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# Performance Report Quarter 1

Dorset & Wiltshire Fire and Rescue Service

Swindon Local Performance & Scrutiny Committee

1 April 2019 – 30 June 2019



**DORSET & WILTSHIRE**  
**FIRE AND RESCUE**

# Swindon

## Priority: Making safer and healthier choices

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

Action Code	Action Name
1.1.1.4	KLOE 1: How are we working with our partners in Swindon to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p><b>Progress comment:</b></p> <p>Safe and Well advisors are working closely with several agencies to try and generate further visits to high-risk and vulnerable people. Some recent activity took place with the Avon and Wiltshire mental health teams (Swindon Memory Service). We have hosted several sessions over the last 12 months and have a further session booked. The Memory Service uses Westlea Fire Station to host a six-week group session for members of the community with early onset of dementia. The course also informs the carers of what is available to them through community services including Safe and Well visits.</p> <p>The Group Manager (GM) represents the Service at the Swindon PREVENT Board. In quarter 1 (Q1) he represented the Service at a Channel Panel meeting. This meeting brought agencies together to look at individual cases where an individual has shown concerns for radicalisation. A risk assessment is carried out to see what other solutions are available.</p> <p>The GM attends the Swindon Community Safety Partnership Board which assists in information sharing and ensuring we are reaching the most vulnerable and hard to reach members of the community. We also provide data on a quarterly basis around deliberate fire setting. This is linked to one of the main priorities which is reducing anti-social behaviour (ASB) within Swindon. Deliberate fire setting may be linked to ASB and therefore we can be seen as a key partner in trying to reduce this. Local officers also attend the Pinehurst Community Safety Group which looks at various forms of ASB and also community cohesion. Recently local crews supported the Pinehurst Fun Day to carry out some of the proactive work in the area.</p> <p>We have a link to the Domestic Abuse Strategy Lead in Swindon Borough Council (SBC). This has been useful for those at risk from fire setting due to domestic abuse and visits to these 'sites' continue to be carried out by our Safe and Well advisors. We continue to deal with referrals made through the Multi Agency Risk Assessments Committee with regards to threats of arson, this work will be carried out in conjunction with our partners. Additionally, this information is placed within our mobilising system so that crews are aware of the issues prior to attending.</p> <p>We are currently completing the migration funding summary report to feedback to Government over the project successes, advisors lessons learned and impact we have had in the local diverse community. From a Service perspective this project was a success as over 700 house visits were made by both Safe and Well and environmental health officers. Since then we have fitted 234 smoke, heat and carbon monoxide detectors in properties that were previously unprotected. We saw success as a result of the Service being a key partner within the communities and also the diverse communities such as the area of Broadgreen. We assisted the SBC housing teams to gain valuable information regarding housing stock in the area. Prior to this project there were ten accidental dwelling fires within the project area but since the project started none have occurred.</p>	

In June, Swindon Fire Station hosted the Business West quarterly MP's visit. Area Manager Ian Jeary gave a presentation to the group about the work we as a Service provide. Additionally, we have also been in further conversations with First City Nursing (homecare services agency) with regards to working with them to obtain Safe and Well referrals. Further meetings have taken place to agree that there is a potential partnership opportunity and to include these visits within their current company policy. This will hopefully build on work already instigated by Westlea Fire Station last year and help us to meet a projected target of 1,000 Safe and Well visits per year by 2020.

To further access referral streams, our managers will be attending a local housing meeting. This is to discuss the Safe and Well referrals being embedded within SBC policy for the teams who deal with vulnerable residents.

The Youth Emergency Services Swindon (YESS) project was a pilot project developed between Swindon local emergency services, SBC Public Health team and the SMASH Youth Project, a charity hosted by Swindon Fire Station. The project was open to young people aged 16 - 18 who were showing signs of low-level mental health problems such as social anxiety and/or low mood and who were not receiving support from Child and Adolescent Mental Health Services (CAMHS), Targeted Mental Health Services (TaMHS) or child social care.

The key objectives were to:

- support the emotional health of local young people (aged 16-18) by building confidence and self-esteem through fun and supported activities
- offer mentoring through local emergency services staff, giving the young people someone new to talk to, and working side by side with positive role models in a non-intimidating environment
- encourage them to consider their next steps which could be; volunteering, education, employment or engaging in other local activities.

The aim was for each of the Emergency Services and SMASH/Swindon 10 to 18 Project (STEP) to take an equal number of sessions, with Swindon Public Health being available for advice and support. Each young person would have an initial and final assessment with SMASH to measure the impact on their mental health. Each young person on the course showed significant progress and made new friendships.

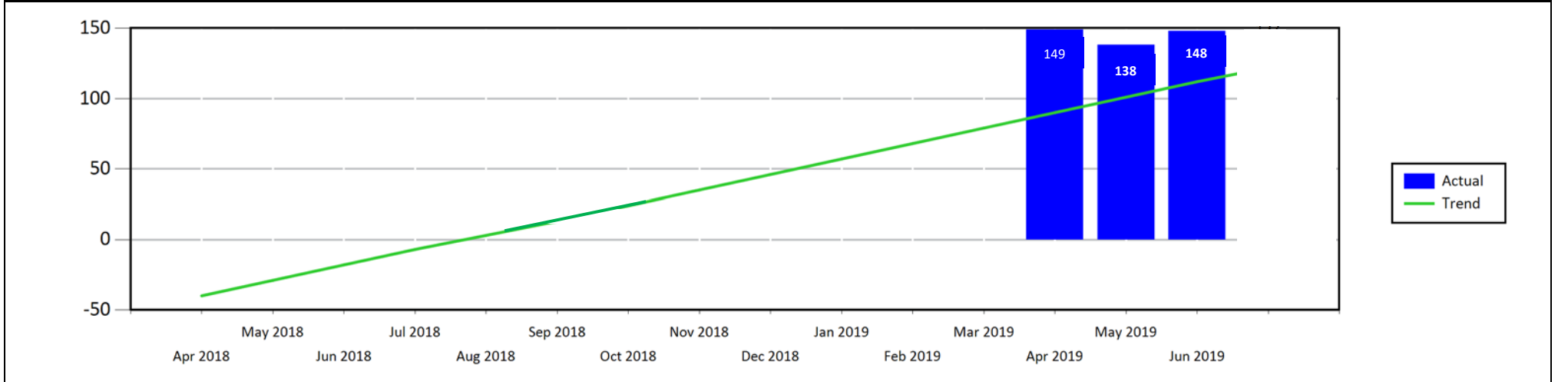
Another course has been commissioned for Spring 2020 with the aim of upskilling the Service's instructors to deliver the entire course.

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

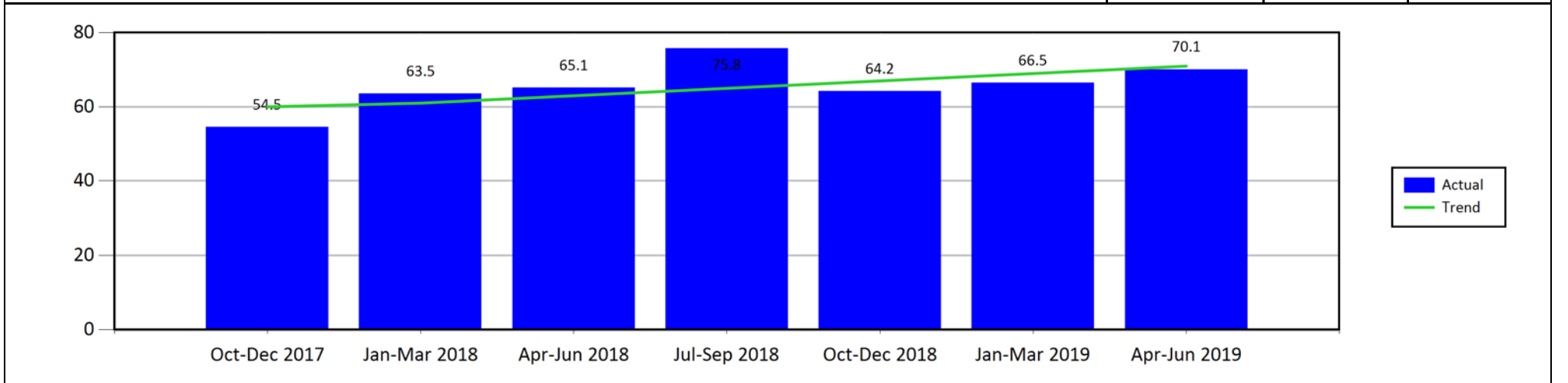
Action Code	Action Name
1.1.2.3	KLOE 2: How are vulnerable people in Swindon receiving the support, advice and information they require to reduce their risk of fire
<p><b>Progress comment:</b>            In Q1 we completed 435 Safe and Well visits. This is an increase of 3% compared to the same quarter in 2018-19. 85.5% of these visits were carried out with occupiers who are classified as high to very high-risk vulnerable people.</p> <p>We have recruited a new Swindon based Safe and Well advisor, who is due to start in early October 2019.</p> <p>We will be using the acronym CHARLIE (<b>C</b>are and support needs, <b>H</b>oarding and mental health issues, <b>A</b>lcohol and medication, <b>R</b>educed mobility, <b>L</b>ives alone, <b>I</b>nappropriate smoking and <b>E</b>lderly 65+) to focus our targeting on the most vulnerable in our communities. Plastic business cards (CHARLIE Cards) have been produced and are being widely distributed to professionals such as domiciliary care providers, district nurses and police officers to widen the awareness of our target audience. During Dementia Awareness (May) and Carers (June) weeks, we took the opportunity to promote the initiative and post information on social media to encourage people to find out about CHARLIE. The cards have been very well received and we will continue promoting this.</p> <p>We support individuals with their varying needs and are able to supply them with fire retardant bedding, extension leads or deaf alerts. If appropriate we can spray a fire-retardant spray around the beds and chairs. This ensures that if the individual is smoking in the property and has a history of not disposing of cigarettes properly then they will have extra protection.</p> <p>Every call out to a person who has collapsed behind a closed door is now being followed up by our team. Those who are known to meet our vulnerable target group are being approached by a Safe and Well advisor to see if they would like a visit. Others are having letters sent to encourage them to take up the offer of a visit. This has been running since beginning of June, and its success will be monitored to see what percentage of these turn into visits and how the risk has been reduced.</p> <p>We attended a joint vulnerability event organised with Wessex Water and Scottish &amp; Southern Electricity Networks; subsequently we are exploring the possibility of a data sharing agreement in connection with their Priority Services Register.</p> <p>With the introduction of a Safe and Well team leader dedicated to research and partnerships; focus will be given to building referral pathways. Particular attention will be given to health professionals.</p>	

