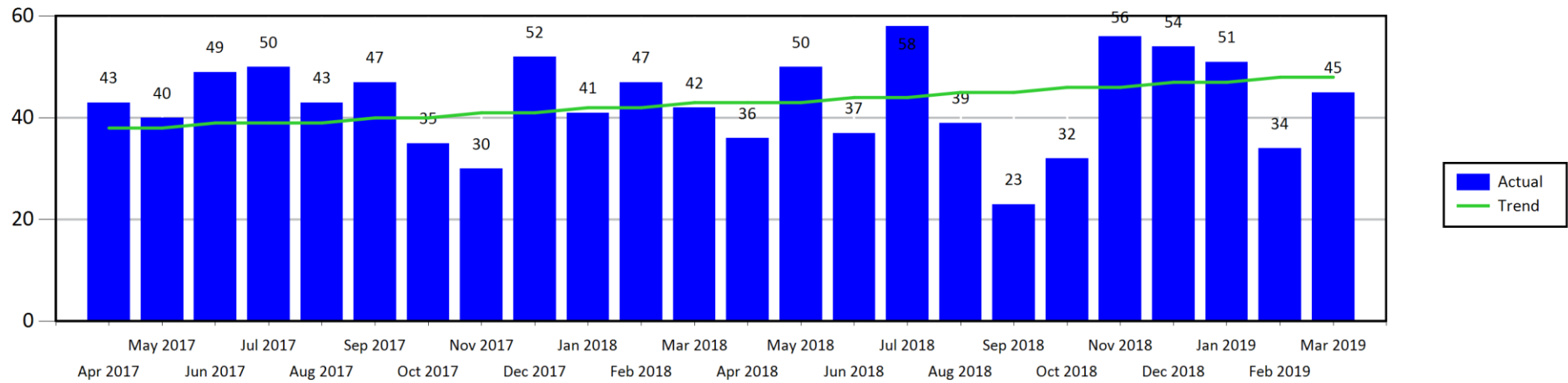
Action Code	Action Name
1.3.2.9	How effective and efficient are our response arrangements in Dorset for dealing with the range of incidents we attend?
<p>Progress comment: Dorset area's availability and performance against the response standards are good, especially when considered against the backdrop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

Key Performance Indicators

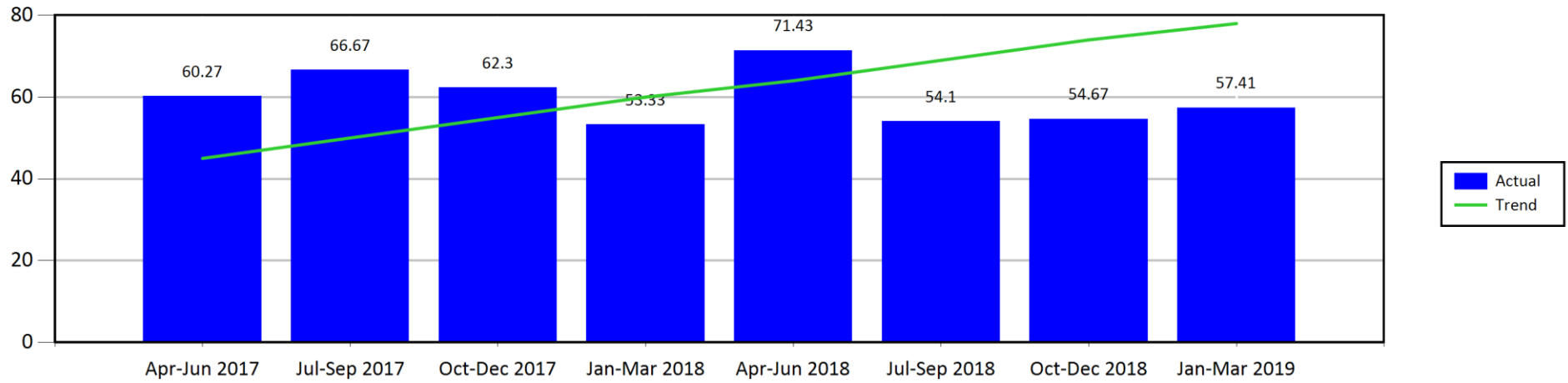
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Dorset County	Quarter	Jan-Mar 2019	81.58%



