

Performance Report Quarter 4

Dorset & Wiltshire Fire and Rescue Service

Wiltshire Local Performance & Scrutiny Committee

01/01/2019 - 31/03/2019



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>Progress comment:</p> <p>Safe and Well (S&W) 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. S&W 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 focused on establishing a robust approach to Boat Safety incorporating operational crews, On-Call Support Officers and S&W advisors. One of the North's Officers will lead on the topic and support proactive campaigning aligned to the National Fire Chiefs Council (NFCC) 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 S&W 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- and 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, S&W advisors then conduct a visit and provide oil filled radiators on loan.</p> <p>The Group Manager represents the Service at the Wiltshire PREVENT board. Following attendance at the board meetings in Swindon the Group Manager secured training, via the Community Safety Manager from Swindon Borough Council (SBC) to ensure they have radicalisation awareness input; this training will be delivered across the 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 who are 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 is carried out as this is an area within our community that is deemed to include vulnerable people who are 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>Progress comment: S&W 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 trying to reduce the fire risk. We worked collaboratively with Wiltshire Council to create a Hoarding Protocol.</p> <p>We are aiming to reduce the number of Accidental Dwelling Fires by five-percent this year; we are promoting various messages particularly around cooking and electrical appliance safety and are able to support individuals with their varying needs 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 which 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. Referrals are made to Hearing and Vision teams for specialised deaf alarm equipment to be installed.</p> <p>In Quarter four 690 S&W visits have been carried out, 82.3% of these visits have been carried out on homes that are classed as high to very high risk. 2680</p> <p>S&W visits have been carried out in this financial year. This is a 4.73% increase of visits compared to 2017-18.</p> <p>Operational firefighters continue to carry out visits within the ten-minute response time of their station ground. They ensure that a referral for a visit from an advisor is made, should the occupier require more in-depth support or further signposting.</p> <p>We have created a new page on our website to provide carers with information such as 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.</p> <p>We have been working more closely with the Centre for Sustainable Energy (CSE) over the last month, our partners to whom we make Warm and Safe referrals, whereby their Assessors have been accompanying our Advisors on S&W visits. A joint visit was carried out with a social worker to support a family whose mother had recently passed away. The mother was a hoarder, so a number of agencies are involved to support the siblings and the CSE Assessor was able to talk to them about their need, provided advice and guidance on the use of their heating controls and assisted them in switching energy provider to help reduce their financial costs. We also provided fire retardant bedding.</p> | |

Following a planned visit to a caravan park, the occupier to whom we had gone to visit, invited two of her neighbours in to take advantage of the advice and guidance we were giving. This resulted in our Advisor delivering a small talk to them all and also the CSE Assessor provided energy advice and assisted them to sign up to the Priority Services Register. The whole day was a great success for the partnership working and both agencies found it extremely beneficial.

We are in the process of 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, who would benefit from a S&W 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.

A number of requests to deliver talks has been received for delivery later in the year from groups like the Women's Institute and Westbury U3A (University of the Third Age), so our Advisors will be planning these in over the next few months and we have an evening talk to a local church group lined up next month.

Boat safety

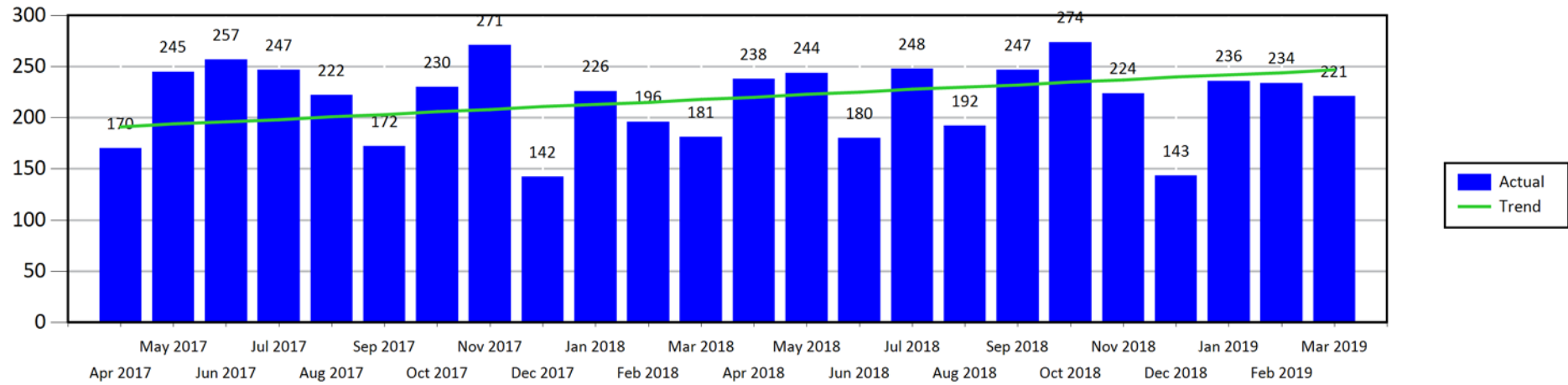
We are continuing to progress the boat safety project and encouraging On-Call crews from stations which run along the stretch of the canal in Wiltshire to get involved. We are also in talks with one of the staff from the previous rural safety team to assist with the delivery of training for the S&W Advisors over the coming months.

As a result of the successful joint partnership working with CSE, further dates are being arranged for more of their Assessors to shadow different Advisors on joint visits. This is proving to be a very worthwhile exercise for promoting services and assisting occupiers to access support services in a variety of locations across the County.

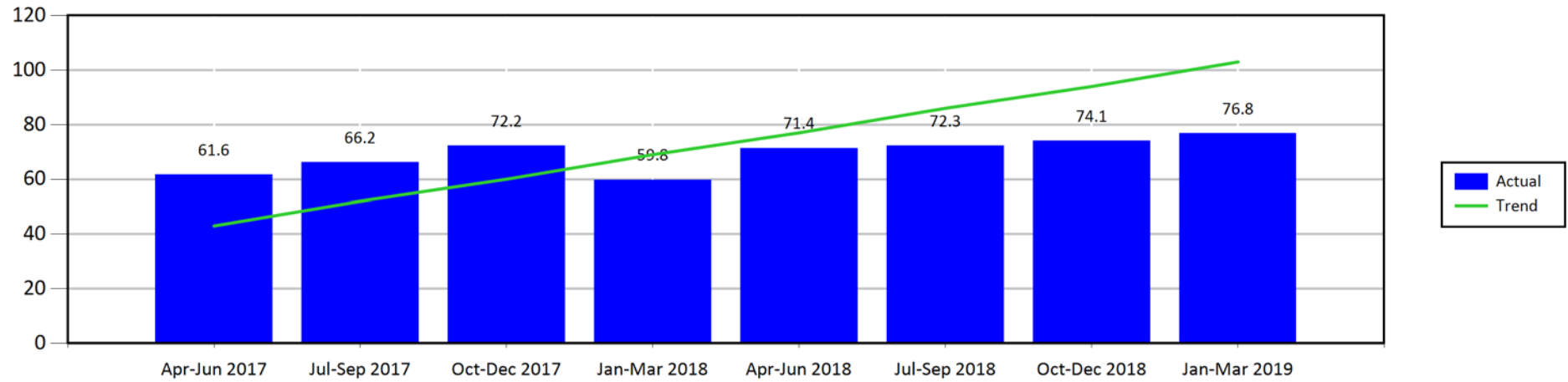
The Secondment at Salisbury Medical Practice has ended due to a lack of referrals, however, they will continue to refer patients once identified directly through the S&W portal on our website.

Key Performance Indicators

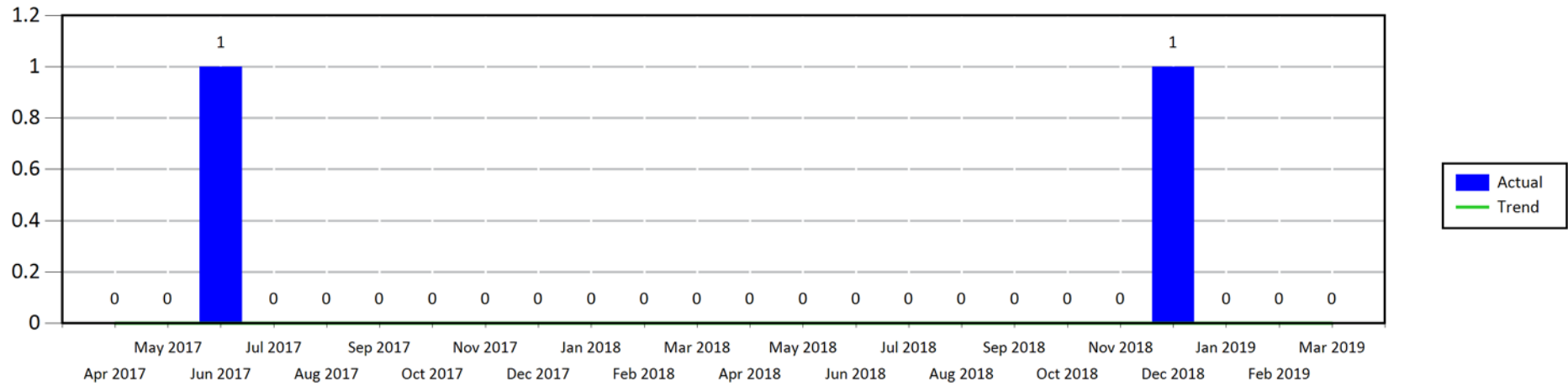
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Number of safe and well visits in Wiltshire Council | Month | Mar 2019 | 221 |



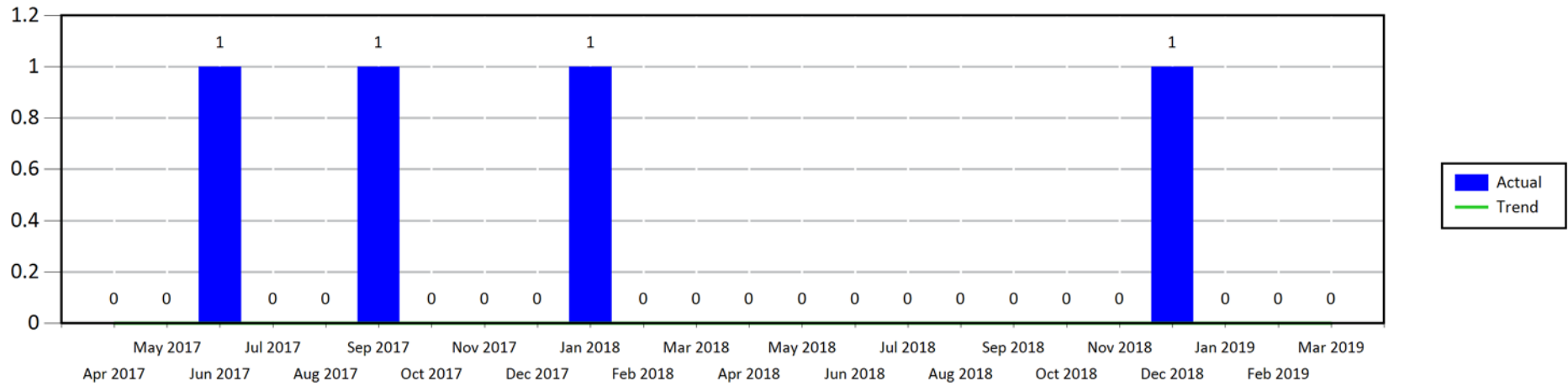
| KPI Title | Period | Time Frame | Period Actual |
|--|---------|--------------|---------------|
| Percentage of safe and well visits undertaken to high risk households in Wiltshire | Quarter | Jan-Mar 2019 | 76.8% |



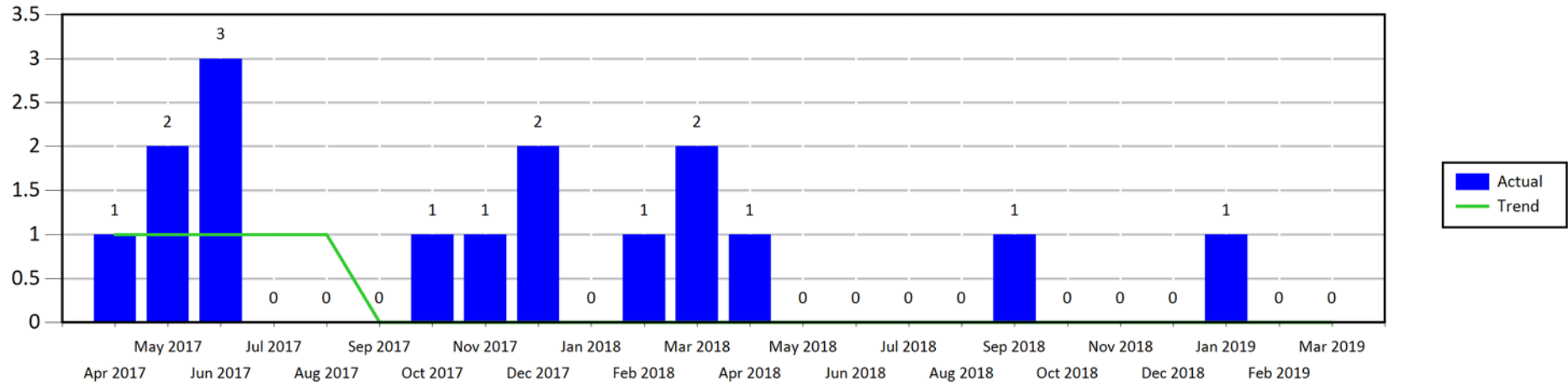
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE01A-Number of fire related deaths in accidental dwelling fires - Wiltshire Council | Month | Mar 2019 | 0 |