## Key Performance Indicators

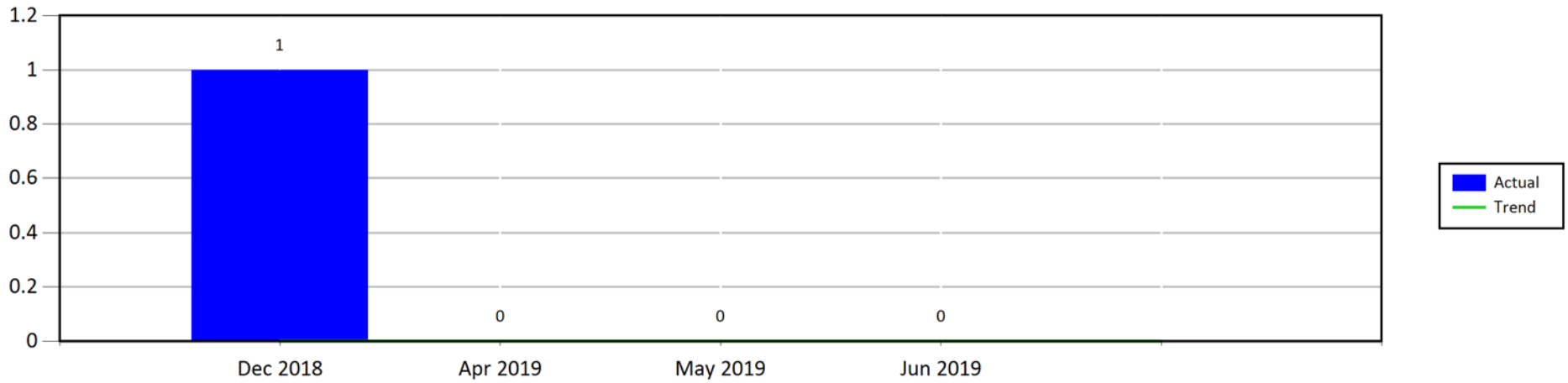
KPI Title	Period	Time Frame	Period Actual
Number of Safe and Well visits in Swindon Borough	Month	Jun 2019	148



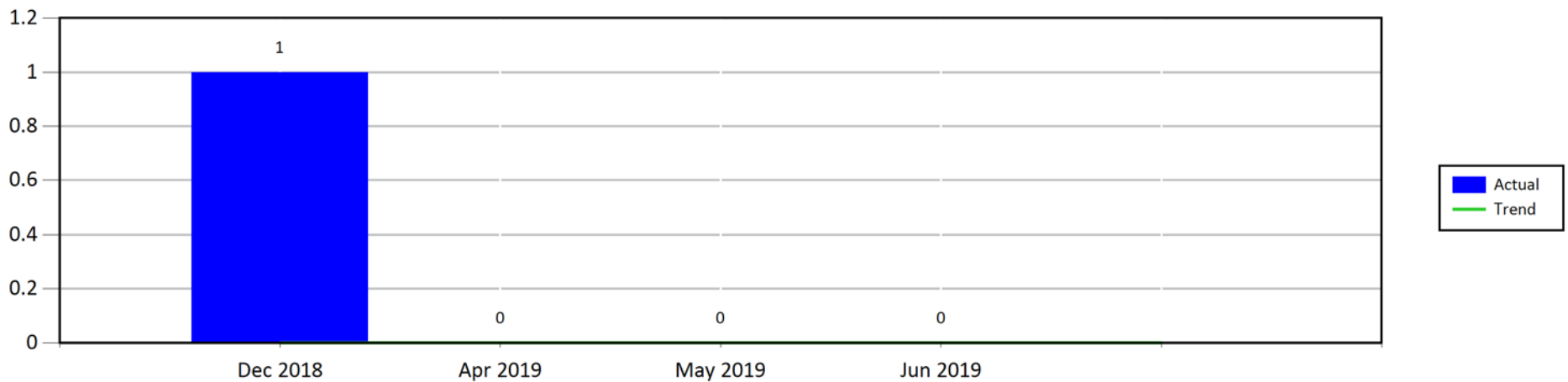
KPI Title	Period	Time Frame	Period Actual
Percentage of Safe and Well visits undertaken by station based crews to high risk households in Swindon Borough	Quarter	Apr-Jun 2019	70.1%



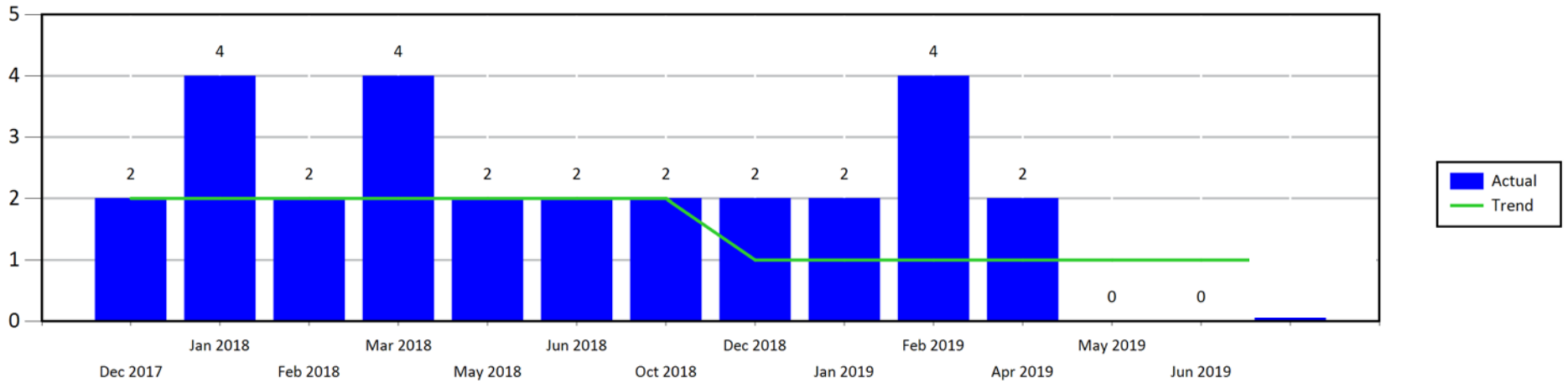
KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Swindon Borough	Month	Apr-June 2019	0



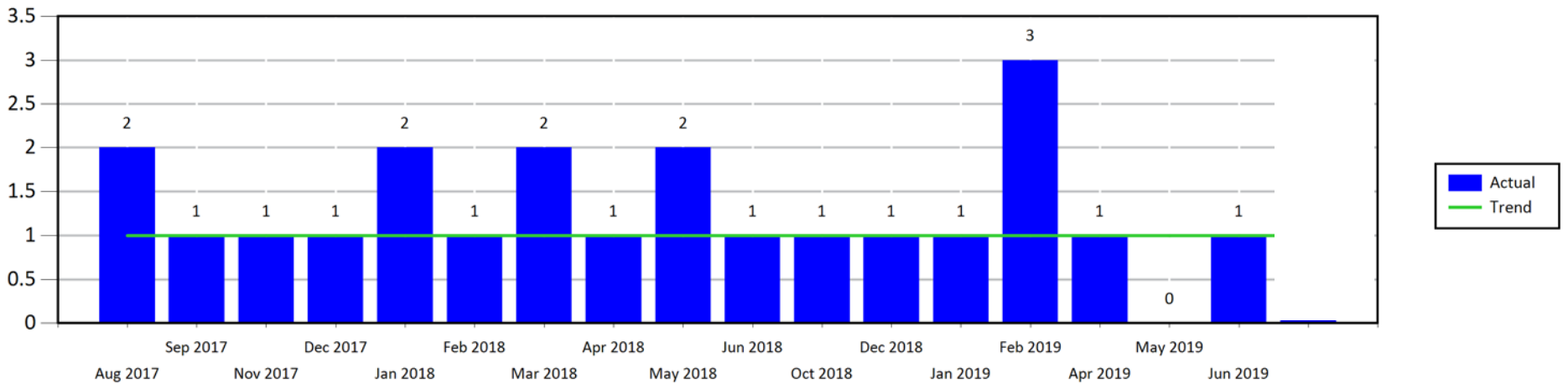
PRE01A-Number of fire related deaths in accidental dwelling fires - Swindon Borough	Month	June 2019	0
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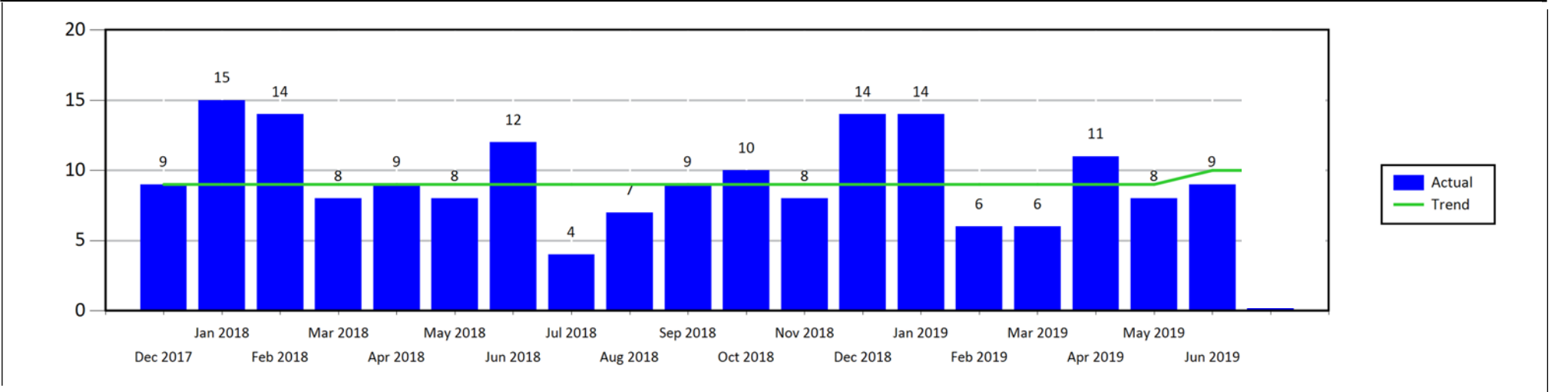
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon Borough	Month	June 2019	0



KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Swindon Borough	Month	June 2019	1



KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Swindon Borough	Month	June 2019	9





### 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
1.1.3.2	KLOE 3: How do we deliver our safety education to children, young people and communities in Swindon, helping them build safer and healthier lives?
<p><b>Progress comment:</b>            Education officers continue to target specific year groups in each primary school; Reception, Years 2, 5 and 6 are the classes we currently focus on. Each Education officer has their own list of schools that they focus on each quarter.</p> <p>We visit schools that have children with special educational needs &amp; disabilities (SEND) by request. Secondary schools and home educated children are visited by request and actioned when there is capacity.</p> <p>Education delivery totals were affected by holidays during Q1. Education officers are noticing that in the months leading up to the May Standard Attainment Tests the primary schools have spent their mornings doing the formal curriculum covering literacy, mathematics and science to help prepare them for these and have not wanted to plan any visits. Bookings have become more difficult to arrange and getting past the school office or business managers have led to our Education officers visiting the schools in person to arrange a fire safety session with Year 6 children. For this reason, we have made the decision not to visit Year 6 pupils from September. However, they will continue to be involved with Junior Good Citizen.</p> <p>Quarterly education team statistics - pupils receiving fire safety lesson in school            April = 627            May = 239            June = 1,367            Total = 2,233</p> <p>Junior Good Citizen 2019            The Swindon Junior Good Citizen 2019 took place on 3 - 7 June and 10 - 14 June at the Punjabi Centre. Junior Good Citizen is a multi-agency, half day, interactive safety experience coordinated by Wiltshire Police with colleagues from SBC, road safety, environmental health, and British Transport Police.</p> <p>The scheme is designed to help Year 6 students (10 and 11-year olds) avoid putting themselves at risk of accident or injury, by raising their awareness situations to where something could happen. It encourages them to respond appropriately to emergency situations and shows how being a 'good citizen' can create a safer community.</p> <p>Our Education officers have run a scenario with an electrical calculator for the past two years. This is where the pupils learn about the dangers of overloading sockets and how to understand the electrical loading in the home. They also learn what is good, safe practise. The emphasis is on the children having an interactive, learning experience before moving from primary to secondary school, then taking home a rule that can help keep them safe and avoid being a statistic (6000 electrical fires in the UK each year).</p> <p>Swindon Junior Good Citizen = 1,706 pupils attended</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 Swindon this includes Salamander, an intensive five-day course for young people and vulnerable adults. This course provides participants 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 (RTC) scenarios and aerial and water rescue drills. All activities identify the dangers and consequences of engaging in risk-taking and anti-social behaviour, as well as developing key skills such as communication and teamwork. Our delivery plan for this year includes a minimum of ten Salamander courses being delivered in Swindon.