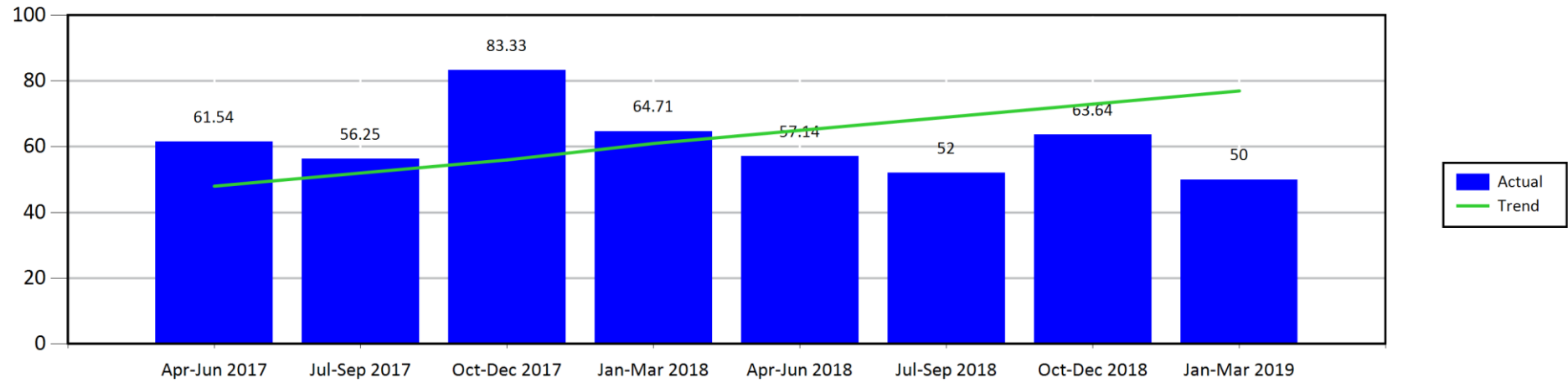
KPI Title	Period	Time Frame	Period Actual
PRO02A-Attended false alarms from automatic fire detection equipment - nondomestic premises-Dorset C Council	Month	Mar 2019	45



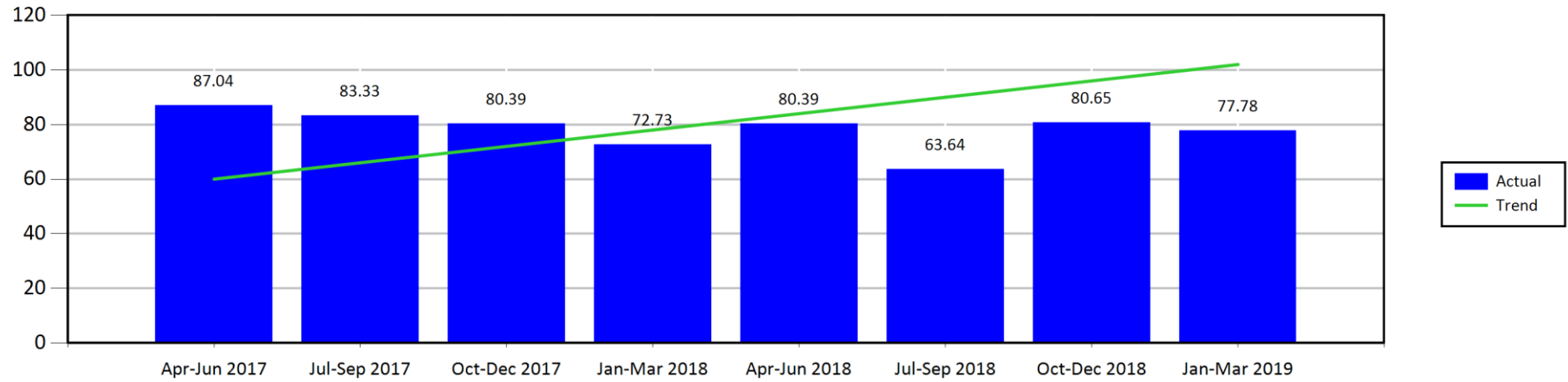
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Dorset Area	Quarter	Jan-Mar 2019	57.41%