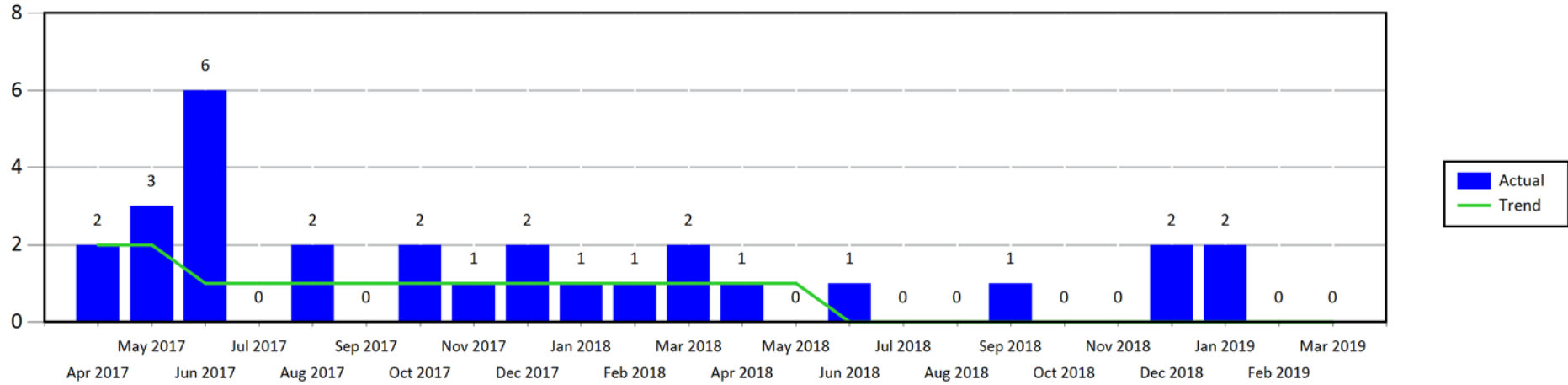
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE01-Number of fire related deaths - Wiltshire | Month | Mar 2019 | 0 |



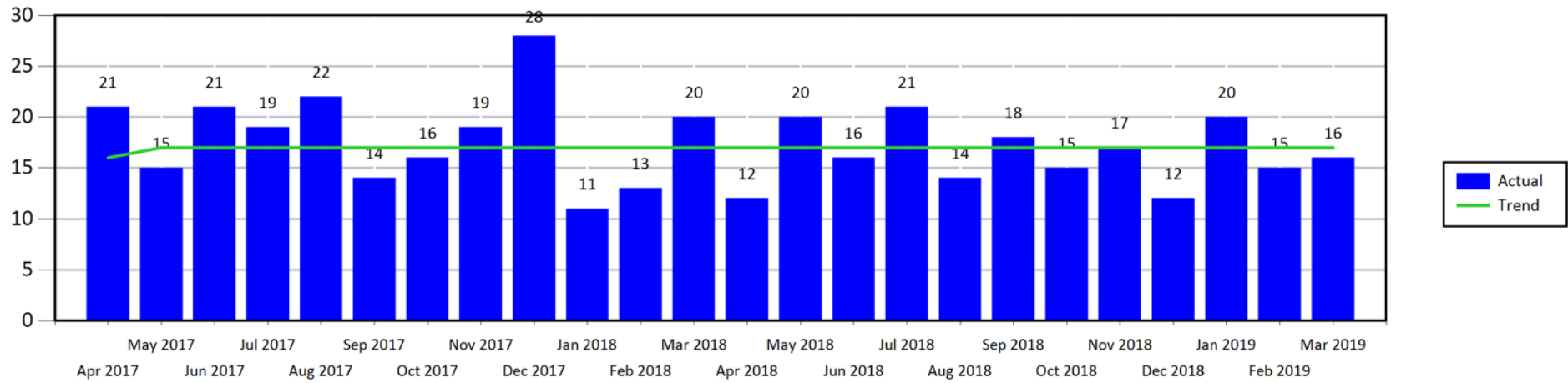
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire Council | Month | Mar 2019 | 0 |



| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE02-Total number of fire related injuries - Wiltshire | Month | Mar 2019 | 0 |



| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE03_Number of accidental dwelling fires - Wiltshire Council | Month | Mar 2019 | 16 |



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>Progress comment: Education visit by education officers for Wiltshire and Swindon targeted classes in key stage one and two</p> <p>January 2019 26 visits, 2285 children getting key fire safety messages</p> <p>February 2019 15 visits, 1340 children getting key fire safety messages</p> <p>March 2019 22 visits, 2577 children getting key fire safety messages</p> <p>Total for quarter = 6202</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 Wiltshire this includes Salamander, an intensive five day course for young people aged 12-18 who are at risk of offending or exclusion from School. This course provides young people with the opportunity to take part in firefighting activities such as hose running, ladders, learn search and rescue techniques, working as a team to overcome Road Traffic Collision scenarios and aerial and water rescue drills. All activities identify the dangers and consequences of engaging in risk taking behaviour and anti-social behaviour, as well as developing key skills such as communication and team work.</p> <p>Our delivery plan for the 2018-19 financial year includes five Salamander courses being delivered in Wiltshire.</p> <p>We also have a Fire Cadet Unit that launched in Wiltshire in September 2017. This pilot course finished in July 2018 and a second cohort commenced September 2018. This unit which is based at Trowbridge Fire Station follows the National Fire Cadet model and follows the academic year allowing the young people to gain a Business and Technology Education Council (BTEC) Level 2 Award in Fire Services and the Community qualification. The course is an even mix of theory and practical and gives the Cadets an opportunity to take part in a variety of community based activities.</p> <p>There have been two Salamander courses in Wiltshire in Q4. The first was an open access course delivered at Trowbridge Fire Station for young people aged 13-18 in February. Working in partnership with a number of local organisations we had referrals from the Lavington School, Wiltshire Islamic Cultural Centre and the Youth Offending Team. A total of 13 young people started the course with all 13 completing and 12 gaining an Assessment and Qualification Alliance (AQA) Award in Fire Services Training. This was a particularly well attended course with some positive outcomes including all 13 young people recording an increase in their self-confidence on completion of the five-day course.</p> | |

Miss Lanegan (pastoral support) from Lavington School said "I would just like to say thank you for all the help and opportunities that you have given the pupils from Lavington over the February half term. Whenever I see them now, they speak so fondly of their experience and how much they enjoyed it".

In addition, one of the young people attending has experienced an extreme lack of confidence over the past six-months and one of the parent's told staff on day three of the course "Whatever you're doing, please keep doing it. Claire (name changed) has such little confidence she won't even eat with the rest of the family. We have seen a big change in her in just two days, thank you!!".

The second course was delivered in partnership with the three secondary Schools in Trowbridge for their students who are at risk of engaging in anti-social behaviour or exclusion. A total of 11 young people aged 13-16 started the course with ten completing the five days and gaining an AQA Award in Fire Services Training. Unfortunately, due to exceptionally poor behaviour we had to ask one of the participants to leave the course and worked with the school to ensure the young person understood the need for this and how their actions were affecting the group and putting their peers at risk.

Trowbridge Fire Cadets have completed their first two terms covering some basic firefighting skills as well as learning about the functions, responsibilities and roles of the fire and rescue service as well as learning about different types of anti-social behaviour and the impact this has on the Service. The Cadets are due to carry out their second presentation linked to the BTEC Award and are looking forward to their final term after the Easter holidays where the majority of sessions will involve practical scenarios in preparation for their practical assessment in June.

We were successful in gaining funding from the Warminster Area Board for a Salamander course to be delivered in Warminster during the first week of the Easter Holidays in April. This is an open access course for young people aged 13-19 and we have had referrals from parents and the local secondary School, Kingdown.

In addition, we have two applications due to go in to Wiltshire Area Boards in April for Local Youth Network funding to deliver Salamander courses in the County. Chippenham Area Board approached us to see if we could deliver a course in September 2019 and South West Wiltshire Area Board have also asked for an application for funding for a course to take place in January 2020.

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>Progress comment: 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>There is considerable risk to the future of Safe Drive Stay Alive (SDSA) delivery due to the reduction in local government funding. Historically Wiltshire Council provided £25,000, this will now total £7,000 from Wiltshire Council. Arval will continue to provide £5,000 funding however, Honda have withdrawn future funding following the announcement of the closing of the Swindon plant.</p> <p>We have completed four Don't Drink & Drive Roadshows in Chippenham, Trowbridge, Salisbury & Castle Combe. Survive the Drive</p> <p>We have run VIP launch events at RAF Halton, Ministry of Defence (MoD) Whitehall London, Naval Command, Portsmouth & MoD Abbeywood Bristol. We have also run a local event for the Warminster Garrisons with 600 attending. We currently have 20 other FRS's interested in launching their own version of the roadshow and we will be working with the MOD to make it a national resource. Total attendance at Survive the Drive to date in Wiltshire is 2850 personnel.</p> <p>We have supported to Operation Close Pass Police events at Trowbridge Fire Station. A total of 68 drivers have been stopped and educated on how to assist cyclists safely.</p> <p>Safe Drive Stay Alive (SDSA) Roadshow – Young People</p> <p>31 roadshows have taken place in Chippenham, Melksham, Marlborough, Salisbury, Tidworth & Devizes. 80% of schools and 5,248 pupils in Wiltshire attended, with 8 schools not participating.</p> <p>The following schools did not attend, a letter has now been sent from the Chief and the Authority Chair encouraging attendance for 2019-20</p> <ul style="list-style-type: none"> • Avon Valley College • Pewsey Vale School • South Wiltshire University Technical College • St Edmund's Girls' School • Stonar • Lavington • Matravers | |

Don't Drink/Drug Drive (DDDD) Campaigns

We have supported the Police 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.

We organised a SDSA catch up show for the students from Royal Wootton Bassett School that didn't attend the main run of shows last Autumn.

BikerDown

Bikerdown is a course designed to train bikers in what to do in the event of a collision to preserve another rider's life until the emergency services arrive. Motorcycle deaths have made up around quarter of all road deaths over the past four years in Wiltshire & Swindon.

We will be supporting a trial of the Bikerdown initiative at Wiltshire Air Ambulance base in May. This will be on the 9th May and will be our first event in partnership with the Bike Doc Charity. From this date we plan to run a number of events throughout the year with up to 20 attendees per course. These will take place in locations all over Swindon & Wiltshire.

Arval

We are currently working with Arval to develop a new road safety education resource for young drivers. Designed as a follow up to SDSA Alive, teachers will be able to download lesson plans together with animations supporting the safe driving messages. There will also be a practical session that the school can book through the road safety partnership. This will involve Virtual Reality technology to simulate a road traffic collision and the students will need to decide on the best course of action to avoid being in these situations.

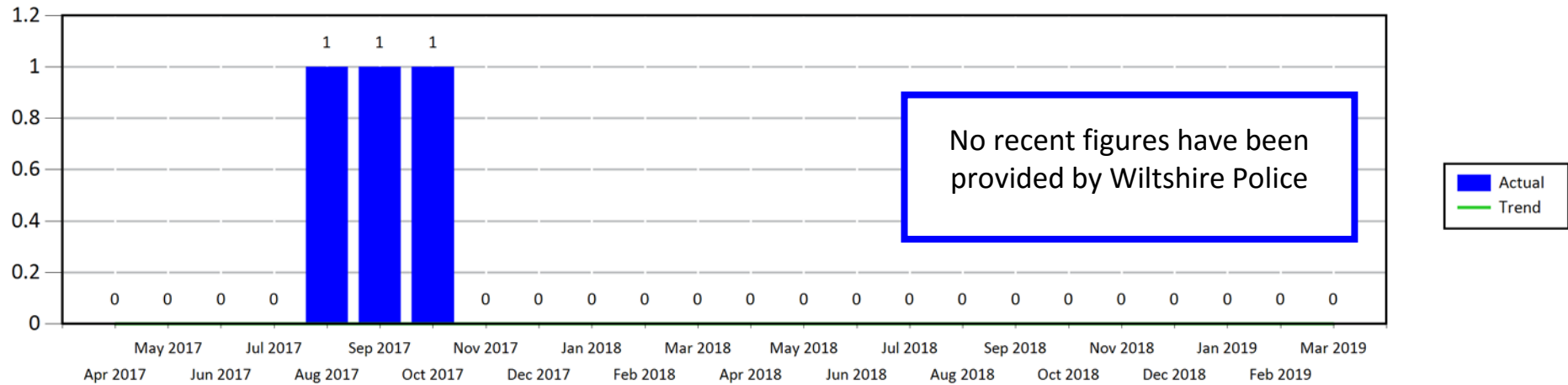
Following on from the evaluation we are looking to further develop the quality of our education. An SDSA Development Group has been created with representatives from all road safety partners in Dorset. This group will be using the evaluation results to further improve the education delivered.