Three Salamander courses were delivered in Q1. The first, delivered in April for Swindon Young Carers, saw 11 young people complete the five-day course. This provided young carers who look after family members the opportunity to not only learn safety messages they can implement in their homes but, it also gave them some respite and an opportunity to spend time with other young carers. Mike (name changed) said "It's worth doing Salamander. You make a lot of friends and it gets you out of the house. You don't have to think about family. It takes your mind off it because you're having fun".

The second course, commissioned by SBC for the Adult Community Learning team, saw a total of 15 participants complete the course, 13 adults and two young people. All 15 gained some form of accreditation with a total of 54 accredited certificates being awarded. This included Level 2 Food Safety certificates, Level 1 Awards in Employability Skills, an Assessment and Qualification Alliance (AQA) Award in Fire Service Training and Lifesaver Certificates.

The course had a big impact on Liz (name changed), one of the participants on the course. Liz had become wheelchair dependent just a few months before the course and was having difficulty coming to terms with this. She was able to take a few steps but no more. Over the week her fitness, enthusiasm for life, self-worth and confidence improved to such an extent that she climbed two lengths of a triple extension ladder, swam in Coate Water, abseiled from the equivalent of the third storey of a house by climbing the internal stairs at Westlea and stood to use the cutting equipment during the road traffic collision (RTC) activity. This confidence and positivity helped her to enrol on a cookery and healthy eating course to continue to engage with others outside her home.

At the end of the course Liz said "I am really pleased you have let me come on this course. I have grown as a person from being here. I've learnt that we are all on journeys and that you might look at someone who is super fit and strong, but they are also on their journey, and I am proud to have been a part of it".

The final course, delivered in June for SBC's Family Services team, helped support nine young people and six adults to work together to build their communication and teamwork skills as well as develop their confidence and self-esteem. A total of 33 accredited certificates were achieved throughout the week in Basic Life Support, Employability Skills and AQA Awards in Fire Service Training.

The course aims to get the families working together and communicating effectively through the means of practical firefighting tasks. One of the mums attending the course, Poppy (name changed) explained "I feel I have learned a lot on this course about myself and others. I know to let Thomas make mistakes and grow and I don't need to jump in to correct him. I have overcome my fear of heights, smokehouse and tunnels. I also acted as team leader on numerous occasions and have been told I have done well. I have had no negative thoughts on this course at all".

The second year of Swindon Fire Cadets is coming to an end with the current cohort due to 'Pass Out' on Saturday 13 July. The Cadets have completed a variety of practical and theoretical tasks that will see them work towards the Level 1 National Fire Cadet Certificate, and subject to external moderation, a Business and Technology Education Council (BTEC) Level 2 Award in Fire Services in the Community. The unit has also completed a number of social action projects this year to help benefit the local 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								
1.1.4.3	KLOE 4: How are we delivering effective road safety education in Swindon to reduce road traffic deaths and injuries?								
<p><b>Progress comment:</b>  <b>Where are we now?</b>            Safe Drive Stay Alive (SDSA) financial support for 2019-20.</p> <p><b>Funding update</b>            We have agreed or received the following funding:</p> <table> <tr> <td>Arval Ltd</td> <td>£5,000</td> </tr> <tr> <td>Wiltshire Council</td> <td>£7,500</td> </tr> <tr> <td>Parish councils</td> <td>£7,950</td> </tr> <tr> <td><b>Total:</b></td> <td><b>£20,450</b></td> </tr> </table> <p>It takes between £7,000 - £11,000 to run the Swindon SDSA campaign. We have now achieved this amount with the parish councils' funding and by allocating some of the Arval Ltd funding to the Swindon area.</p> <p>SDSA attendance total for 2018-19 is 2,634 for the Swindon area and 87% of schools and colleges attended.</p> <p><b>The last quarter</b>            No partnerships road safety events have taken place in the Swindon area over the past three months. The Road Safety team has been working to arrange the autumn run of SDSA roadshows across the service area (60-70 events).</p> <p><b>The next quarter</b>            12 SDSA events will be delivered in the Swindon area from the 17 - 19 September &amp; 24 - 26 September at the Empire Cinema in Swindon.</p> <p>New education initiative            We are working with Arval Ltd on the development of a new education initiative to give us a second point of contact with young drivers. One of the observations of SDSA is that we only get to see them once and the safety messages are often forgotten six months later. In support of SDSA this initiative will be based around virtual reality technology and classroom lesson plans. The lesson will be based around the fatal four causes of road traffic collisions; speed, seatbelts, drink/drugs &amp; distractions.</p>		Arval Ltd	£5,000	Wiltshire Council	£7,500	Parish councils	£7,950	<b>Total:</b>	<b>£20,450</b>
Arval Ltd	£5,000								
Wiltshire Council	£7,500								
Parish councils	£7,950								
<b>Total:</b>	<b>£20,450</b>								

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. Motorcyclists' deaths have made up around a quarter of all road deaths over the past four years in Wiltshire & Swindon. Watch Manager Dean Hoskins is leading on the initiative and has several courses planned.

#### National Tyre Safety Week

During October we will be supporting two National Tyre Safety Week events (21 & 24 October) at the Orbital Shopping Park in Swindon. This will be in partnership with Highways England (HE), Wiltshire Police, Protyre & Kwikfit. This is being organised by HE, more details are to be confirmed.

#### 2018 casualty statistics

After some delay we now have a full year of stats for 2018 (source: Swindon and Wiltshire Road Safety Partnership):

33 Fatalities (25 in 2017), 17 of these are classed as vulnerable road users

- 7 Motorcyclists
- 7 Pedestrians
- 2 Cyclists
- 1 Child

262 Serious (251 in 2017), 146 of the are classed as vulnerable road users

- 64 Motorcyclists
- 43 Pedestrians
- 26 Cyclists
- 13 Children

#### Overall killed & seriously injured (KSI) casualties

2018 272 casualties

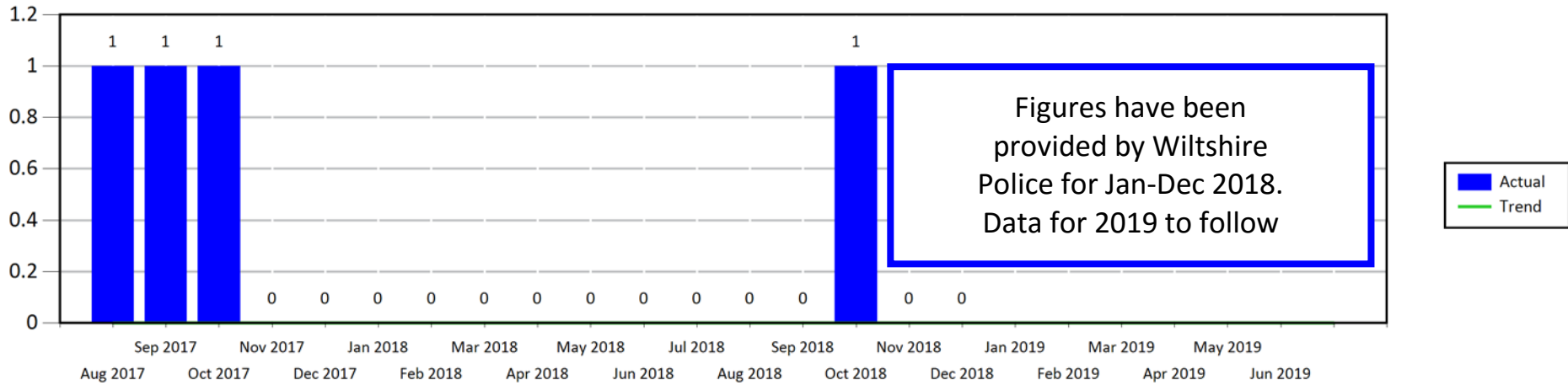
2017 276 casualties

Overall there has been a reduction in KSI casualties in 2018. Motorcyclists still feature a high percentage of people KSI despite only being 1% of traffic on the roads.