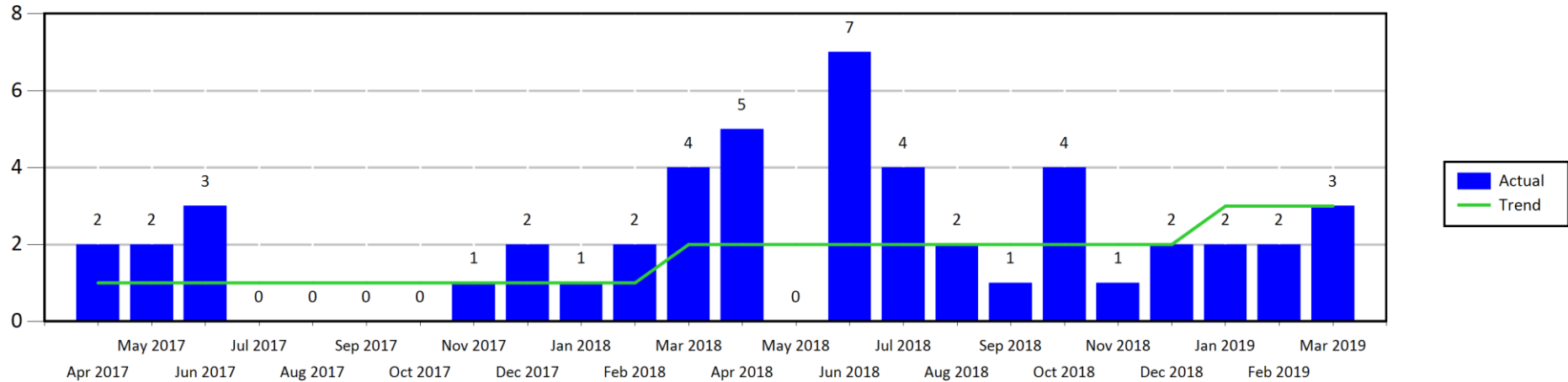
KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Area	Quarter	Jan-Mar 2019	50%



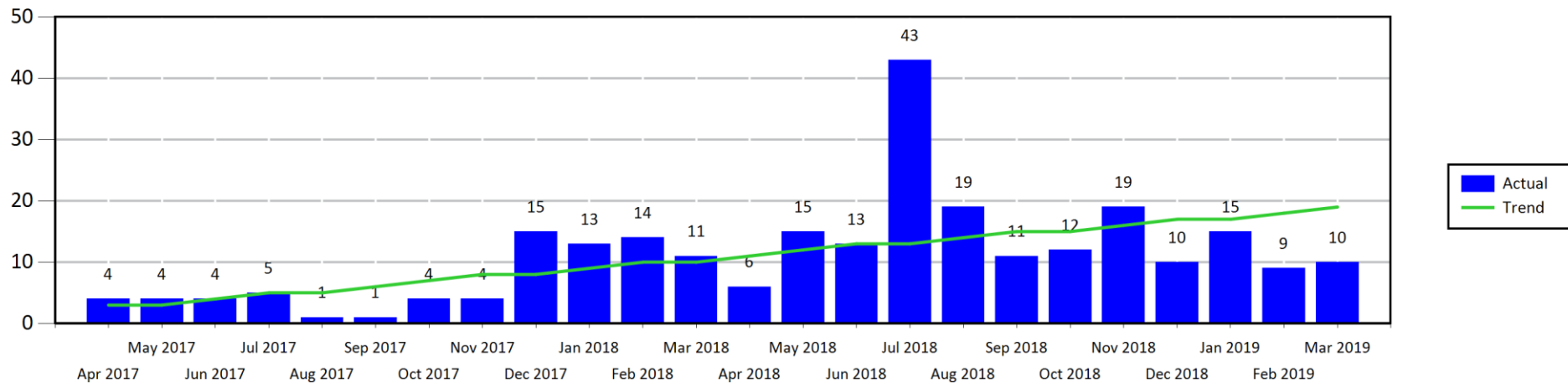
KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Area	Quarter	Jan-Mar 2019	77.78%