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.

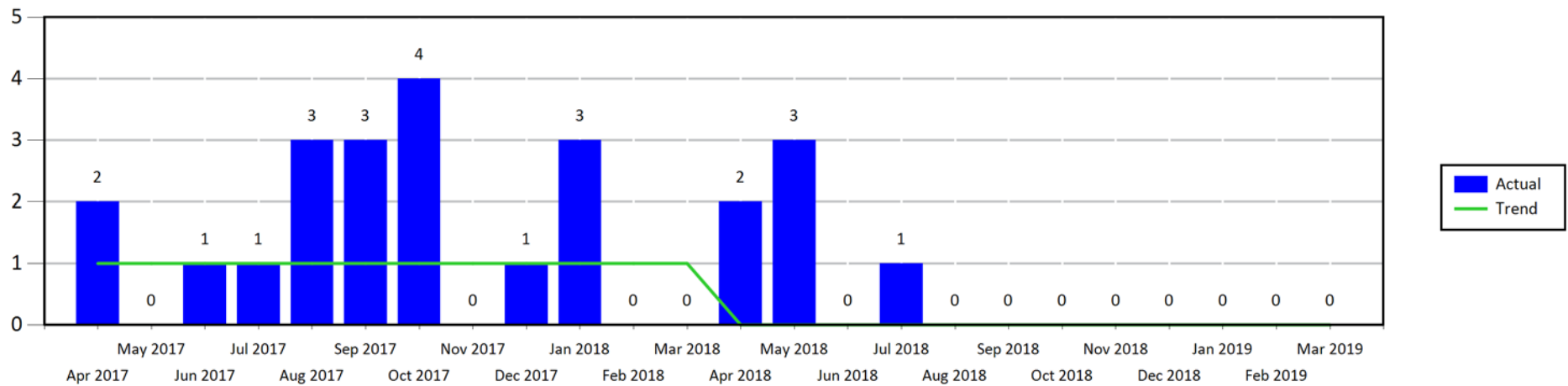
We can confirm that a total of 30 deaths were on Wiltshire & Swindon's roads in 2018. Which is an increase over previous years. We cannot at this time analyse the causations factors of those deaths due to Wiltshire Police managing workloads and capacity within their departments.

Key Performance Indicators

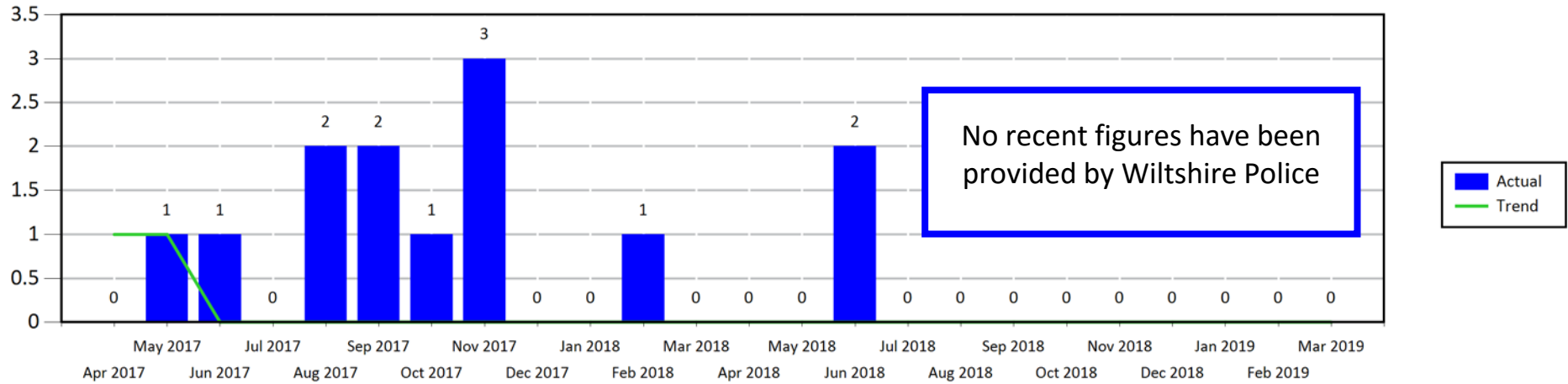
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Number of people killed in road traffic collisions - M4 | Month | Mar 2019 | 0 |



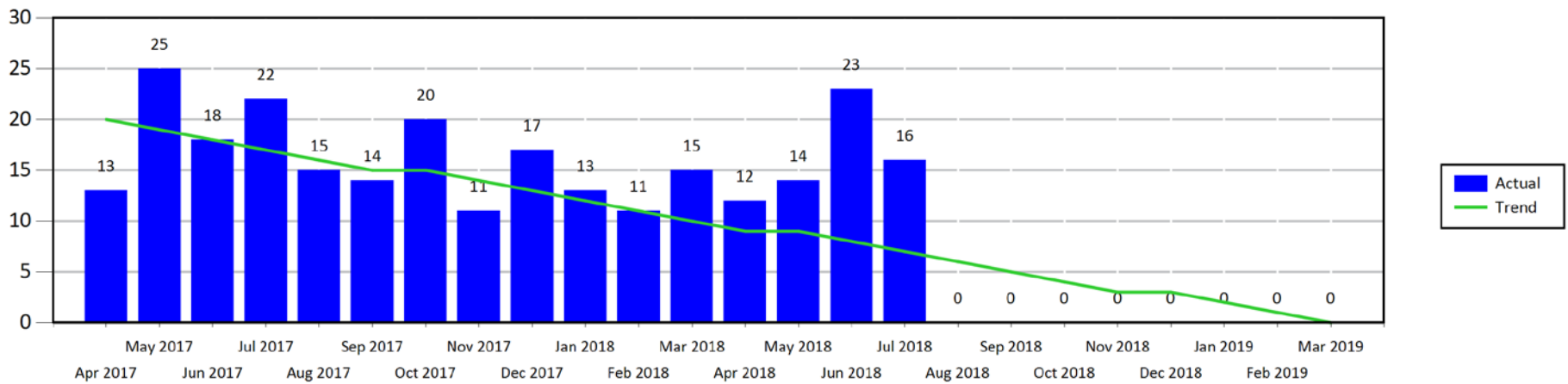
| KPI Title | Period | Time Frame | Period Actual |
|--|--------|------------|---------------|
| Number of people killed in road traffic collisions - Wiltshire | Month | Mar 2019 | 0 |



| KPI Title | Period | Time Frame | Period Actual |
|--|--------|------------|---------------|
| Number of people seriously injured in road traffic collisions - M4 | Month | Mar 2019 | 0 |



| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Number of people seriously injured in road traffic collisions - Wiltshire | 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?

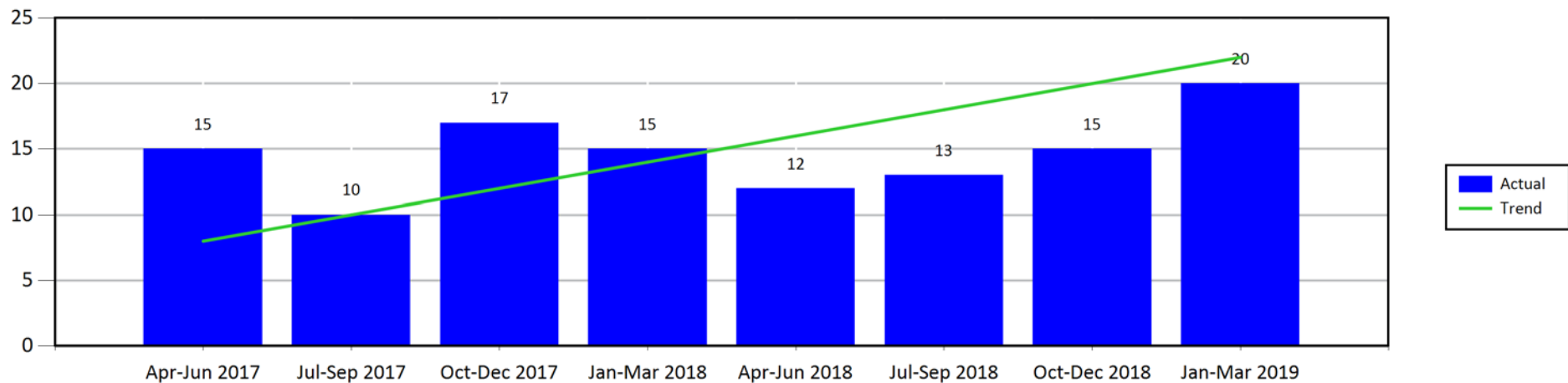
| Action Code | Action Name |
|--|---|
| 1.2.1.7 | How are we effectively working with our partners in Wiltshire to safeguard the vulnerable people we come into contact with? |
| <p>Progress comment: Assurances have been provided to Wiltshire Safeguarding Adults Board that our safeguarding arrangements meet the needs of our employees and supports the Wiltshire Safeguarding Adults Policy and Procedures.</p> <p>The Safeguarding Lead meets with Safeguarding Adults and Community Services Learning and Organisational Development Advisor to review training and work which has been delivered within the Dorset & Wiltshire Fire and Rescue Service (the Service).</p> <p>In a previous meeting it was highlighted we needed to do more work around ensuring 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 which have been shared with the Fire Control Manager.</p> <p>The Safeguarding lead now receives a monthly report of any frequent callers from the Performance and Information Manager.</p> <p>At a National Fire Chiefs Council (NFCC) meeting the Safeguarding Lead learnt of the emollients seven step training. This was shared with all local authority boards which led to the boards delivering two large events of which we were invited to talk at. Subsequently, an evaluation summary of the events was circulated. The presentation given by the Service scored highly when asked the question; 'what part of the event attendees found most useful'. When asked what changes attendees will do or change on their return to work most stated that they would raise awareness on emollients and/or completing risk assessment around emollients.</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 also share best practice and receive peer support and supervision and the SLs review cases referred to the group by the Safeguarding Adults Review Sub Group. The group look at complex cases where lessons can be learnt and how this can effectively translate into actions as a result of the group across partner organisations. This will be ongoing.</p> <p>The Service continues to work with multi agencies: Receiving referrals from the Police and SWAST. We also make referrals to Children Services, GPs and NHS Teams, Social Services, Police, Community Mental Health Team (CMHT) and Sight and Hearing Teams, Falls Clinics and more.</p> <p>An Area Managers continues to represent the service on the Wiltshire Safeguarding Adult Board.</p> <p>The Education Co-ordinator for the North represents on Children meetings when required.</p> <p>Safeguarding Board Chairs across all authority areas have been informed that the Deputy Chief Fire Officer (DCFO) now has overall responsibility for safeguarding.</p> | |

The Safeguarding Lead and Education Co-ordinator attended a learning event in Wiltshire on Operation Meteor.

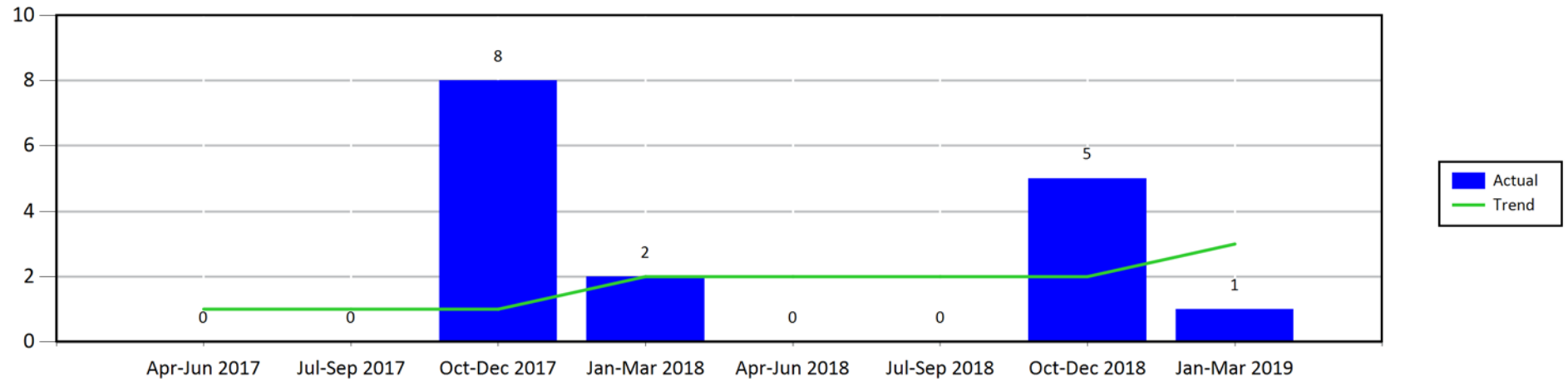
Operation Meteor is an ongoing investigation in Wiltshire in relation to a lone perpetrator of child sexual abuse who is now in prison, having been convicted of 12 counts of sexual offences against children. This has been a significant investigation for Wiltshire and the session used the case as a starting point to explore and reflect on key areas of practice in relation to child sexual abuse.