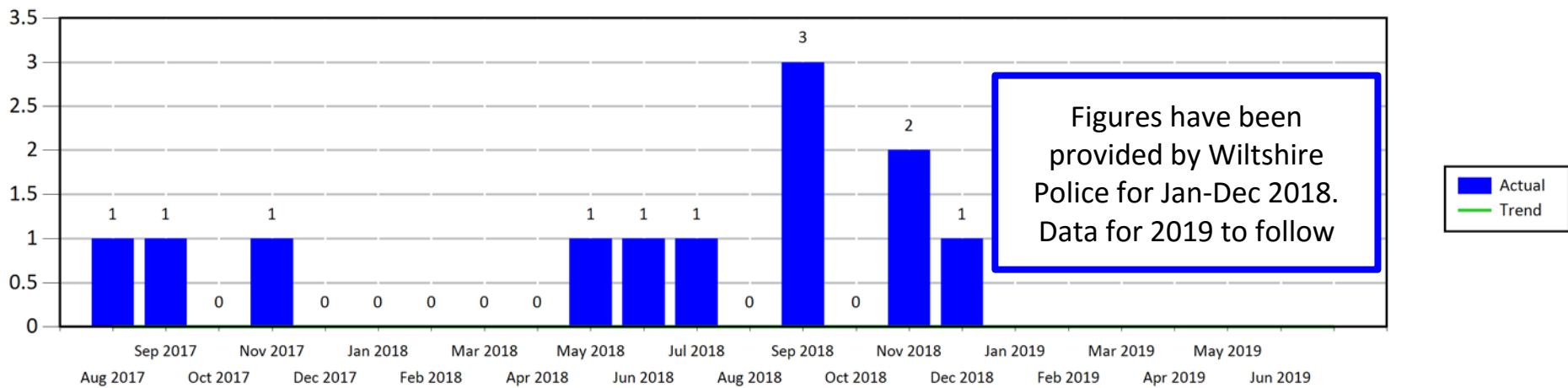
## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
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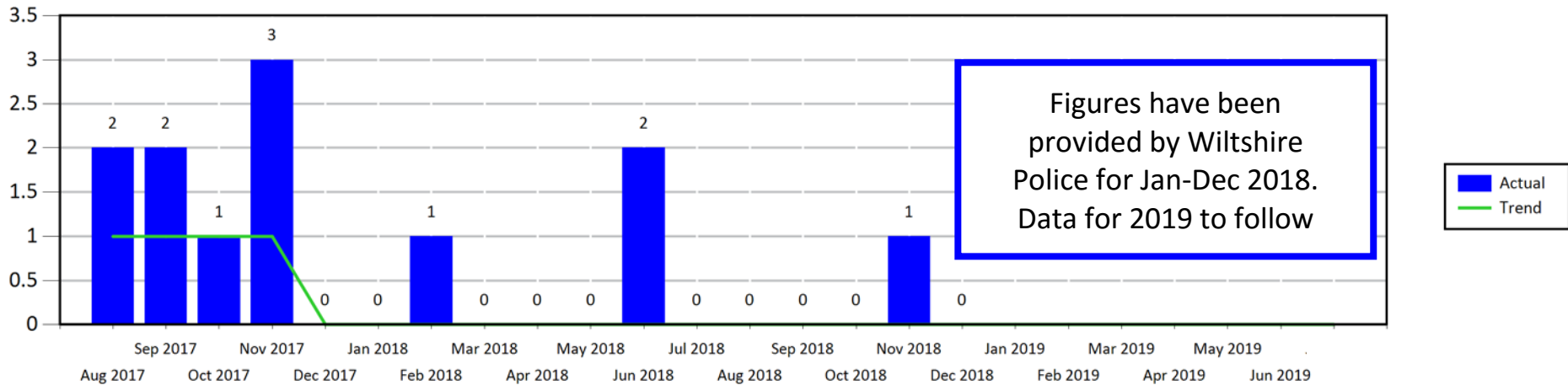
Number of people killed in road traffic collisions - M4			
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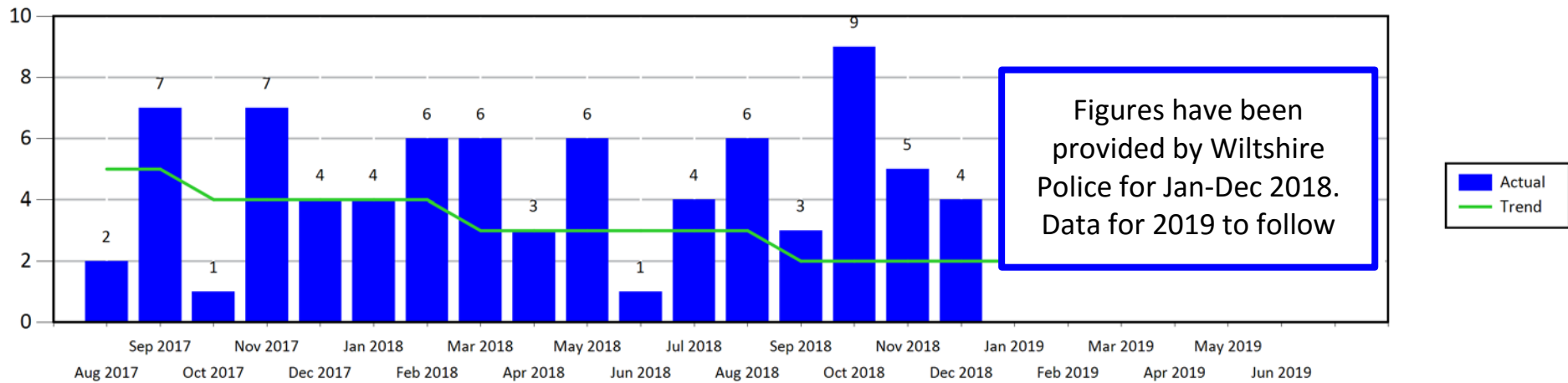
Number of people killed in road traffic collisions - Swindon Borough			
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KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions - M4			



KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions - Swindon Borough			



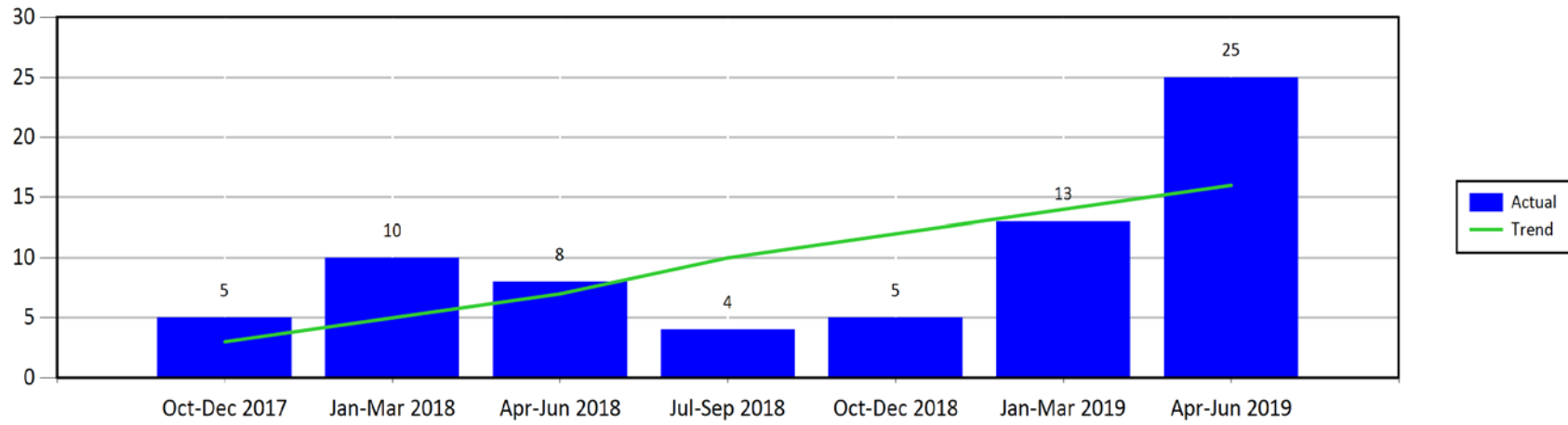
## Priority: Protecting you and the environment from harm

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

Action Code	Action Name
1.2.1.3	KLOE 5: How are we effectively working with our partners in Swindon to safeguard the vulnerable people we come into contact with?
<p><b>Progress comment:</b> A quality assurance self-assessment has been completed for Swindon Local Safeguarding Adults Board. This was an extensive assessment around what we are doing as an organisation to prevent abuse and neglect.</p> <p>A safeguarding case for the Swindon area has been raised with the Risk Enablement Panel (REP). The case was triaged and closed by the safeguarding team. The Safeguarding board recognises there are a small number of individuals who have multiple needs and may be at risk of significant harm but fall outside the criteria for adult safeguarding enquiries or who have made decisions not to engage. The REP has identified two of its criteria as 'the individual concerned is deemed to have mental capacity' and 'those who are at risk due to severe self-neglect/self-harm', as both criteria have been met a referral was made.</p> <p>The Safeguarding Lead (SL) attends monthly meetings with other SLs from external agencies. This helps to ensure we are compliant with national safeguarding legislation. We share best practice and receive peer support and supervision. The SLs review cases referred to the group by the Safeguarding Adults Review Subgroup. 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 is ongoing.</p> <p>The Service continues to work with multi agencies: Receiving referrals from the Police and South Western Ambulance Service Foundation Trust (SWAFST).</p> <p>We make referrals to Children Services, GPs and NHS Teams, social services, police, Community Mental Health Team (CMHT) and Sight and Hearing Team, falls clinics and more.</p> <p>In Q1 25 safeguarding referrals were made, 22 of which came from operational crews and were of varying levels of complexity. Our crews have worked with our Safeguarding Lead to ensure appropriate support is given to those involved. Many of the referrals have come from either operational incidents or Safe and Well visits and some of the issues appear to be hoarding which is deemed a mental health issue. Very often these require more specific support than crews can give, hence the need for a multi-agency approach.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of safeguarding referrals from the Service - Swindon Borough	Quarter	Apr-Jun 2019	25





## 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
1.2.2.3	KLOE 6: How are we providing advice, support and consistent regulation for local businesses in Swindon so they can meet their legal fire safety obligations?
<p><b>Progress comment:</b></p> <p><b>What we are trying to do</b>            Fire safety teams are committed to working at the heart of local communities through a targeted business support programme; auditing businesses to raise awareness of fire safety responsibilities; educating to increase voluntary compliance regarding fire safety standards and working to reduce the overall impact and cost of fire.</p> <p>Working towards the corporate target:            By the end of March 2020, we will have audited 100% of known sleeping accommodation identified by the 'Experian list' as high risk where the Fire Safety Order applies. Our aim is to:</p> <ul style="list-style-type: none"> <li>• Pursue a positive approach to business support and education aimed at promoting residential and commercial sprinkler systems</li> <li>• Further enhance our effective working practices with partner agencies such as the Care Quality Commission, Food Standards Agency, Environmental Health, Immigration and the Environment Agency; sharing intelligence and maximising our impact in the reduction of both commercial and residential risks.</li> <li>• Address compliance issues in houses in multiple occupation (HMO) and to protect vulnerable people who often reside in this type of housing through multi-agency work-streams with local authority (LA) housing, immigration and police.</li> <li>• 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.</li> </ul> <p><b>Where we are at the moment</b>            On-going interaction by the Protection team with LAs, private landlords and tenants regarding fire safety-related matters: external cladding systems; fire detection and warning systems; fire resisting doors (&amp; self-closers); combustibility/fire resistance of construction materials; commercial and residential sprinkler systems; and water-mist suppression systems.</p> <p>Targeted audit of premises as identified as being 'at risk' by the 2020 Experian data profile with 80% of allocated audits completed to date. Please note that the premises list was assigned based on the historic North &amp; Central fire safety teams' geographic areas – a total of 476 audits from 595 audits have been completed.</p> <p>Targeted audits of small bed &amp; breakfast and Airbnb establishments undertaken over the past 12-15 months. A total of 147 audits have been completed. In addition, all premises falling outside of the Service's 30+ minute response times and 21 – 30-minute response times have been subject to fire safety audit.</p> <p>Proactive joint audits with Local Authority Environmental Health (Housing) teams following consultation and/or request/referral/concern for safety have been carried out. All high-rise residential premises comprising 'ground plus four' and above are subject to reinspection, 13 of 26 high rise residential premises have been audited to confirm compliance in Q1. Representation at SBC's High-rise Group, Sheltered Housing Group and the SBC 'empty homes' forum is ongoing. No specific arson reduction initiatives were undertaken; and arson reduction measures are highlighted as a part of each fire safety audit undertaken. Opportunities to engage stakeholders and businesses through seminars, meetings and other initiatives are passed to the Business Engagement team as and when identified.</p>	

## Outputs for Q1

- 42 Building Regulations consultations were completed in Q1. All were completed within the 15-day statutory consultation period.
- \*78 Unwanted Fire Signals (UwFS) were recorded in Q1 – Any premises that has three or more UwFSs in a rolling three-month period are contacted by a Fire Safety Inspector to identify any root cause and any reparative activity; liaison with the Safe and Well team to identify potential opportunities for interventions. Swindon Borough Council receives comprehensive information weekly to assist in monitoring and addressing any emerging issues as appropriate.

UwFS break down as follows:

Human error – cooking, testing	37
System fault	15
Contamination entering detector	12
Unknown cause	11

\*Please note that there is a small discrepancy in statistical data - this is believed to be due to data cleansing between the Browser of Operational System Status (BOSS) and incident reporting systems (IRS) outputs.