KPI Title	Period	Time Frame	Period Actual
RES11-Number of people rescued at fire related incidents-Dorset Area	Month	Mar 2019	3



KPI Title	Period	Time Frame	Period Actual
RES12-Number of people rescued from RTCs-Dorset Area	Month	Mar 2019	10

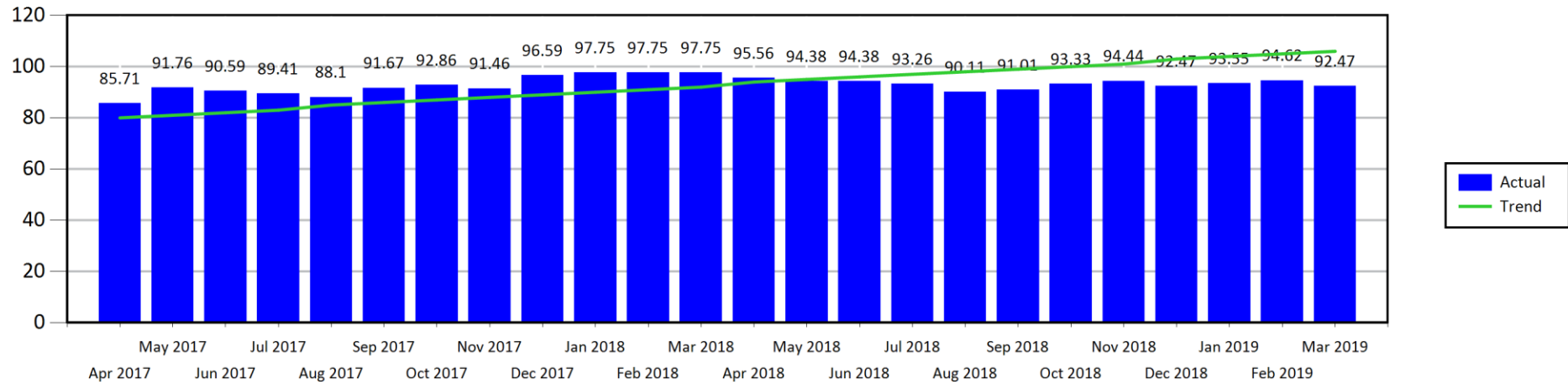


KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

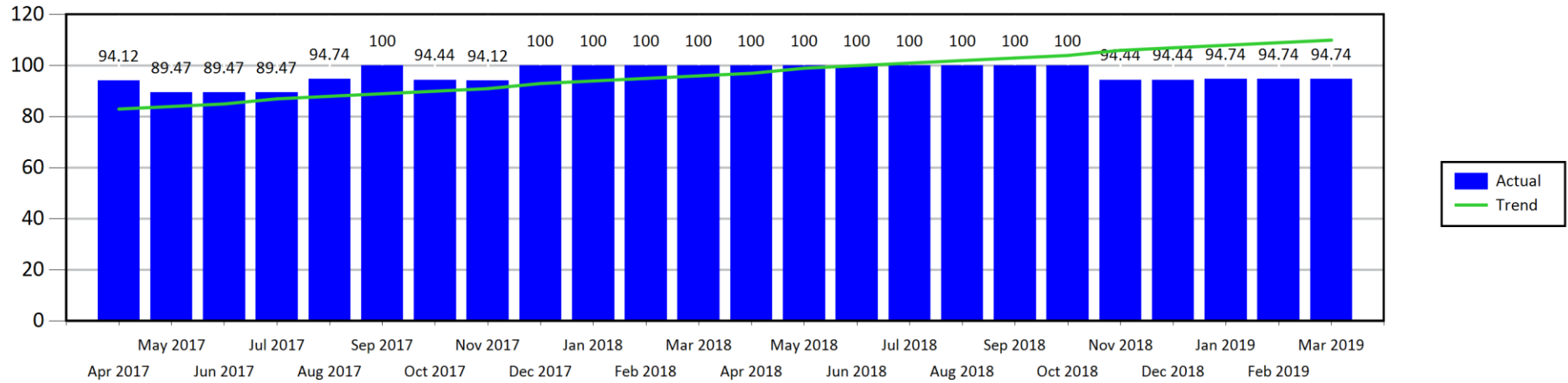
Action Code	Action Name																								
1.3.3.13	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Dorset?																								
<p>Progress comment: We proactively manage and monitor our staff's operational competence, including attendance on courses and other events.</p> <p>Training continues to be planned quarterly for On-Call staff and this includes combined training between stations and district exercises. This supports the maintenance of firefighter's competence.</p> <p>Due to the transition from Redkite to Gartan Expert, as our competence management system, we currently need to manually input competence figures. The performance for competency for Operational Licence in the Dorset Group is as follows:</p> <table border="1"> <thead> <tr> <th></th> <th>Dorset Overall</th> <th>Dorset On-Call</th> <th>Dorset WDS</th> </tr> </thead> <tbody> <tr> <td>Incident