Key Performance Indicators

| KPI Title | Period | Time Frame | Period Actual |
|--|---------|--------------|---------------|
| Number of adult safeguarding referrals from the Service - Wiltshire Area | Quarter | Jan-Mar 2019 | 20 |



| KPI Title | Period | Time Frame | Period Actual |
|--|---------|--------------|---------------|
| Number of child safeguarding referrals from the Service - Wiltshire Area | Quarter | Jan-Mar 2019 | 1 |



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

| Action Code | Action Name |
|--|--|
| 1.2.2.9 | How are we providing advice, support and consistent regulation for local business in Wiltshire so they can meet their legal fire safety obligations? |
| <p>Progress comment:</p> <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, which is reducing 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 LA 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>Ongoing 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 has been confirmed with Hall & Woodhouse which 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 and New Park St, we consulted with Wiltshire Council Housing and Health and Safety Executive with regards to on site mobile home accommodation used by employees.</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 a number of public assembly premises.</p> <p>Ongoing review of Houses in Multiple Occupation (HMO) Community Fire Risk Management Information System CFRMIS records to improve operational intelligence for active HMOs.</p> | |

A proactive fire safety audit programme was introduced in August and 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.

3. Where are we going in the future?

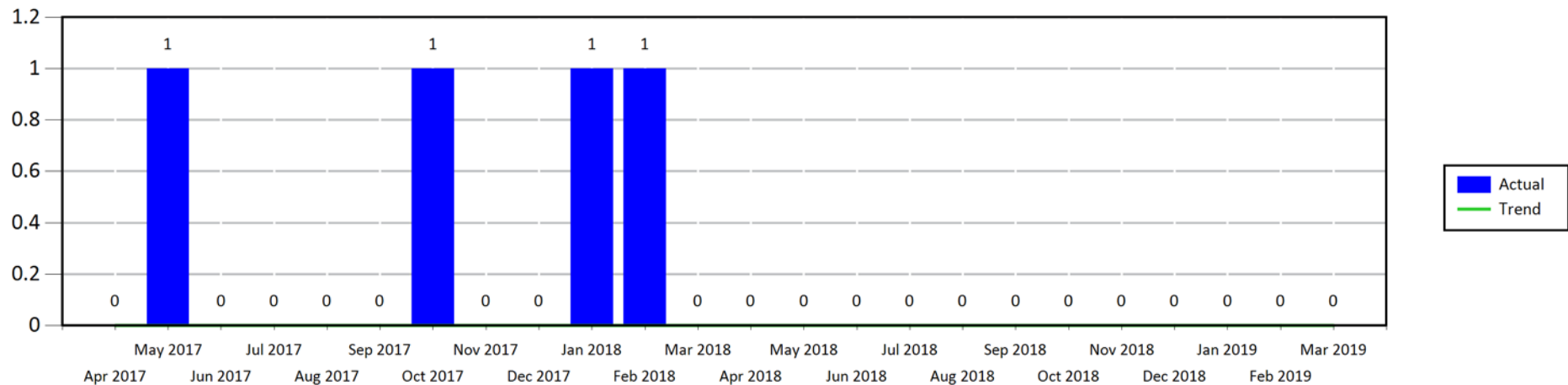
We will maximise our impact by using national, regional and local information to identify the types of commercial buildings at greatest risk from fire. We will continue to work with Operational crews and Partner Agencies to expand our activity and, where appropriate, we will use Prevention teams in blended 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 changed at the beginning of February reducing from three 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 permits us to provide business support from a dedicated team including a Station Manager and a support team. Six full time equivalent posts for Technical Fire Safety (TFS) Advisors/Inspectors to fill existing and anticipated vacancies in the team have been filled and 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 report and other matters. There are two new Crew Manager posts which will provide training for operational crews and fire marshals.

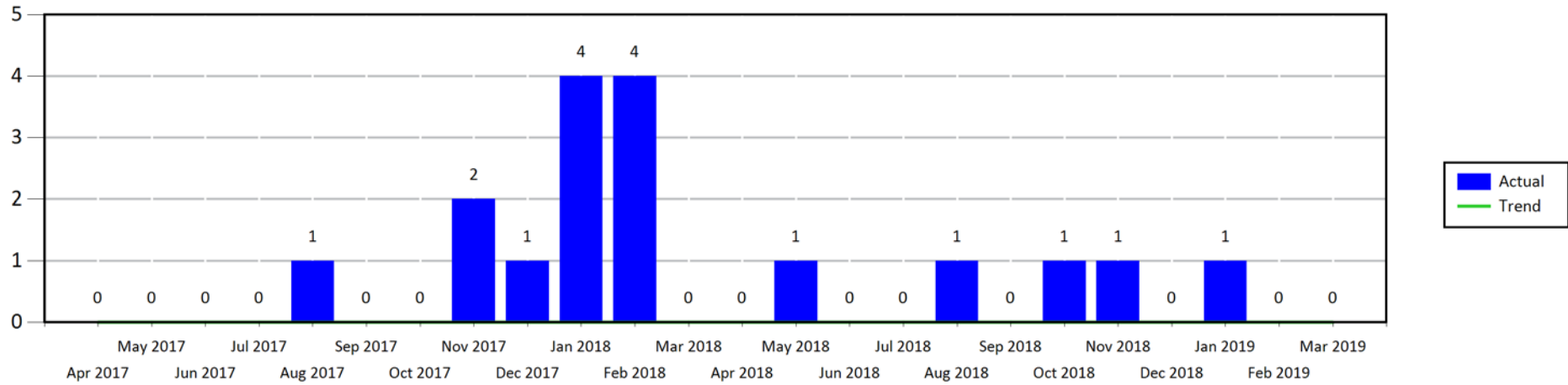
A Sprinkler Seminar in partnership with British Automatic Fire Sprinkler Association (BAFSA) took place at The Steam Museum Swindon on 14 March 2019 covering local and national issues in relation to commercial sprinklers and considerations following the Grenfell Fire Tragedy.

Key Performance Indicators

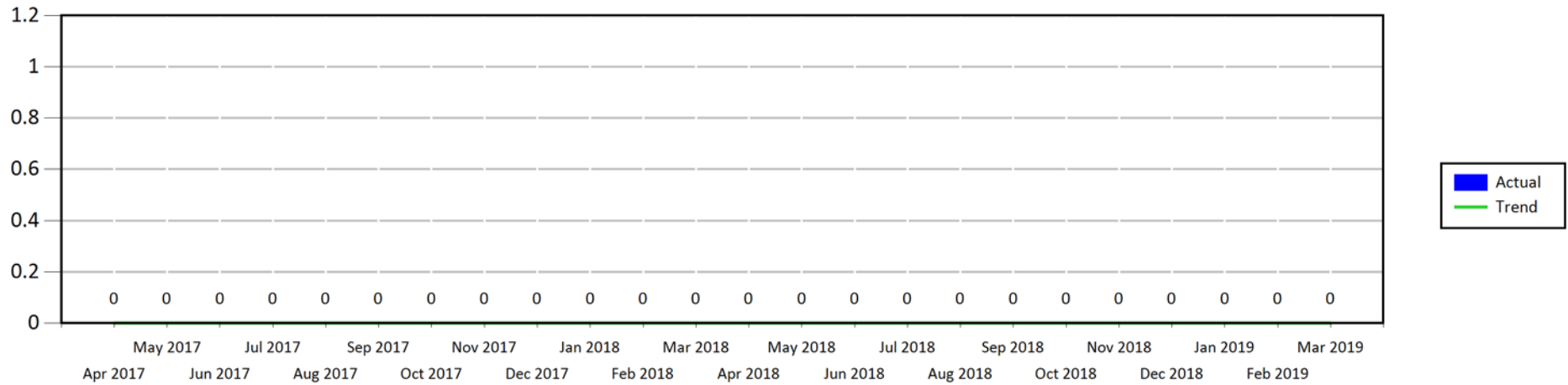
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Number of enforcement notices served in Wiltshire | Month | Mar 2019 | 0 |



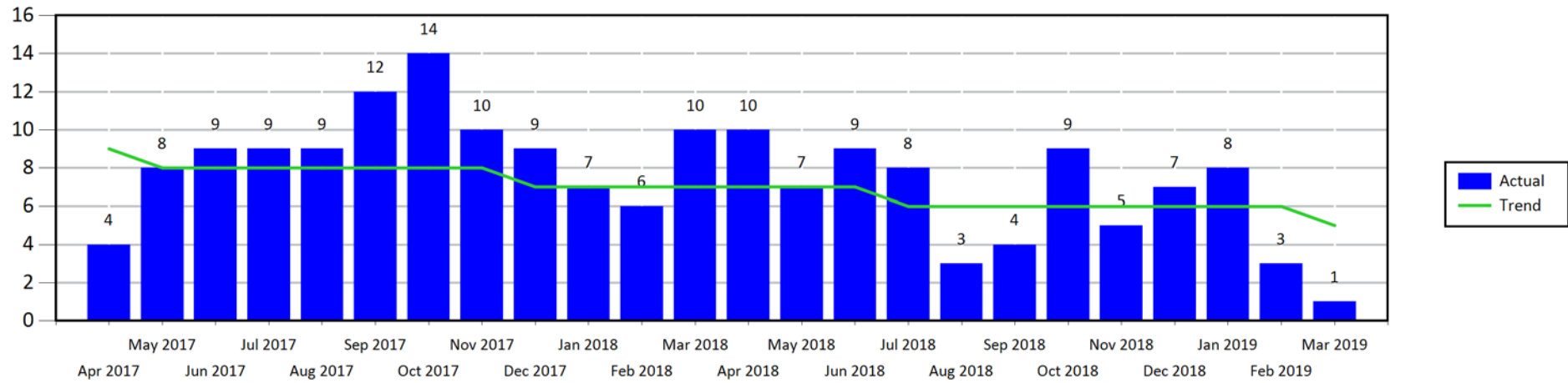
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Number of prohibition notices served in Wiltshire | Month | Mar 2019 | 0 |



| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Number of prosecutions in Wiltshire Council | Month | Mar 2019 | 0 |



| KPI Title | Period | Time Frame | Period Actual |
|--|--------|------------|---------------|
| PRO01-Number of fires in Non domestic properties-Wiltshire | Month | Mar 2019 | 1 |

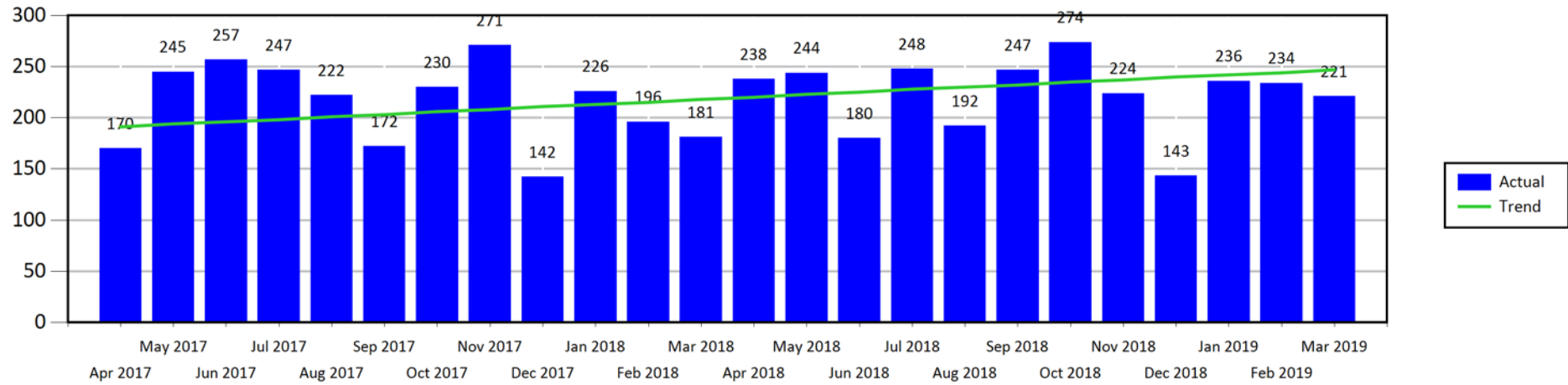


KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

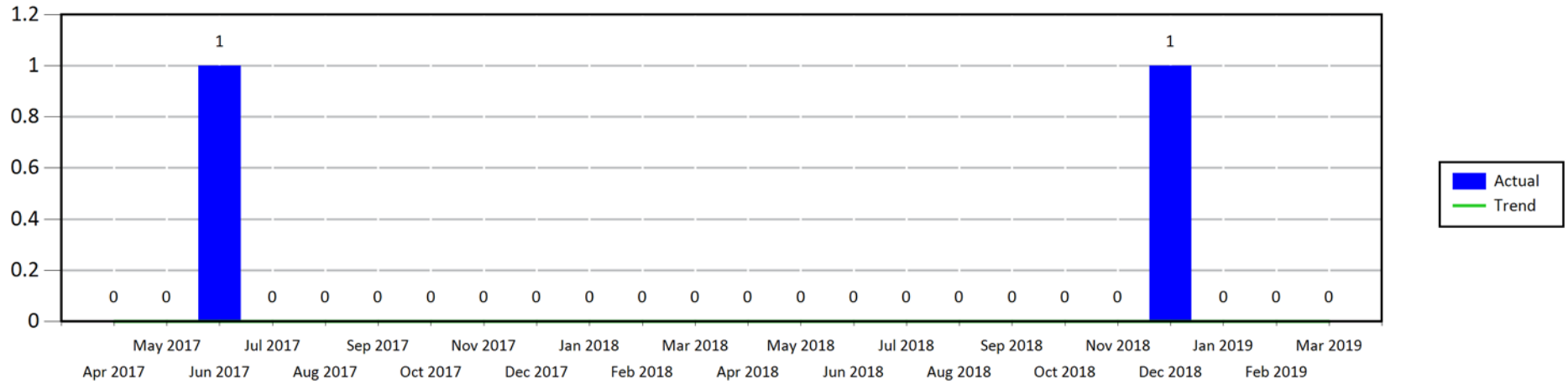
| Action Code | Action Name |
|--|---|
| 1.2.3.7 | How are we identifying and driving down risk risks to the community, heritage and environment in Wiltshire? |
| <p>Progress comment:</p> <p>The Group Manager recently led a review into the Wiltshire Local Resilience Forum (LRF) severe weather transportation 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 Leads from Wiltshire Police when a risk is identified. This relationship has been built over the last 12 months and continues to work well. S&W 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