- seven concerns for safety were received - five were followed up within 24 hours
- ten fires in non-domestic premises were recorded – Significant fires:
  - public power solutions, Waterside Park, Derby Close – fire attributed to the accumulation of flammable materials (significant accidental fire)
  - public toilets, Queens Park, Drove Road. Fire involving paper/card (significant deliberate fire)
- 13 post fire audits completed in Q1 – please note that some of these audits would have been post fire activity from the last financial year.
- 11 licensing applications
- Safety Advisory Group (SAG) and Event Safety Advisory Group (ESAG) activity for past quarter – Fire Safety team North attend the SAG and ESAG as appropriate; attendance at the statutory SAG meetings is a given and is co-ordinated by SBC; attendance at the non-statutory ESAG meeting is undertaken as appropriate e.g. high profile events, large crowds, ‘out of the ordinary’ events. Events requiring Service attendance include the MFOR Party in the Park (July), the Goan Festival (August), Swindon Pride (August), etc.
- no Enforcement Notices or Prohibition/Restriction Notices were served in Q1. Monitoring of existing Notices is ongoing as appropriate.

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

## Where we are heading 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.

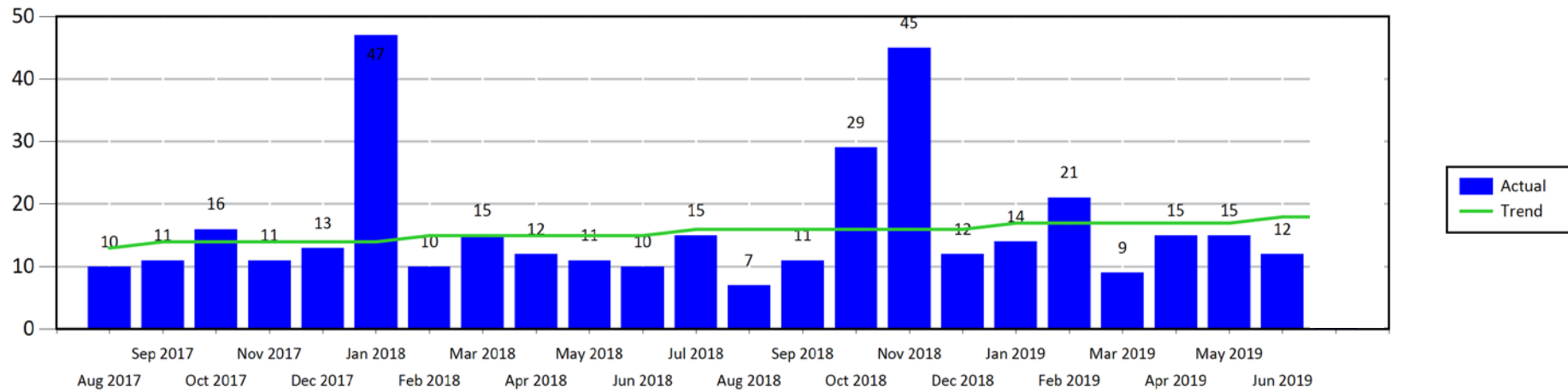
Case studies evidencing best practice and positive impacts for external partners

The retrospective installation of an automatic water-based suppression system into George Hall Court, an eight-storey high-rise sheltered housing scheme, will be completed imminently.

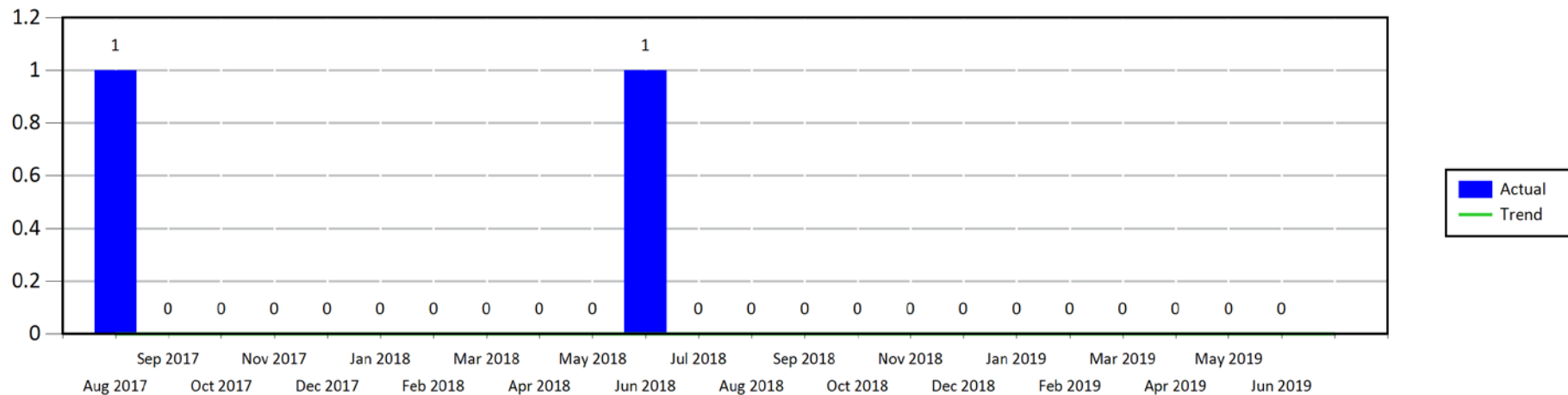
Fire safety North have been heavily involved with the ongoing refurbishment works at the David Murray John Tower– works that have affected the availability of the firefighting lift and require contingency measures to be implemented to ensure that firefighters have the necessary equipment should it be needed.

## Key Performance Indicators

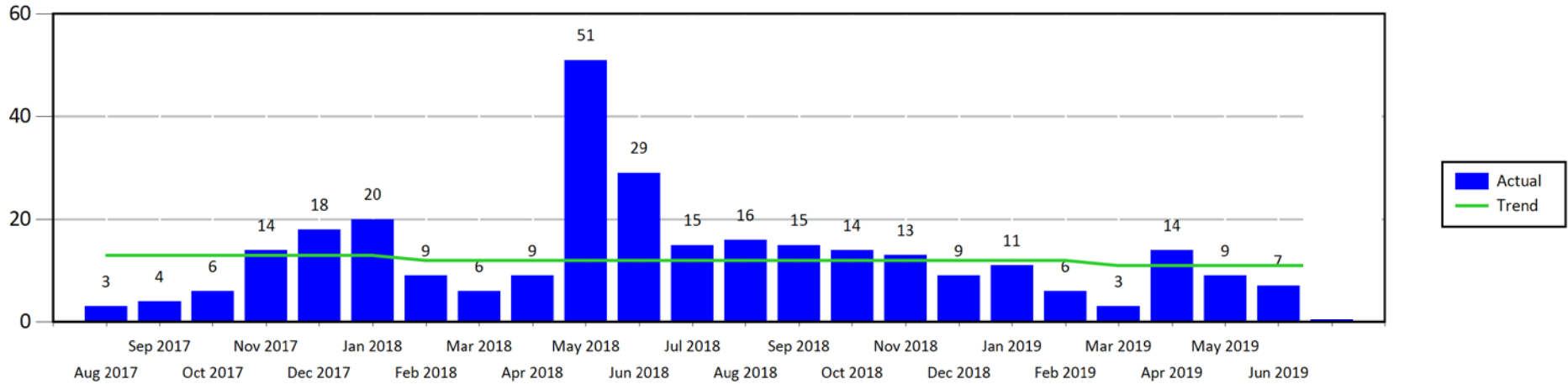
KPI Title	Period	Time Frame	Period Actual
Number of building regulation consultations completed in Swindon	Month	June 2019	12



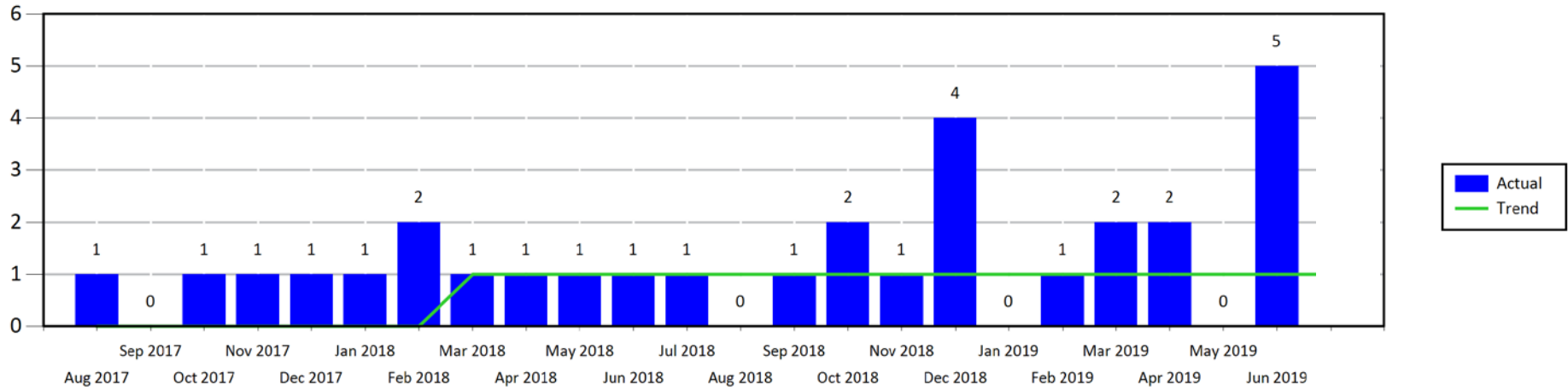
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Swindon Borough	Month	June 2019	0



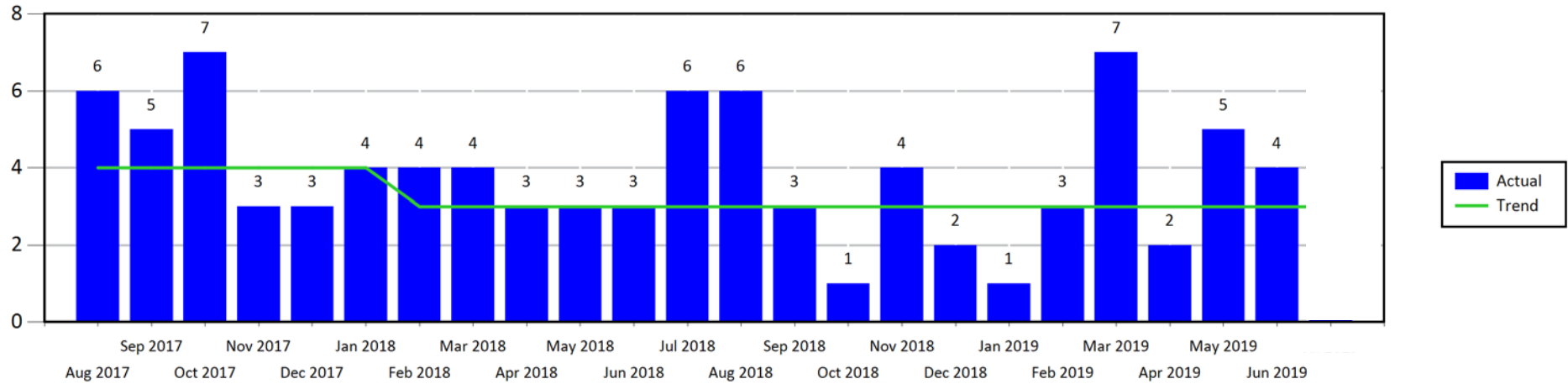
KPI Title	Period	Time Frame	Period Actual
Number of fire safety audits completed in Swindon	Month	June 2019	7