Command</td> <td>89%</td> <td>89%</td> <td>88%</td> </tr> <tr> <td>Emergency Response</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Drivers-LGV</td> <td>96%</td> <td>97%</td> <td>94%</td> </tr> <tr> <td>Breathing Apparatus</td> <td>97%</td> <td>97%</td> <td>96%</td> </tr> <tr> <td>Casualty Care</td> <td>89%</td> <td>78%</td> <td>100%</td> </tr> </tbody> </table> <p>The only figure where we would anticipate it being is the Casualty Care figure for Dorset On-Call staff. During this period, we started an agency member of staff to cover absence of the Casualty Care Instructor as the mobile trainers had not yet started. The mobile trainers and new Casualty Care Instructors will have an impact on this figure and will be evident in Q1 2019-2020.</p>			Dorset Overall	Dorset On-Call	Dorset WDS	Incident Command	89%	89%	88%	Emergency Response				Drivers-LGV	96%	97%	94%	Breathing Apparatus	97%	97%	96%	Casualty Care	89%	78%	100%
	Dorset Overall	Dorset On-Call	Dorset WDS																						
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Casualty Care	89%	78%	100%																						

Key Performance Indicators

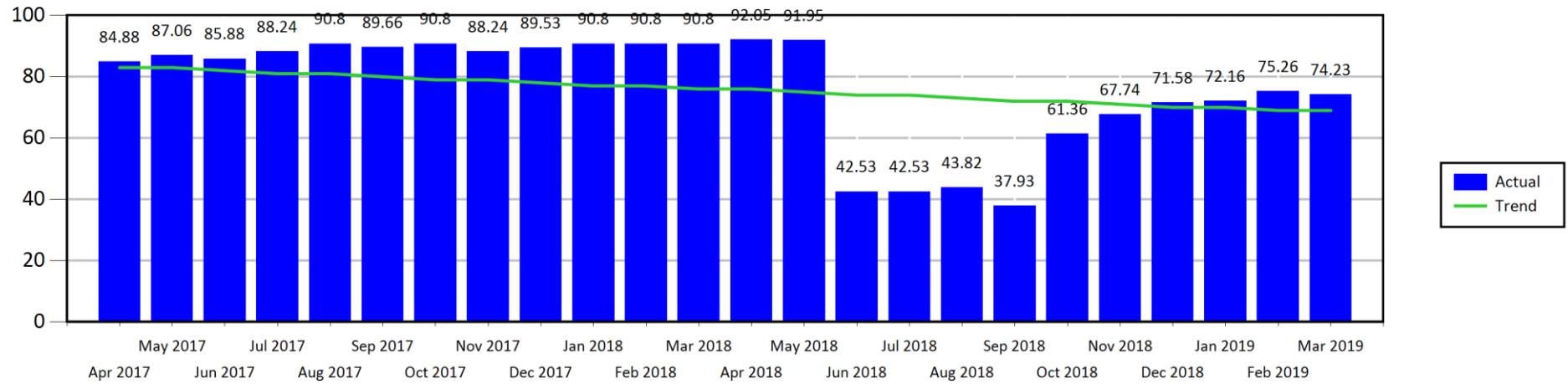
KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence-Dorset Area On-Call stations	Month	Mar 2019	92.47