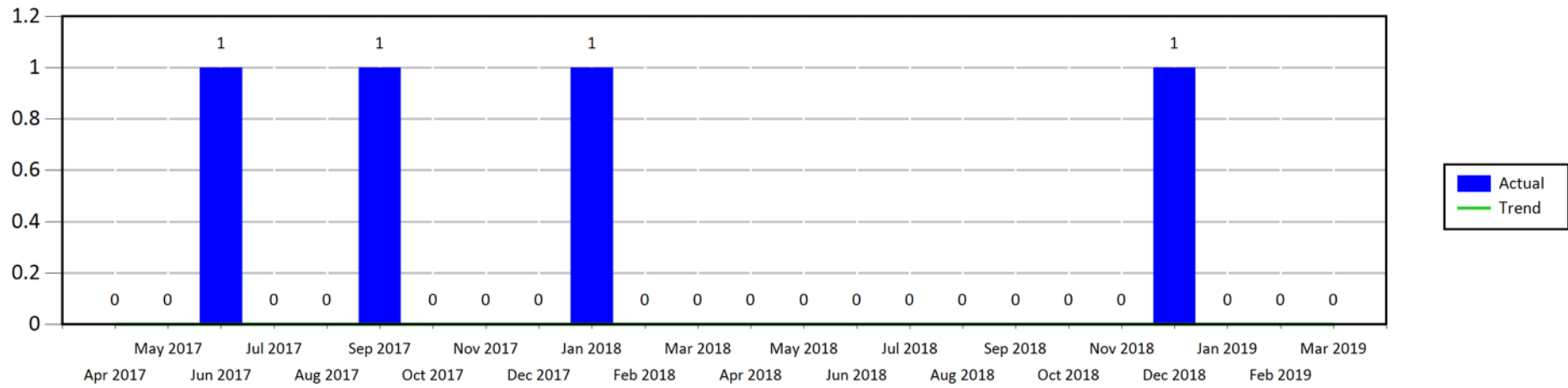
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Number of safe and well visits in Wiltshire Council | Month | Mar 2019 | 221 |



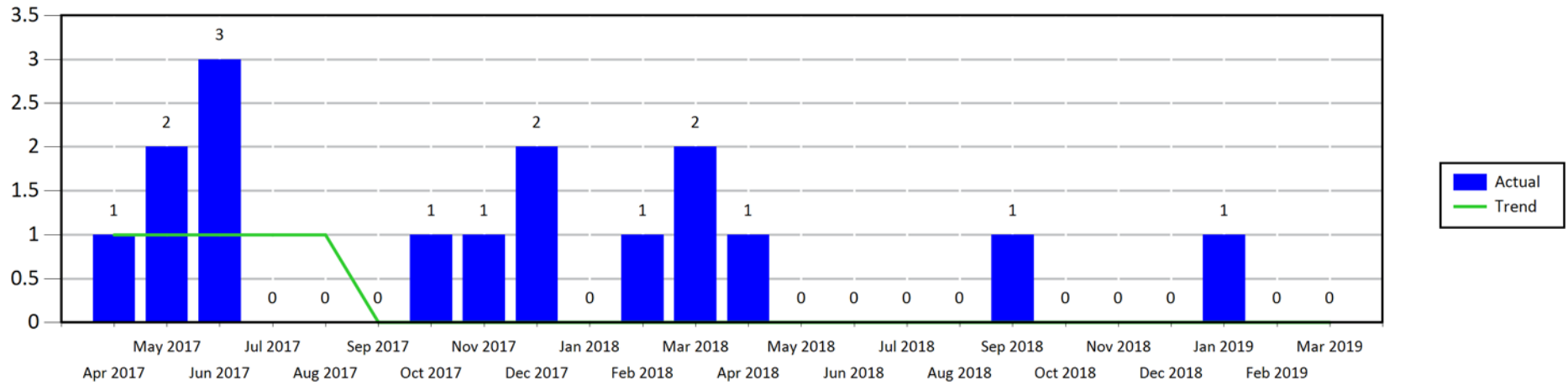
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE01A-Number of fire related deaths in accidental dwelling fires - Wiltshire Council | Month | Mar 2019 | 0 |



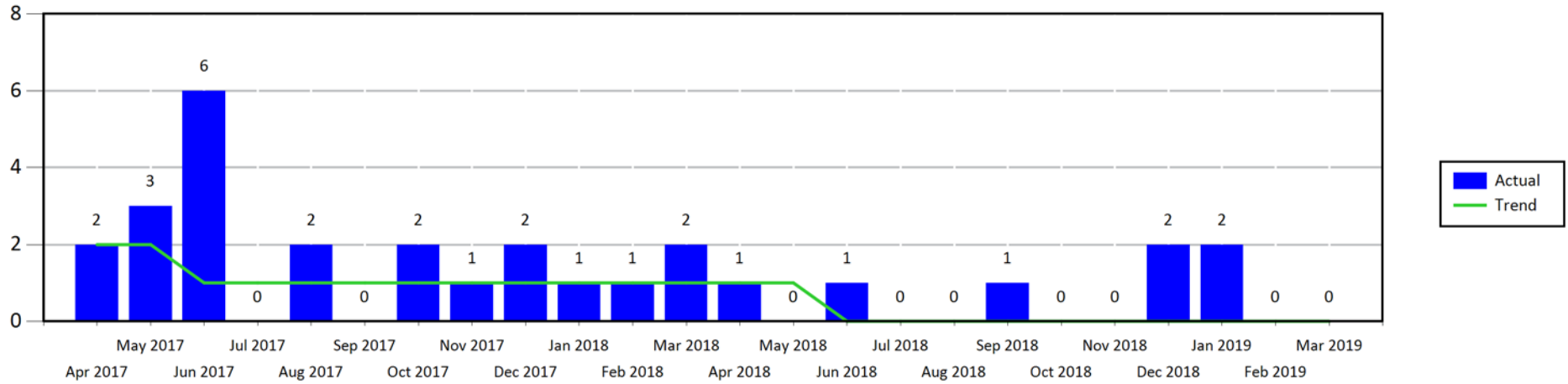
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE01-Number of fire related deaths - Wiltshire | Month | Mar 2019 | 0 |



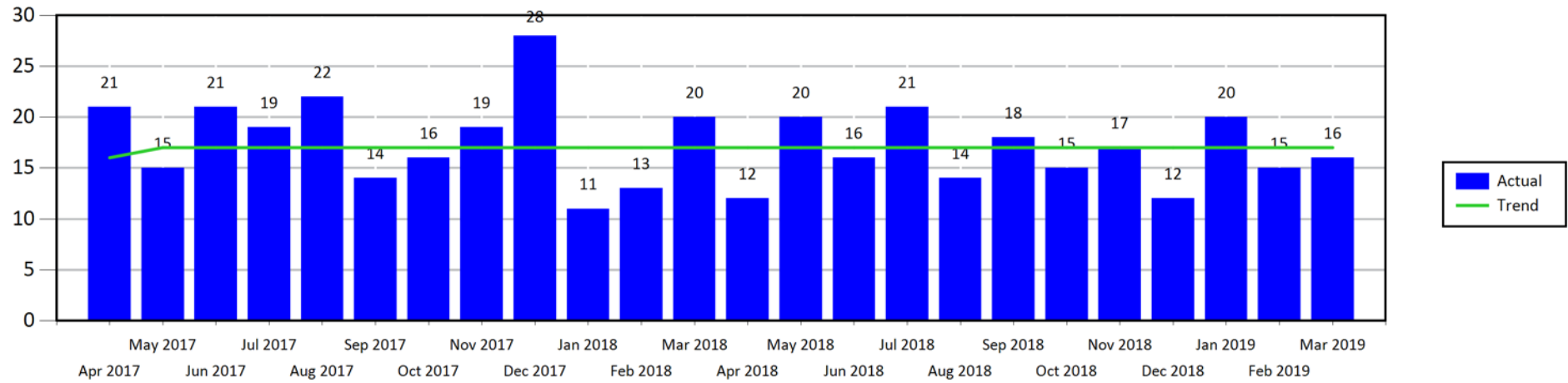
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire Council | Month | Mar 2019 | 0 |



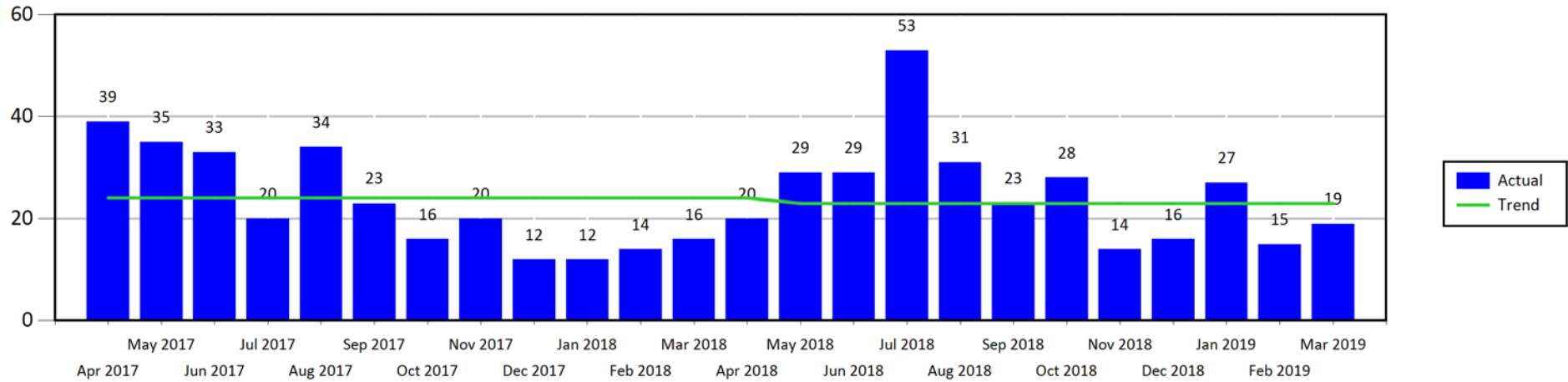
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE02-Total number of fire related injuries - Wiltshire | Month | Mar 2019 | 0 |



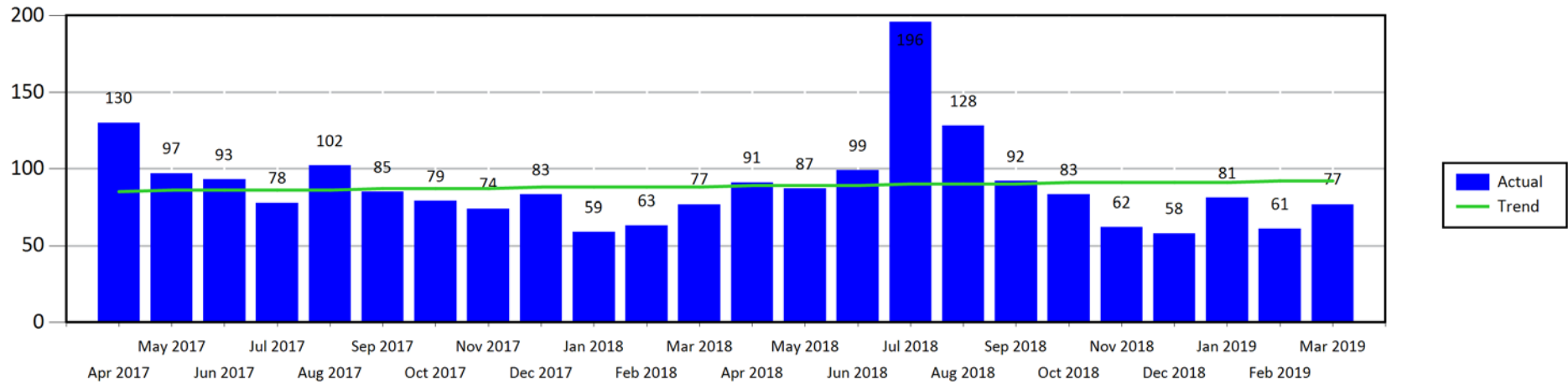
| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE03_Number of accidental dwelling fires - Wiltshire Council | Month | Mar 2019 | 16 |