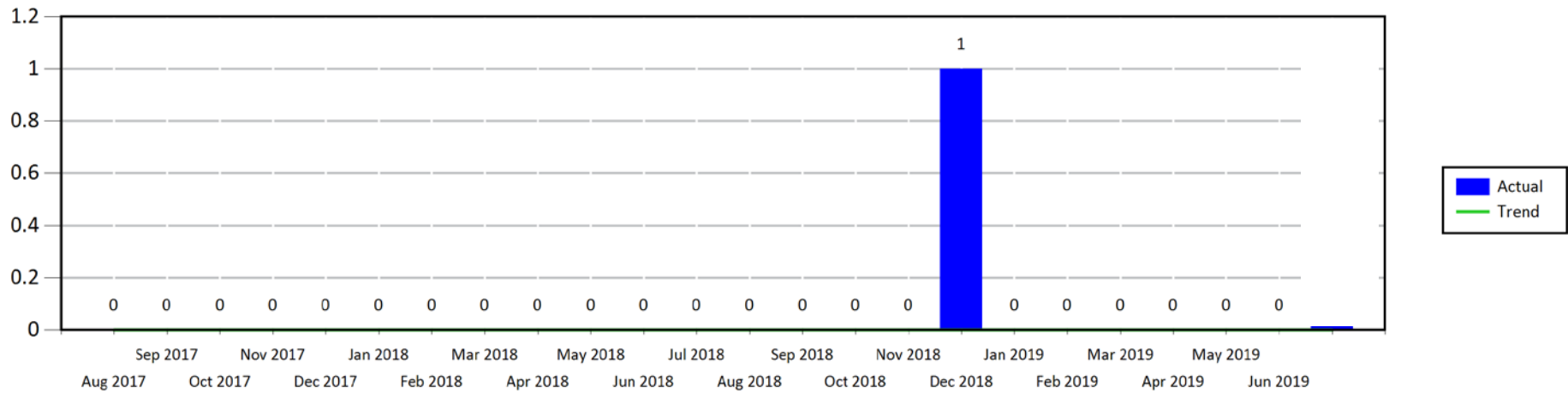
KPI Title	Period	Time Frame	Period Actual
Number of Fire Safety Complaints - Swindon Area	Month	June 2019	5



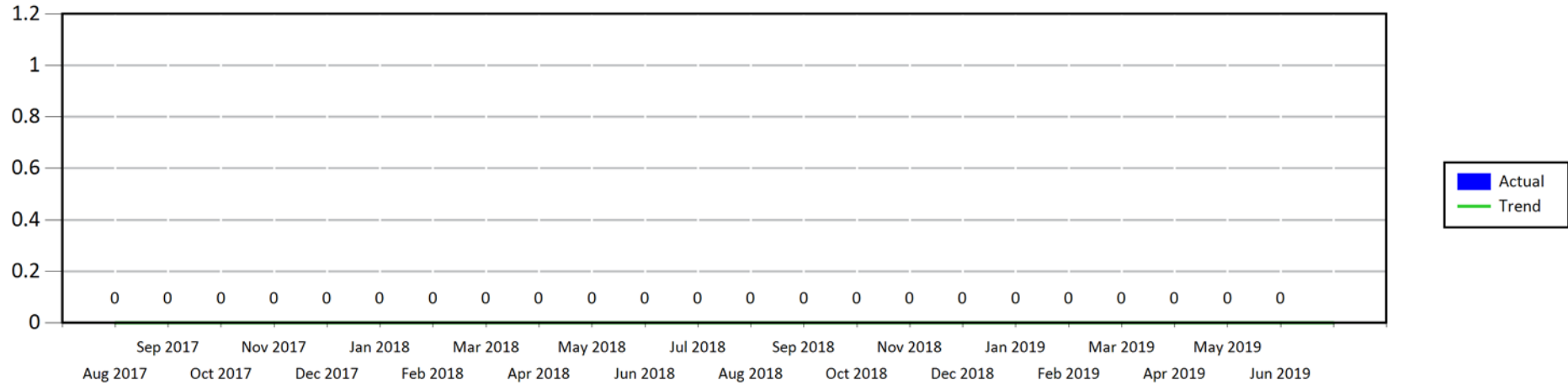
KPI Title	Period	Time Frame	Period Actual
Number of licensing jobs completed in Swindon	Month	June 2019	4



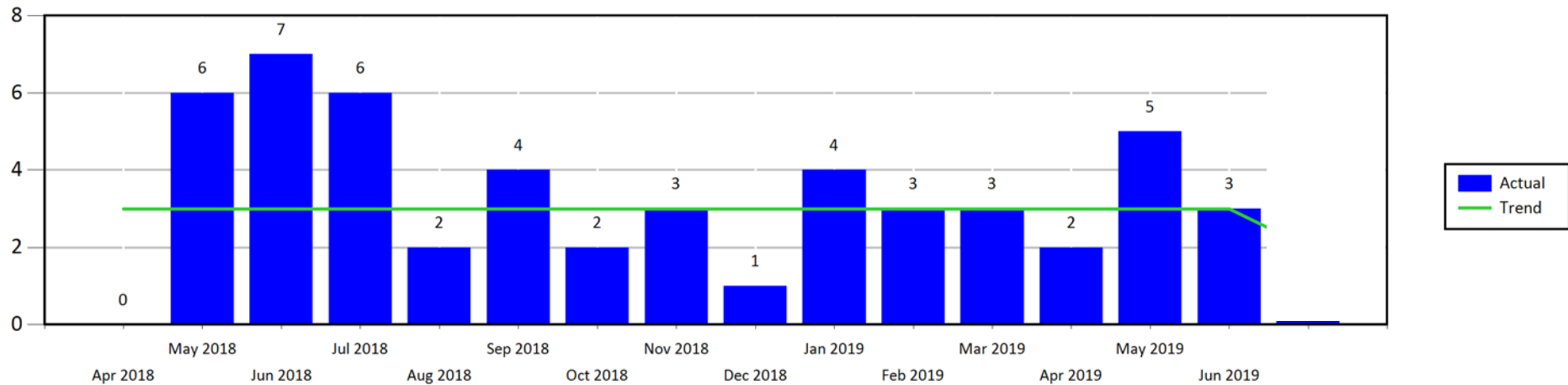
KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Swindon Borough	Month	June 2019	0



KPI Title	Period	Time Frame	Period Actual
Number of prosecutions in Swindon Borough	Month	June 2019	0



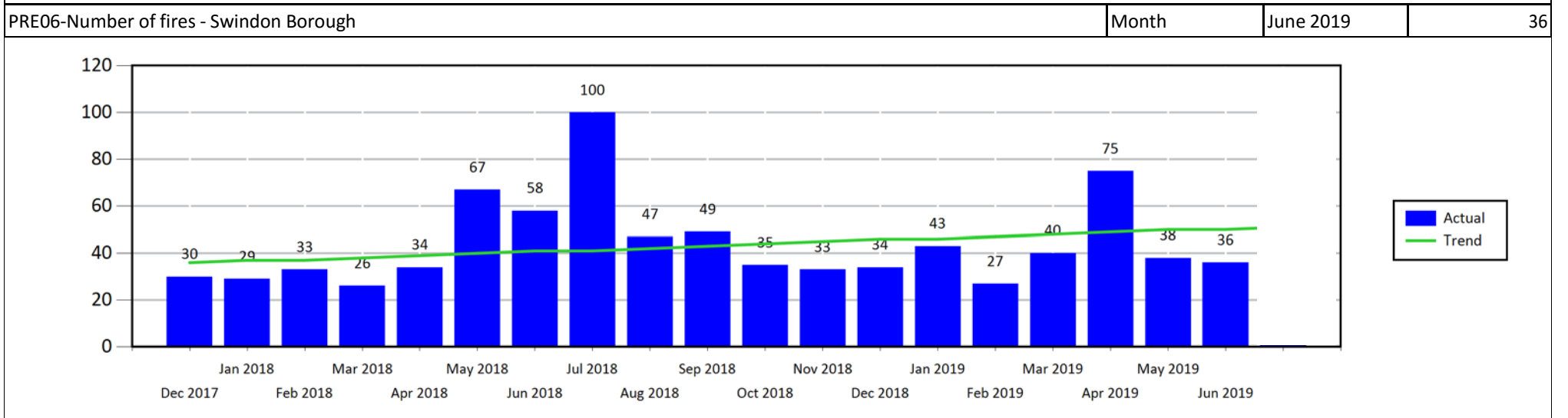
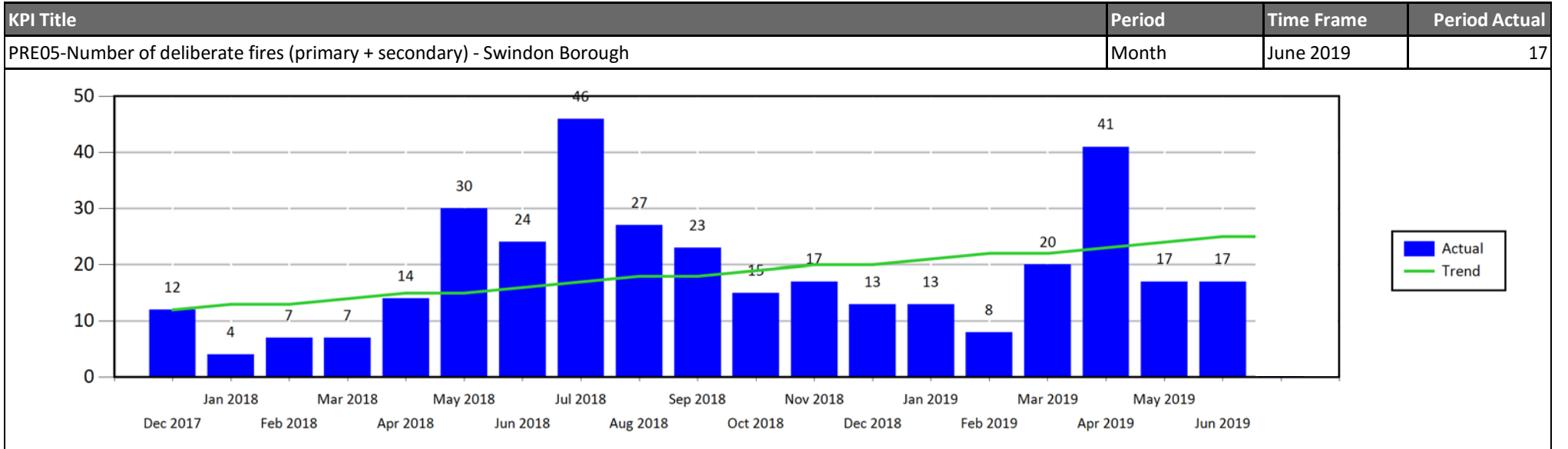
KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in non domestic properties - Swindon Borough	Month	June 2019	3