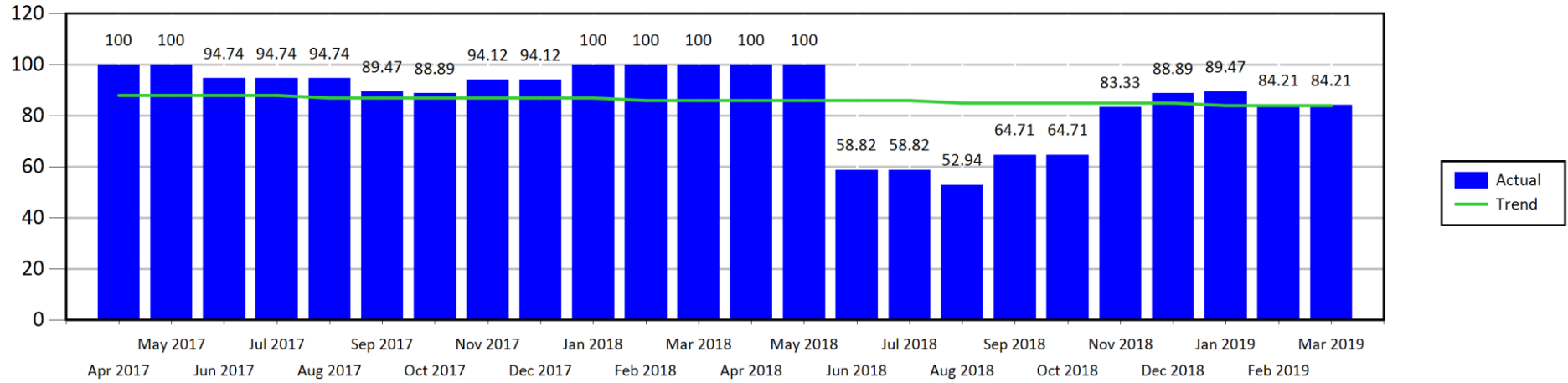
KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence-Dorset Area Stations (WT)	Month	Mar 2019	94.74



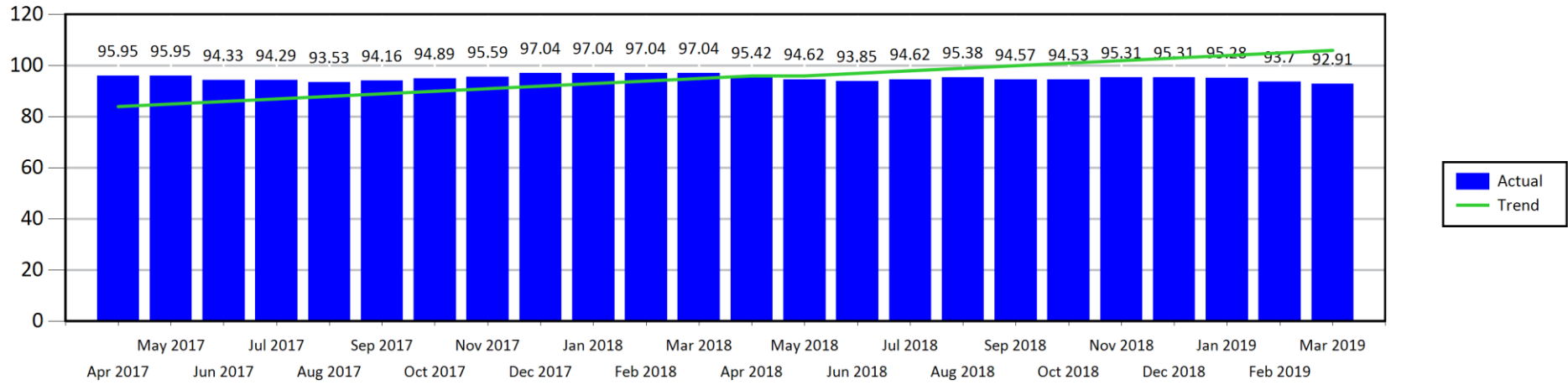
KPI Title	Period	Time Frame	Period Actual
PEO102 - Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence – Dorset Area Stations (On-Call)	Month	Mar 2019	74.23