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



| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE06-Number of fires - Wiltshire Council | Month | Mar 2019 | 77 |



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 attends 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. <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>The Service has also consulted with other emergency planners and licencing authorities to deliver up to date plans for:</p> <ul style="list-style-type: none"> - World of Music and Dance Festival which is held just outside of Malmesbury in July - Porton Down offsite emergency arrangements - The Service has stood up resources to support LRF plans during recent heavy snow falls - Search and Rescue arrangements for lost or stranded people. | |

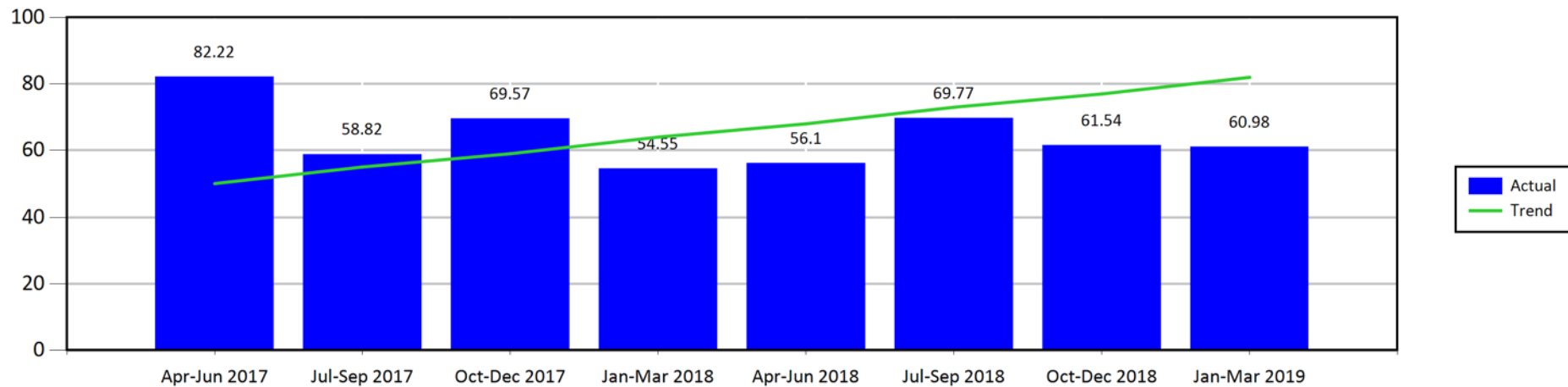
Priority: Being there when you need us

KLOE 9: Are appliances available when we need them?

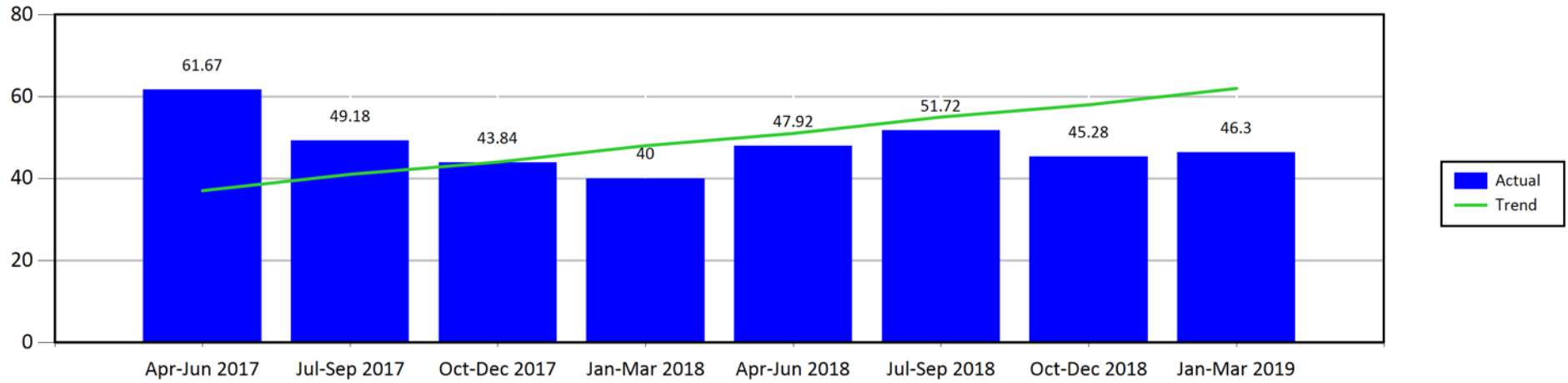
| Action Code | Action Name |
|--|--|
| 1.3.1.7 | Are appliances in Wiltshire available when we need them? |
| <p>Progress comment:</p> <p>The availability of appliances across Wiltshire has improved by approximately 6% in the last quarter, however the availability of On-Call appliances and personnel 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 (WT) overtime. <p>The 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 WT/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 fire station recently attended a high-profile incident involving Olympian Sharron Davies' car, following this incident we successfully engaged Ms Davies in the promotion of On-Call recruitment and saw an increase in social media engagement which resulted in expressions of interest.</p> <p>On-Call Support Officers continue to facilitate '#HaveAGoDay' 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

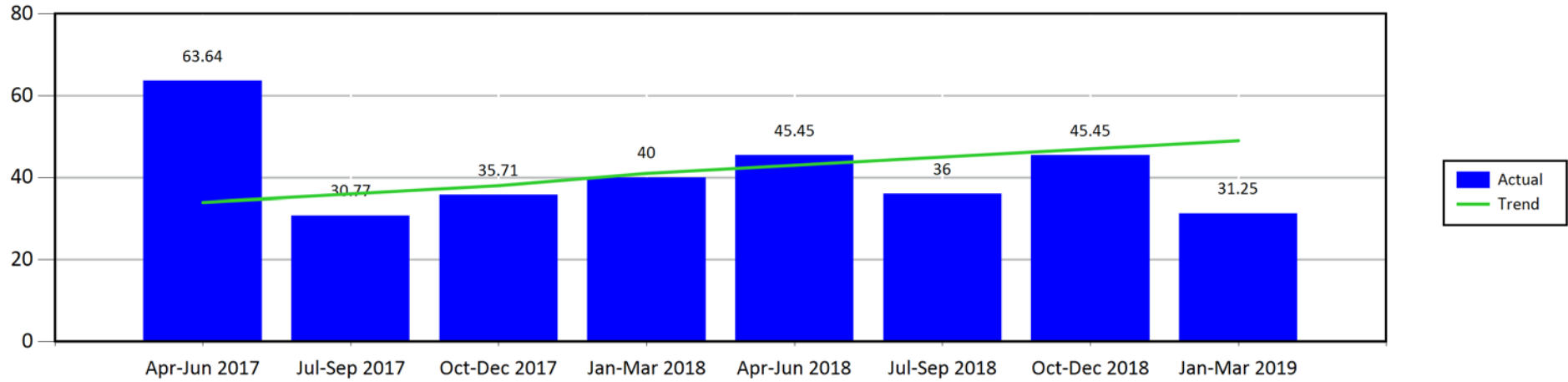
| KPI Title | Period | Time Frame | Period Actual |
|--|---------|--------------|---------------|
| Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone- Wiltshire Council | Quarter | Jan-Mar 2019 | 60.98% |



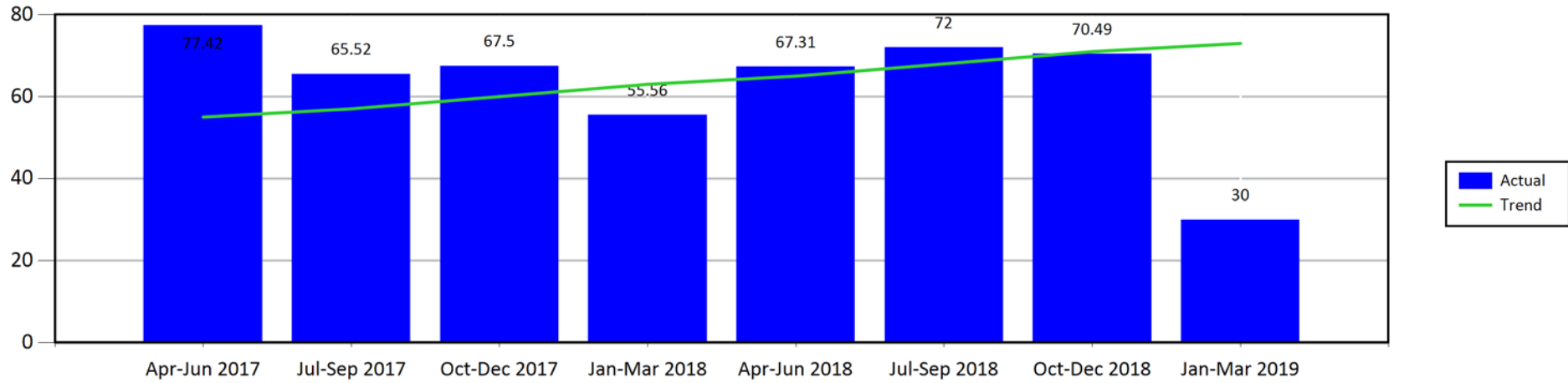
| KPI Title | Period | Time Frame | Period Actual |
|---|---------|--------------|---------------|
| RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Wiltshire Area | Quarter | Jan-Mar 2019 | 46.3% |



| 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 | Jan-Mar 2019 | 31.25% |



| KPI Title | Period | Time Frame | Period Actual |
|--|---------|--------------|---------------|
| RES05-Percentage of road traffic collisions where the first appliance met the response standard-Wiltshire Area | Quarter | Jan-Mar 2019 | 30% |

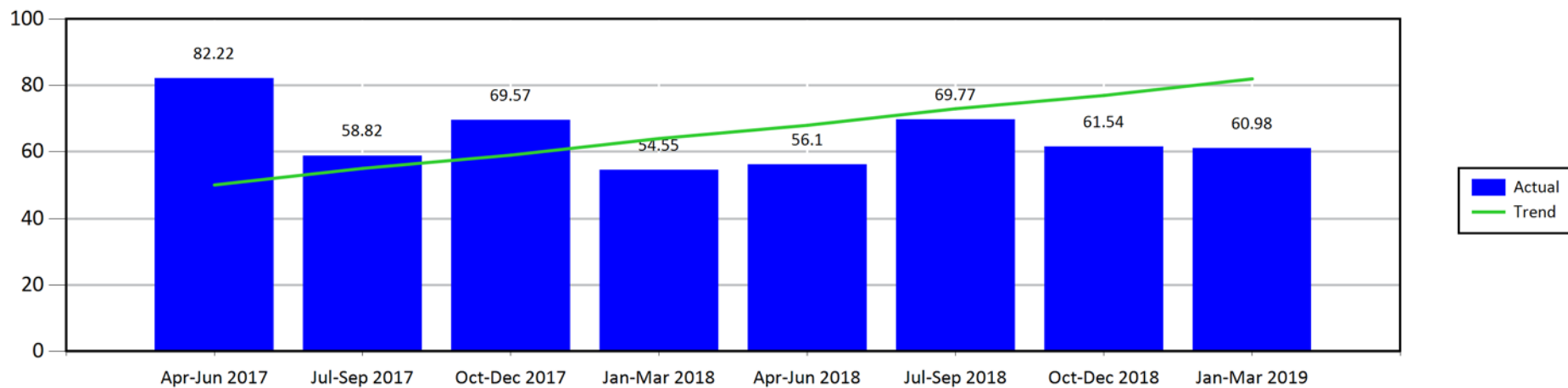


KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

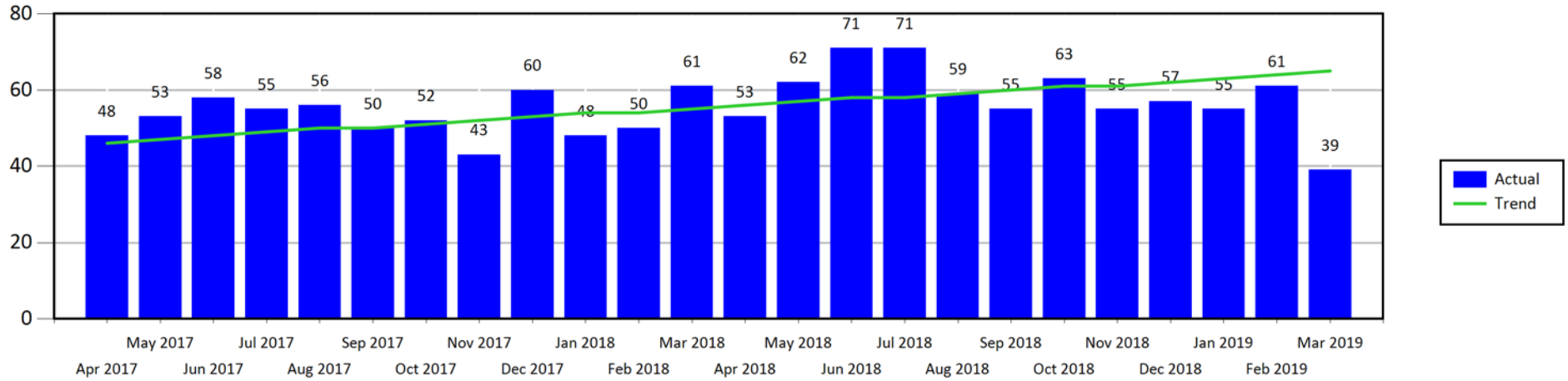
| Action Code | Action Name |
|--|---|
| 1.3.2.11 | How effective and efficient are our response arrangements in Wiltshire for dealing with the range of incidents we attend? |
| <p>Progress comment:</p> <p>Within Wiltshire we regularly meet the response standards in areas within the response chromosome, large proportions of the area fall outside the area appliances can meet within the time frames due to travel distances. Where WT 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 sometimes they are unavailable due to crewing, this 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.</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, sometimes turnout times are met yet response standards are not. When investigating it appears that failures can be down to appliances being in other locations 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 reviewed 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