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

Action Code	Action Name
1.2.3.3	KLOE 7: How are we identifying and driving down risk risks to the community, heritage and environment in Swindon?
<p><b>Progress comment:</b></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 several referrals to properties and occupiers who have been the victim of domestic abuse. Additionally, where threats of arson have been made, we continue to be contacted by the Domestic Abuse Lead from Wiltshire Police when a risk is identified. This relationship has been built over the last 12 months and continues to work well. Safe and Well advisors are asked to attend the property and give advice and ensure the property is fitted with smoke detectors. We also highlight the threats of arson through the mobilising system to ensure crews and control staff are aware which also helps with police attendance at specific addresses.</p> <p>The migration project in Broadgreen has proved successful in engaging with members of the community. The designated Safe and Well advisor along with SBC officers have carried out over 700 house visits. They have fitted 234 smoke, heat and carbon monoxide detectors during the project. The project is now completed and currently officers are assisting SBC in completing a summary report for the relevant Government department.</p> <p>In addition to the work in Broadgreen, local watches continue to use Pinpoint software. This enables them to highlight the high-risk addresses/occupants across the borough. Watches have been given a target of 16 visits per month per watch. This continues to be monitored and partner referrals are the best method of reaching the most vulnerable within the communities. Local officers continue to progress these referral systems.</p> <p>Following funding cuts to SDSA budgets from SBC, local managers have been engaging with the parish councils with attendance at several meetings and this proved successful in securing funding. At present over £14,000 has been donated by various parishes with further visits planned. The hope is to try and secure three years funding from the SBC area, which equates to £20,000. This will ensure the Service can continue to deliver this important road safety initiative.</p> <p>We continue, through our Protection Manager, to work with SBC in highlighting empty buildings and the risks associated with this, which assists watches to have a better understanding of the risk and enable better planning.</p> <p>Crews continue to identify the local risks through Fire &amp; Rescue Services Act 2004 (7.2d) visits and updating existing risks with new information. This is then made available to operational crews on the incident ground. Crews are allocated several reviews to carry out along with any new risks identified through local and partnership intelligence. In the last quarter local crews have made visits to the new secondary school in Wichelstowe and the new Travelodge at Barnfield, to ensure crews are familiar with the layout of the site including water supplies and access.</p> <p>Watches across the area continue to monitor local industrial and commercial areas for risk/arson reduction. This is linked in with our Protection department to ensure they are made aware of any significant issues that may need further investigations.</p> <p>All watches have been allocated exercises to organise for the next 12 months. These are designed for watches to test themselves with local risks such as high rises, commercial fires and RTCs. In August a watch from Stratton is organising a large scale RTC exercise at Honda UK. This will involve On Call staff from across the area and include crews from Oxfordshire who will assist with testing cross-border interaction.</p>	

## Key Performance Indicators





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

Action Code	Action Name
1.2.4.3	KLOE 8: How do we effectively support local resilience partnership arrangements in Swindon to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p><b>Progress comment:</b></p> <p>We have continued to support the Local Resilience Forum (LRF) by contributing to risk assessments of local risk, plan preparation, prevention activities, training and response. This has been achieved by actively engaging with the LRF groups; Business Management Group, Risk Management Group, Training and Exercising Group and other subgroups.</p> <p>Local managers have been consulted on the SBC town centre plan in case of emergencies. There are clear responsibilities for the Service in emergency situations such as building collapses and terrorist attacks etc. Additionally, the local GM sits on the Swindon and Wiltshire LRF and therefore is made aware of national and community risks.</p> <p>We were recently consulted on the LRF Mass Evacuation and Emergency Shelter joint document. This forms part of a group of documents available to partner agencies in the event of an emergency so that all agencies are aware of their responsibilities.</p> <p>In May local officers attended a multi-agency tabletop exercise with Gloucestershire LRF at RAF Fairford to test their emergency plans.</p> <p>In July local officers will be liaising with the SBC Civil Protection Manager in order to decide on the LA Incident Officers involvement in the Honda UK collaborative exercise in August. This will also involve fire crews from Oxfordshire Fire and Rescue Service, which will test cross-border working.</p> <p>In September the local GM will be attending an LRF tabletop exercise involving a marauding terrorist attack. This will again assist in partnership working with the various agencies involved through the LRF.</p> <p>The Service has supported the following LRF activity:</p> <ul style="list-style-type: none"> <li>- BREXIT planning with Wiltshire LRF</li> <li>- Warning and informing group</li> <li>- Severe weather group</li> <li>- Representation at the regional Chemical, Biological, Radiological, or Nuclear Incident (CBRN) plan</li> <li>- Representation at Business Management Group</li> <li>- Chairing the Training &amp; Exercise Subgroup</li> </ul>	

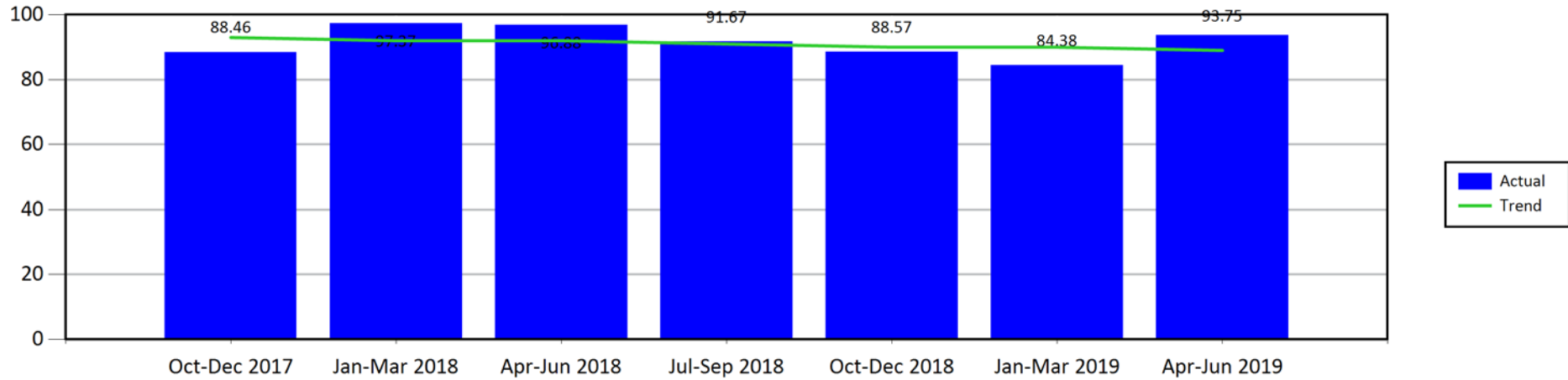
## Priority: Being there when you need us

### KLOE 9: Are appliances available when we need them?

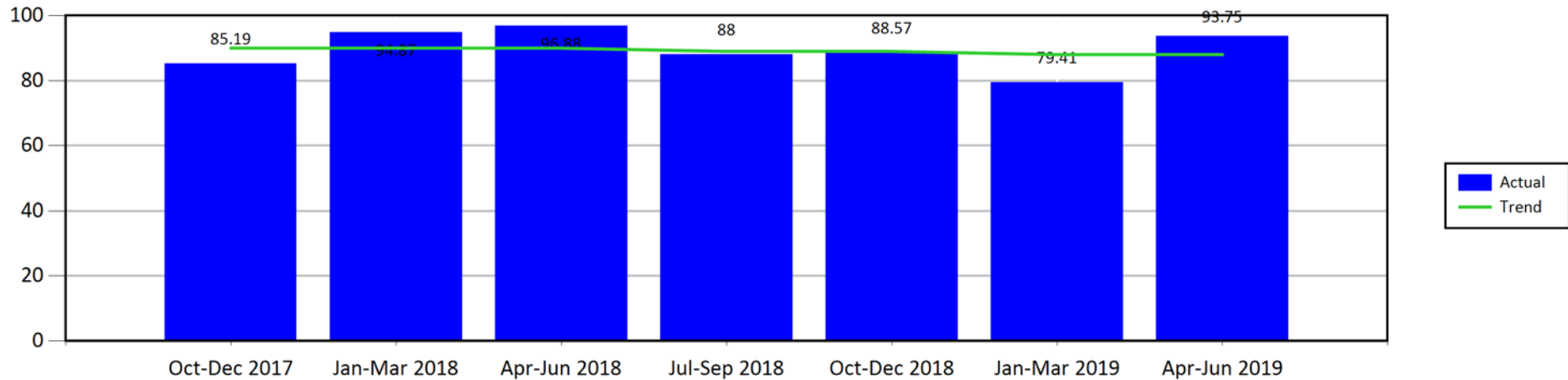
Action Code	Action Name
1.3.1.3	KLOE 9: Are appliances available in Swindon when we need them?
<p><b>Progress comment:</b></p> <p>Within the Wholetime establishment we can almost guarantee that all three frontline appliances are available 24/7. With the On Call appliances we have less guarantee due to the type of contracts On Call staff have and their availability. However, our electronic availability system (Gartan) will alert the managers if and when an appliance will be off the run due to a shortage of staff and they can make provisions for this.</p> <p>Recruiting On Call staff is ongoing as the turnover can be quite high, however, both Swindon fire stations are currently under the salary scheme which has helped in some way towards retaining staff. This is due to them being paid for their hours of availability rather than against their amount of activity. Following a review, the Service has been working on a new pay model to address some of the issues with regards to recruitment and retention across the service. This new scheme will be introduced over the next 12 to 18 months.</p> <p>All On Call staff are being asked to review their current contract availability so that we can improve cover especially over weekends. At present this is on a mutually agreed basis and will form part of the implementation for the new On Call pay scheme. We are analysing the impact of these availability improvements so that we can better target recruitment at station level to the availability gaps that still exist.</p> <p>We have also sent several staff on Incident Command courses which furthers their development and enables them to become incident commanders if required. This will assist with appliance availability in the future once experience is gained. We are also continuing to monitor driver skills as this can potentially have an impact on appliance availability.</p> <p>The local On Call Support Officer (OCSO) organised a "Have a go" event in June at Swindon Fire Station. This proved successful with several potential recruits who are now in the system. The OCSO also attended the South West Expo where the team showed what the Service is all about, particularly On Call. It is hoped that this will assist in the recruitment of On Call staff.</p>	

## Key Performance Indicators

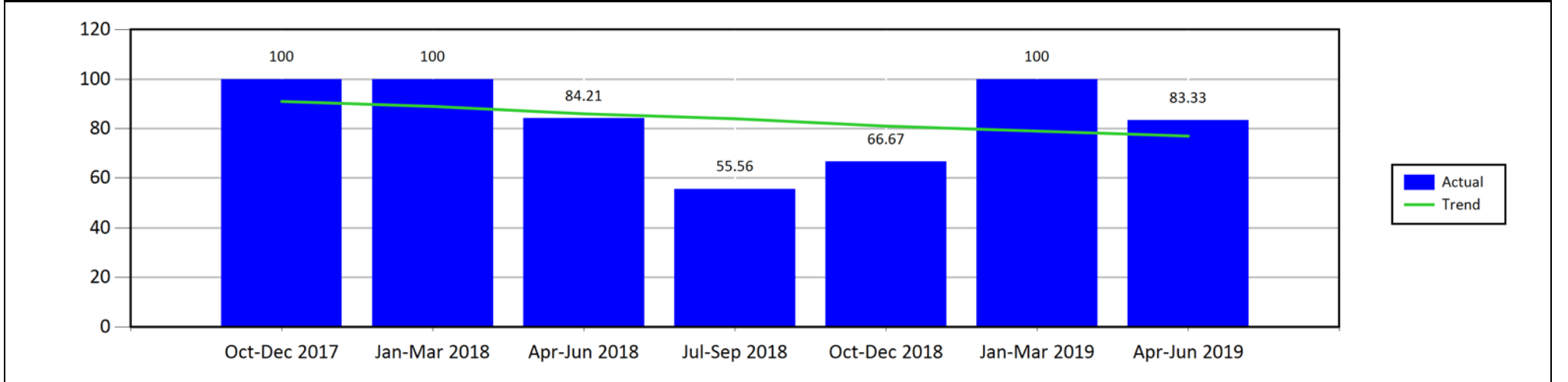
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Swindon Borough	Quarter	Apr-Jun 2019	93.75%