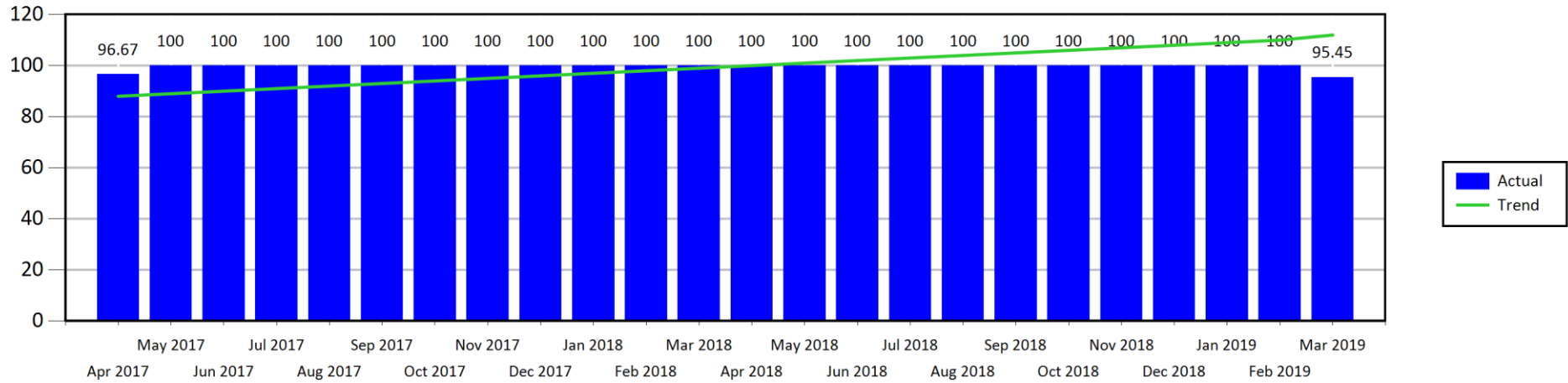
KPI Title	Period	Time Frame	Period Actual
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Dorset Area Stations (WT)	Month	Mar 2019	84.21



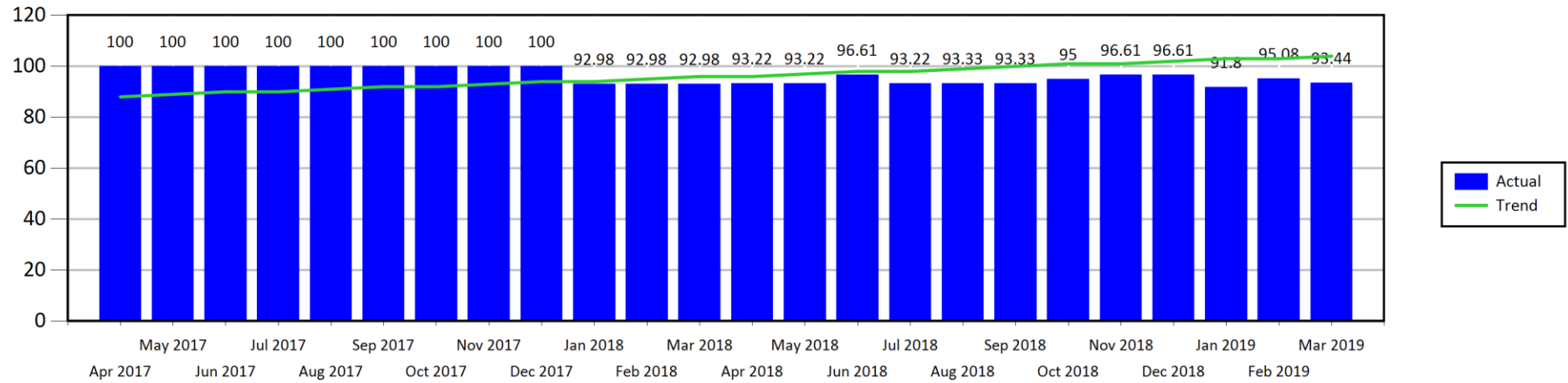
KPI Title	Period	Time Frame	Period Actual
PEO103 - Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Dorset Area (On-Call)	Month	Mar 2019	92.91