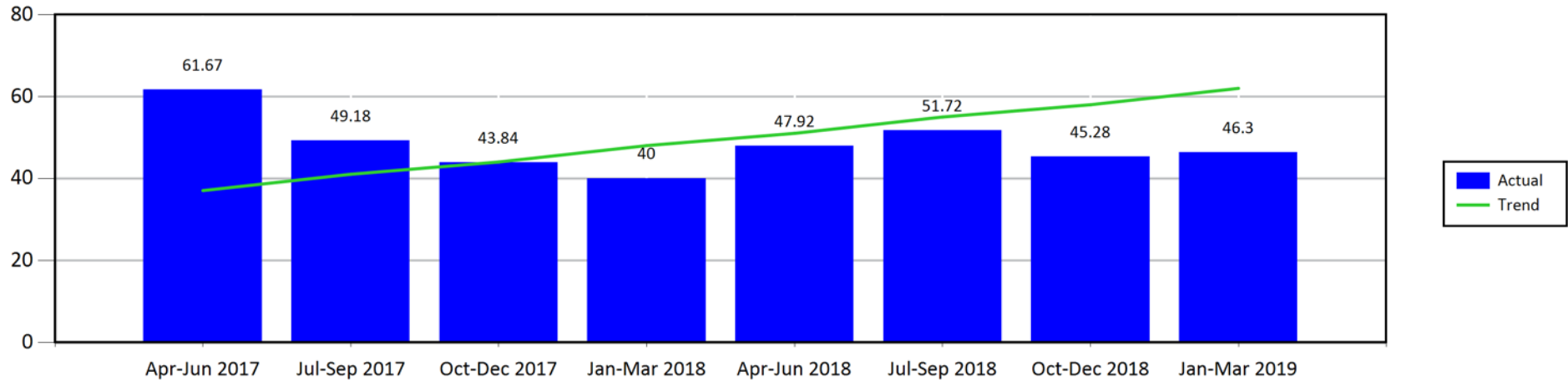
| KPI Title | Period | Time Frame | Period Actual |
|--|---------|--------------|---------------|
| Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone- Wiltshire Council | Quarter | Jan-Mar 2019 | 60.98% |



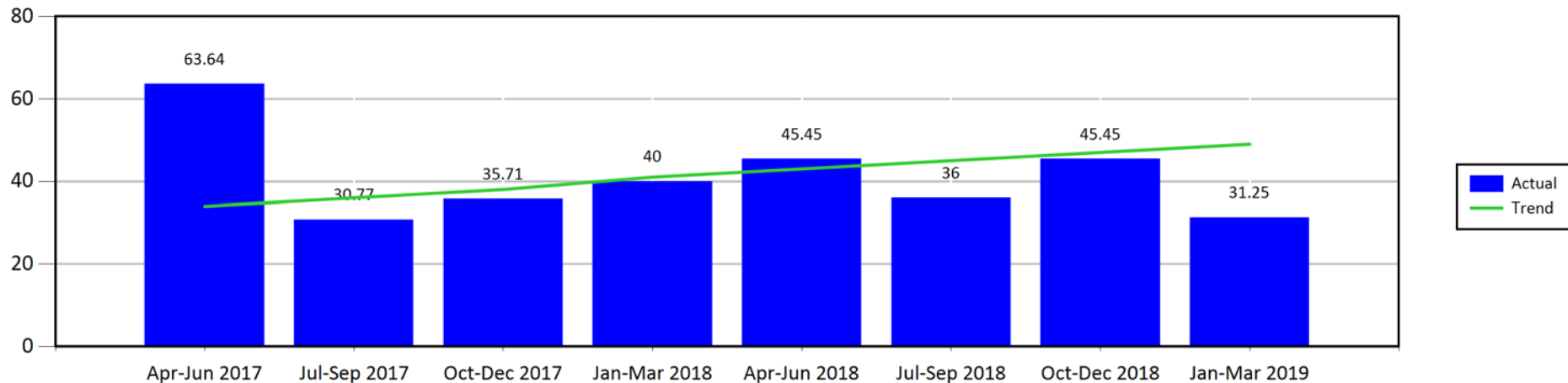
| KPI Title | Period | Time Frame | Period Actual |
|--|--------|------------|---------------|
| PRO02A-Attended false alarms from automatic fire detection equipment - non domestic premises-Wiltshire | Month | Mar 2019 | 39 |



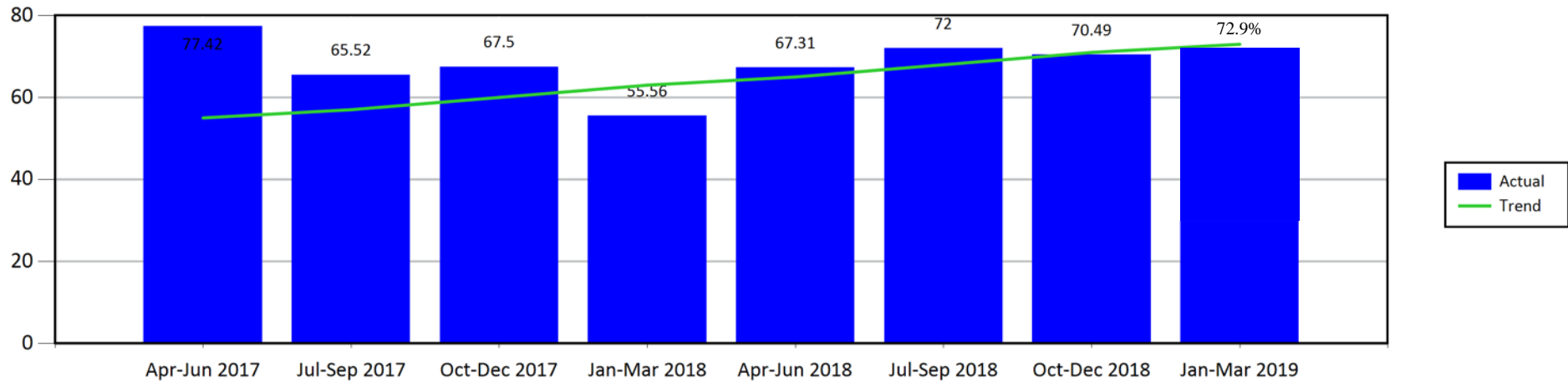
| KPI Title | Period | Time Frame | Period Actual |
|---|---------|--------------|---------------|
| RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Wiltshire Area | Quarter | Jan-Mar 2019 | 46.3% |



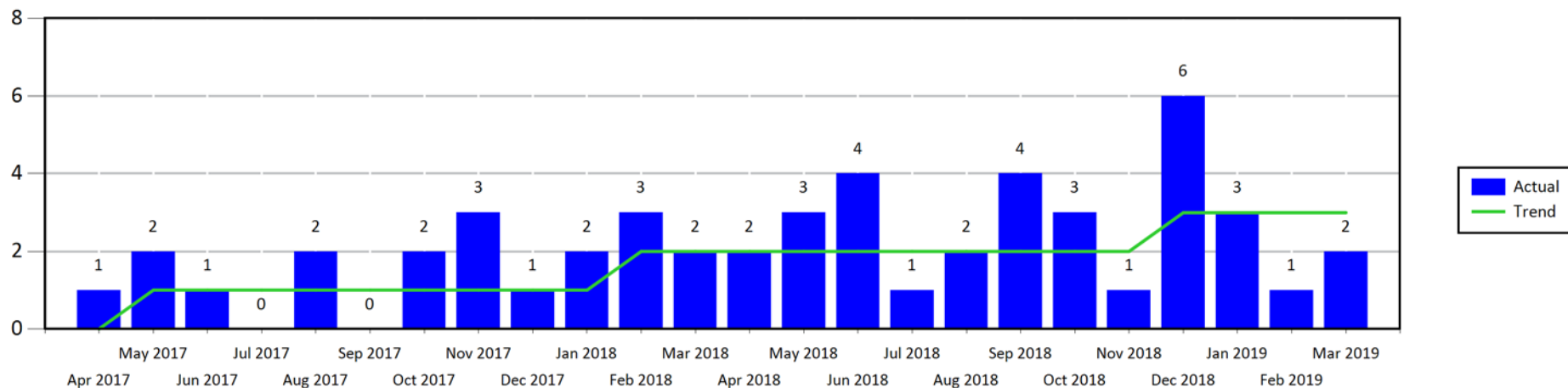
| KPI Title | Period | Time Frame | Period Actual |
|--|---------|--------------|---------------|
| RES03-Percentage of incidents to other properties where the first appliance met the response standard-Wiltshire Area | Quarter | Jan-Mar 2019 | 31.25% |



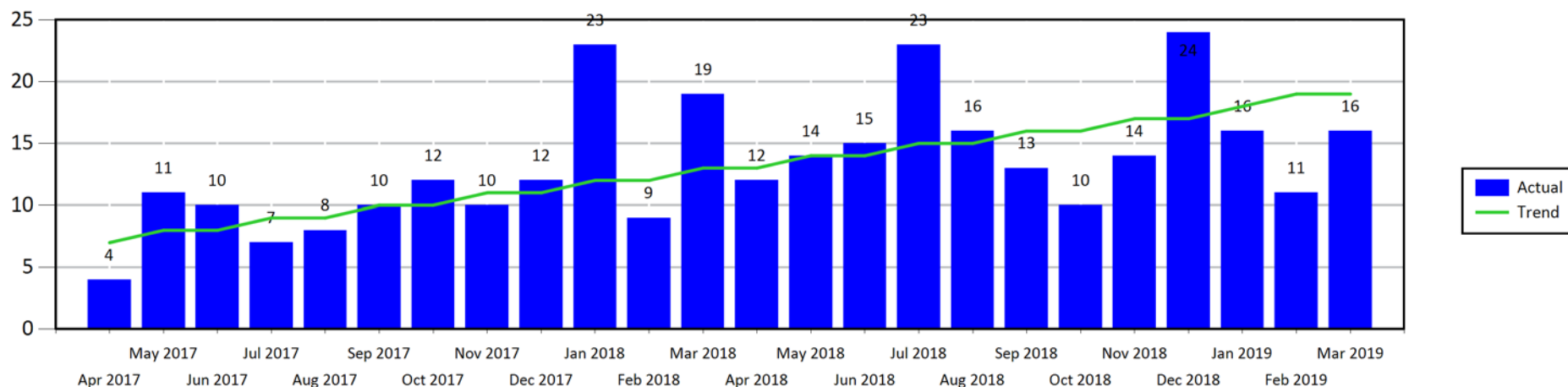
| KPI Title | Period | Time Frame | Period Actual |
|--|---------|--------------|---------------|
| RES05-Percentage of road traffic collisions where the first appliance met the response standard-Wiltshire Area | Quarter | Jan-Mar 2019 | 72.9% |



| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| RES11-Number of people rescued at fire related incidents-Wiltshire Area | Month | Mar 2019 | 2 |



| | | | |
|---|-------|----------|----|
| RES12-Number of people rescued from RTCs-Wiltshire Area | Month | Mar 2019 | 16 |
|---|-------|----------|----|