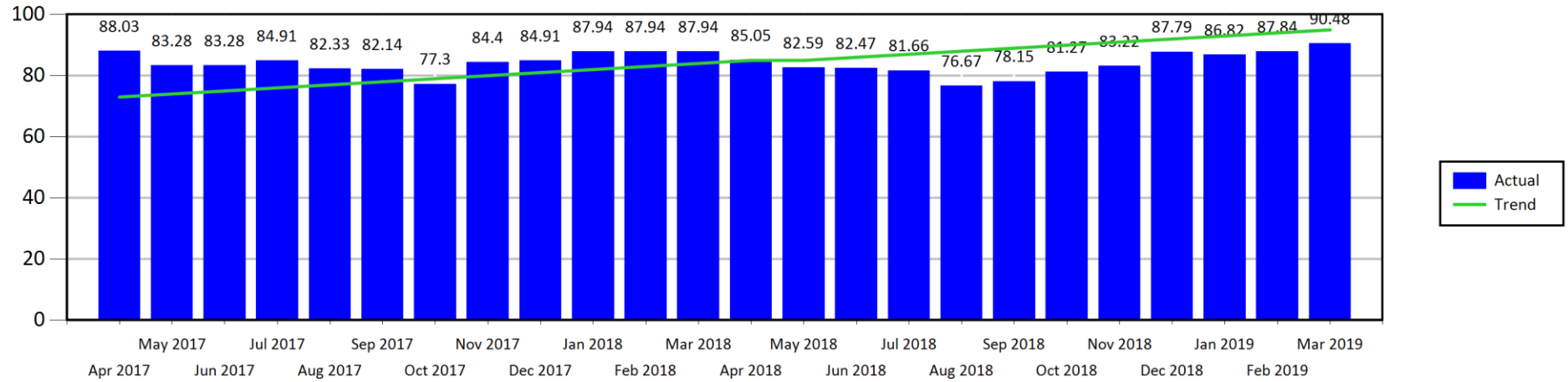
KPI Title	Period	Time Frame	Period Actual
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Dorset Area Stations (WT)	Month	Mar 2019	95.45



KPI Title	Period	Time Frame	Period Actual
PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Dorset Area Stations (WT)	Month	Mar 2019	93.44



KPI Title	Period	Time Frame	Period Actual
PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Dorset On-Call Stations	Month	Mar 2019	90.48



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

Action Code	Action Name
1.3.4.5	How do we learn from operational and community risk in Dorset to improve the response services we provide?
<p>Progress comment:</p> <p>For larger incidents and those of special interest we hold formal, and sometimes, multi-agency debriefs to determine any learning points and build on good practice. In addition, we have an operational effectiveness procedure to capture individual learning points and successes which are then fed back into the Service.</p> <p>Fatal fires, for example, attract an operational debrief to ensure that the Service crews have performed to the highest level. Once the Coroner has held an inquest, a fatal fire case conference is held to help us understand what more we could do to prevent similar situations arising in the future.</p> <p>The administration team receive a regular spreadsheet that lists all the larger incidents that have occurred across Dorset. Each station manager determines whether a hot debrief carried out at the time was sufficient, or if a further formal debrief is required. All learning points agreed are captured and entered into the Operational Effectiveness Database for further consideration and progression to the Training and Response Coordination Group (TRCG), for consideration and any further action required.</p> <p>As standard practice hot debriefs are carried out at most incidents and command debriefs carried out as required from significant incidents. Operational Assurance is carried out on incidents and this is also entered with any required learning into the Operational Effectiveness Database.</p> <p>Debriefs have been held for the Ferndown Common and East Creech fires and these have been recorded on the operational effectiveness system. Recommendations from debriefs influence training, guidance and equipment.</p>	