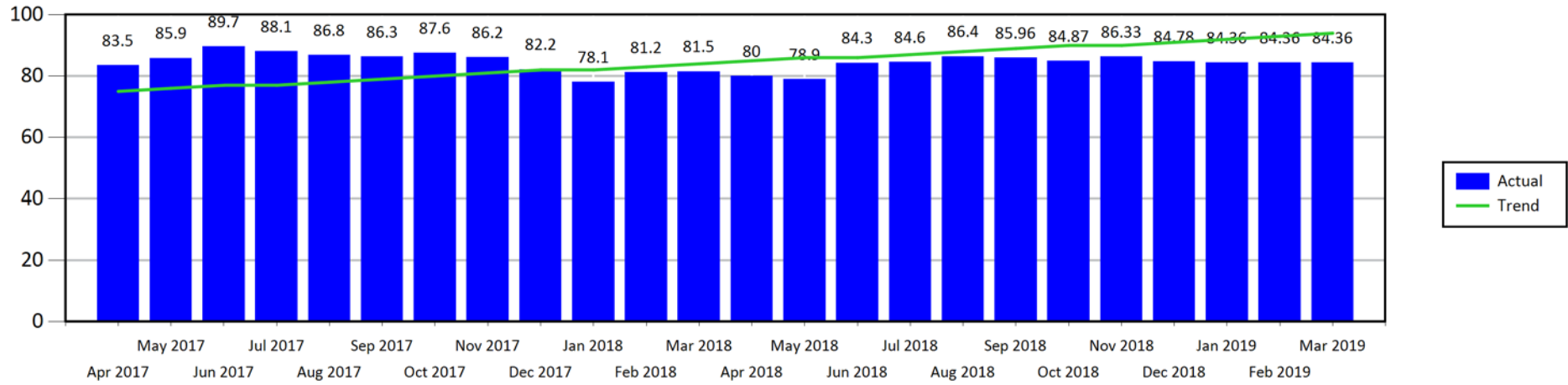


KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

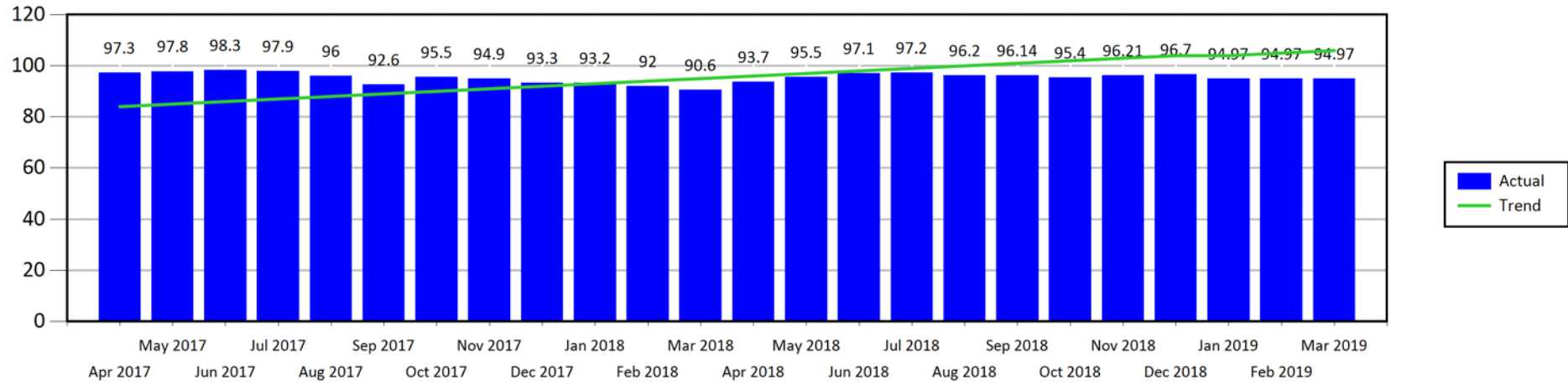
| Action Code | Action Name |
|--|--|
| 1.3.3.15 | How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Wiltshire? |
| <p>Progress comment: On-going operational training is being carried out for both WT and On-Call personnel at a central location to maintain ops licence competencies in risk critical areas such as Breathing Apparatus (BA) and Compartment Fire Behaviour Training.</p> <p>Localised on station training delivered by the Training Team during evening commitment including additional BA Competencies, Method of Entry (MOE) and case studies such as 'Paul's Hair-world'.</p> <p>The new On-Call Quarterly Training Planner is now available to support all aspects of operational licence competencies. Support through centralised and mobile trainers at both On-Call & WT Stations is also provided. The Grenfell Fire Tragedy working party is still on-going, still predicting impact on operational training in the near future.</p> <p>As above, On-Call Training Planner now being populated with more sessions for the North in Q1 2019 about Casualty Care Modules, BA & Road Traffic Collisions input and Physical Education Instructor Assessments on station.</p> <p>There are numerous ways operational personnel can maintain their competencies. They have access to training, delivered centrally by the 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. WT 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 Q4 the levels of competency across the area were: On-Call 84.5%; WT 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 and 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. This audit will continue through Q4 and will be completed by March 2019.</p> | |

Key Performance Indicators

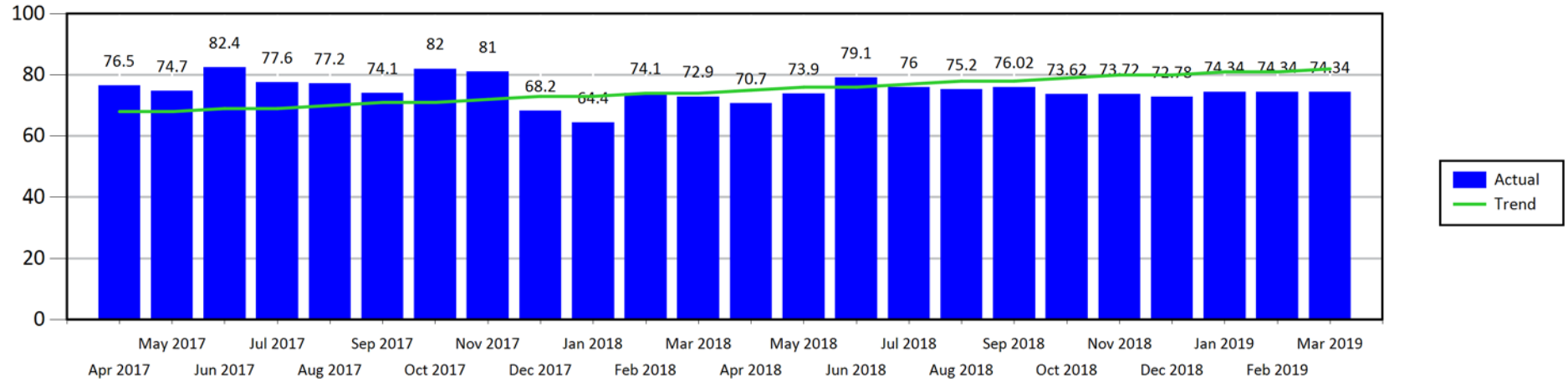
| KPI Title | Period | Time Frame | Period Actual |
|--|--------|------------|---------------|
| Percentage competent in Operational Licence - Wiltshire Area RDS | Month | Mar 2019 | 84.36% |



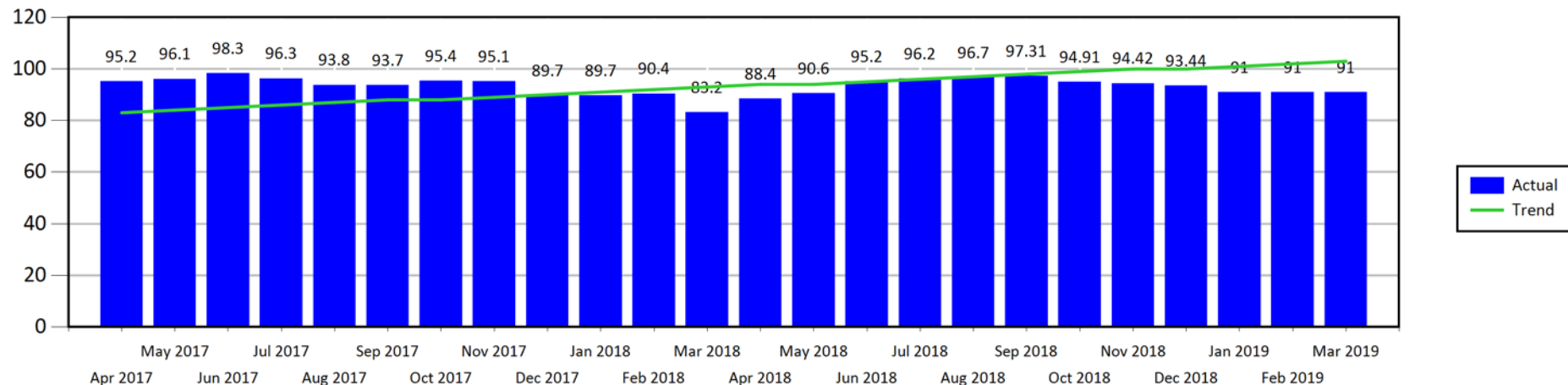
| KPI Title | Period | Time Frame | Period Actual |
|--|--------|------------|---------------|
| Percentage competent in Operational Licence - Wiltshire Area WDS | Month | Mar 2019 | 94.97% |



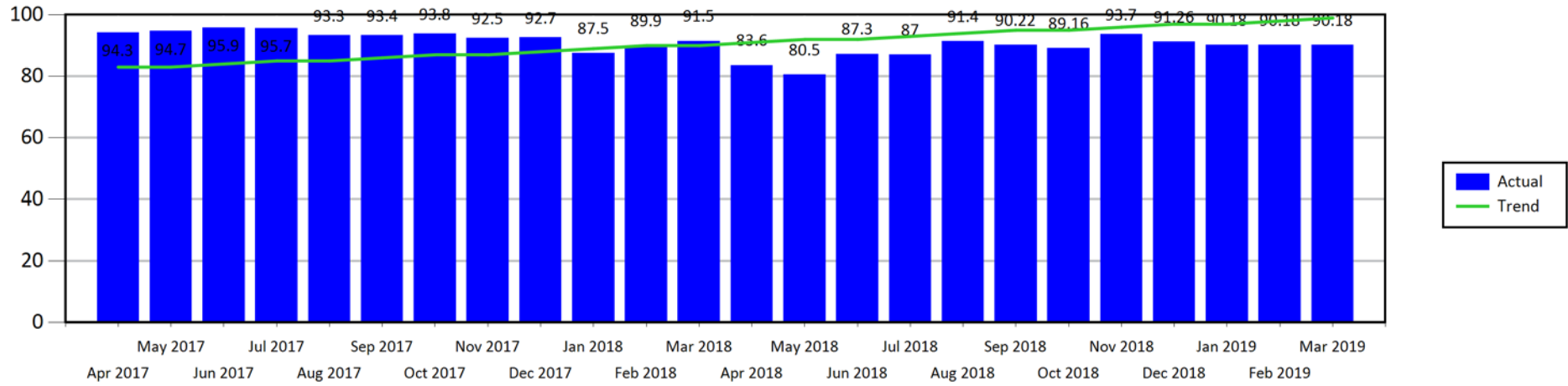
| KPI Title | Period | Time Frame | Period Actual |
|--|--------|------------|---------------|
| Percentage competent in the BA modules of the Operational Licence - Wiltshire Area RDS | Month | Mar 2019 | 74.34% |



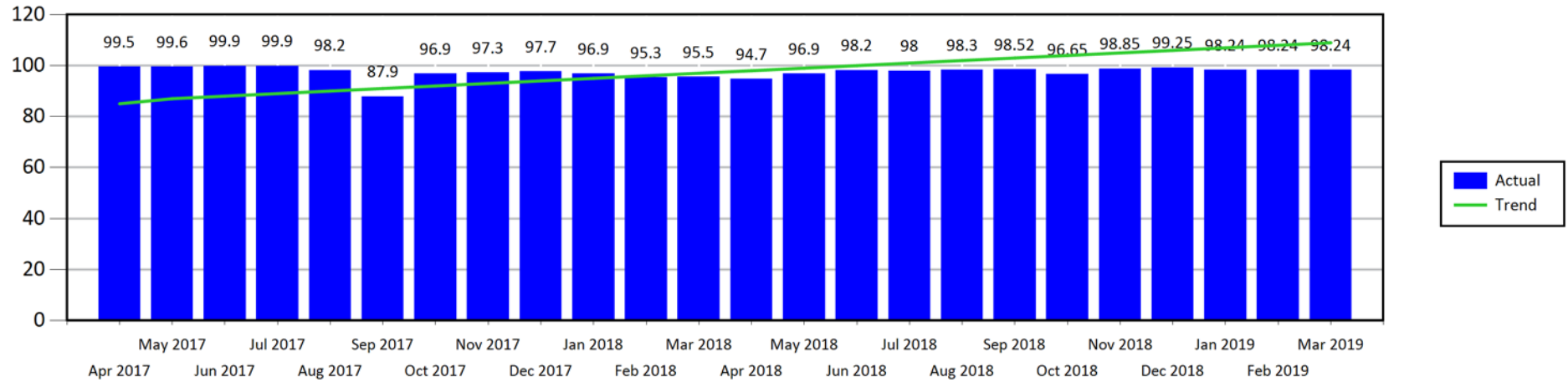
| KPI Title | Period | Time Frame | Period Actual |
|--|--------|------------|---------------|
| Percentage competent in the BA modules of the Operational Licence - Wiltshire Area WDS | Month | Mar 2019 | 91% |



| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Percentage competent in the RTC modules of the Operational Licence - Wiltshire Area RDS | Month | Mar 2019 | 90.18% |



| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Percentage competent in the RTC modules of the Operational Licence - Wiltshire Area WDS | Month | Mar 2019 | 98.24% |



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: 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 tool (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 were avoidable. We continue to have issues with our On-Call crews responding to station within 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 to which other agencies will also be invited. 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 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 and 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> | |