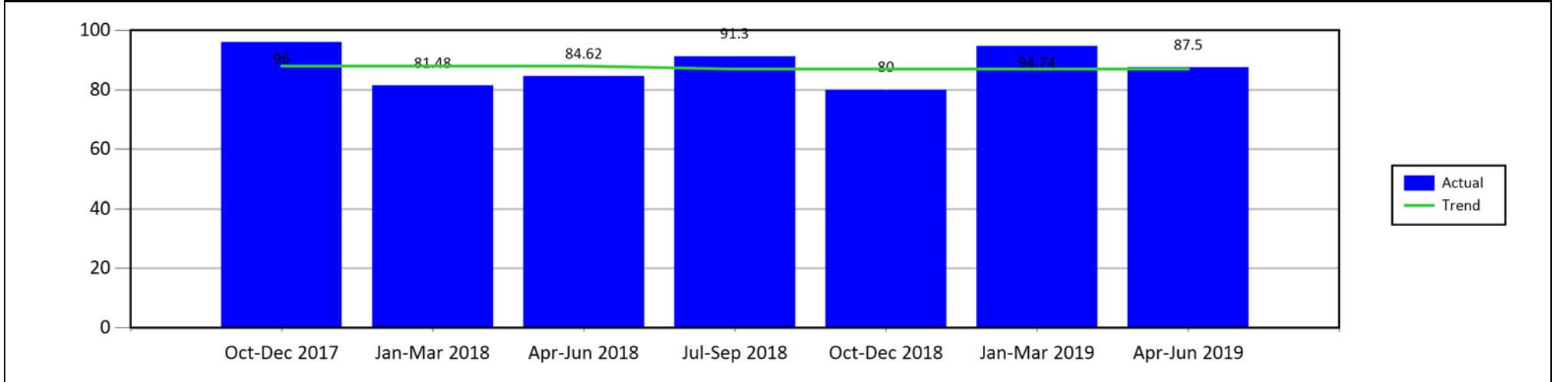
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon Borough	Quarter	Apr-Jun 2019	93.75%



KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon Borough	Quarter	Apr-Jun 2019	83.33%



KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon Borough	Quarter	Apr-Jun 2019	87.5%

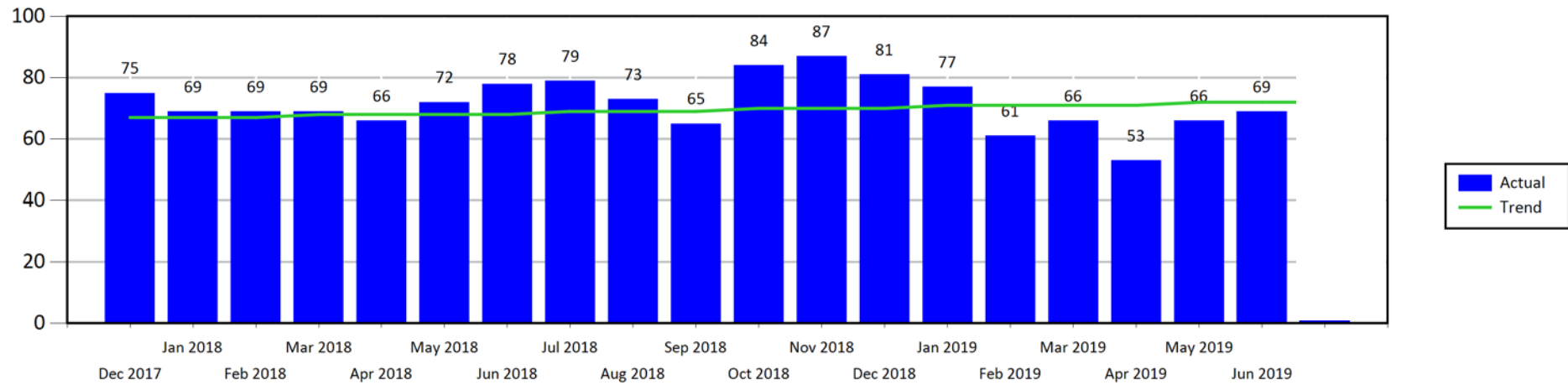


## KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

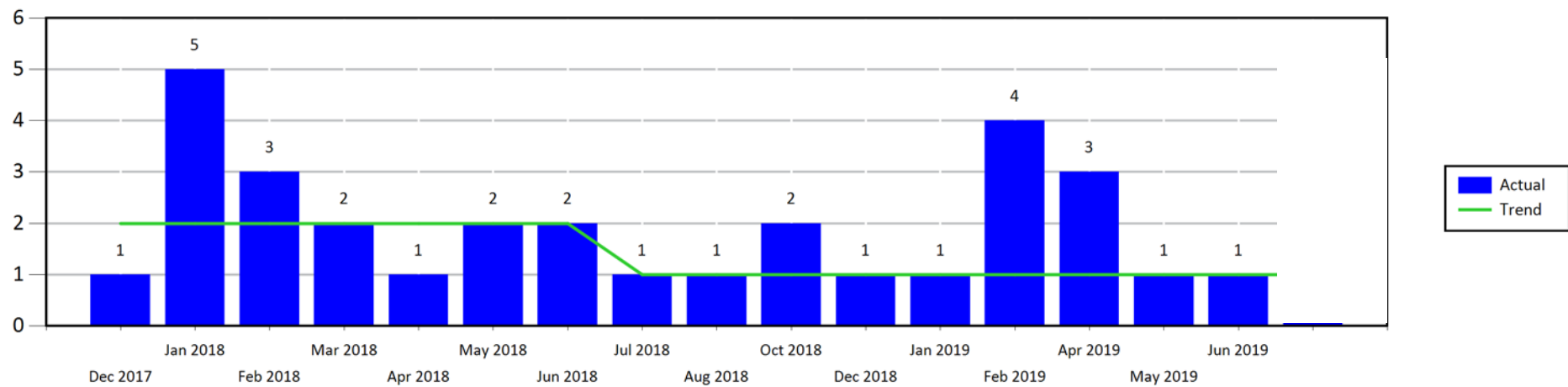
Action Code	Action Name										
1.3.2.3	KLOE 10: How effective and efficient are our response arrangements in Swindon for dealing with the range of incidents we attend?										
<p><b>Progress comment:</b>            We meet the majority of our response standards as the appliances are predominately crewed by wholetime staff and continue to strive for improvements to the On Call appliances as at times they are unavailable due to crewing. This in turn has an adverse effect on response times.</p> <p>Additionally, due to locations of On Call staff, responding to the station can be problematic at certain times of the day. These responses are monitored and investigated on a monthly basis when appliances are not mobile within two minutes for wholetime and five minutes for On Call. To assist our On Call staff when responding to a call out we have been given permission by SBC to use bus lanes and bus gates if traffic is built up.</p> <p>Whilst we monitor the turnout times of the crews as stated above, we also investigate failures of response standards. These are generally linked but 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 and not at their home station when calls are received. This could be due to crews carrying out activities away from their station such as; Safe and Well visits, 72d risk visits and training.</p> <p>Swindon crews continue to promote the Service wide initiative “Are we getting through?” this is to highlight the issues of inconsiderate parking. We have several areas in the borough that cause problems when responding and therefore can contribute to extending response times.</p> <p>In May we received information from a school and Councillor regarding parking issues. This is a common borough wide issue where we work closely with the school in question, police and the local authority to ensure there is a coordinated combined approach to congestion and parking around the schools.</p> <p>Response Standard Q1</p> <table> <tbody> <tr> <td>Res 01 – Percentage of sleeping risk properties where the 1st appliance met a 10 minute response</td> <td>93.8% (30/32)</td> </tr> <tr> <td>Res 02 – Percentage of sleeping risk properties where 2nd appliance met a 13 minute response</td> <td>91.3% (21/23)</td> </tr> <tr> <td>Res 03 – Percentage of incidents in other properties where the 1st appliance met a 10 minute response</td> <td>83.3% (10/12)</td> </tr> <tr> <td>Res 04 – Percentage of incidents in other properties where the 2nd appliance met a 15 minute response</td> <td>77.8% (7/9)</td> </tr> <tr> <td>Res 05 – Percentage of Road Traffic Collisions where the 1st appliance met a 15 minute response</td> <td>87.5% (14/16)</td> </tr> </tbody> </table>		Res 01 – Percentage of sleeping risk properties where the 1st appliance met a 10 minute response	93.8% (30/32)	Res 02 – Percentage of sleeping risk properties where 2nd appliance met a 13 minute response	91.3% (21/23)	Res 03 – Percentage of incidents in other properties where the 1st appliance met a 10 minute response	83.3% (10/12)	Res 04 – Percentage of incidents in other properties where the 2nd appliance met a 15 minute response	77.8% (7/9)	Res 05 – Percentage of Road Traffic Collisions where the 1st appliance met a 15 minute response	87.5% (14/16)
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Res 05 – Percentage of Road Traffic Collisions where the 1st appliance met a 15 minute response	87.5% (14/16)										

## Key Performance Indicators

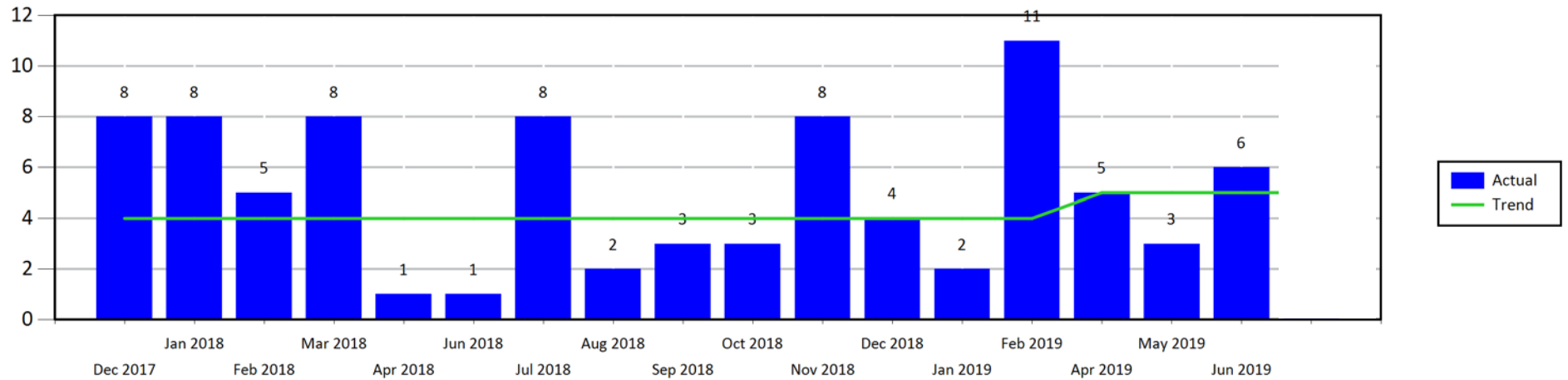
KPI Title	Period	Time Frame	Period Actual
PRO02-All attended false alarms from automatic fire detection equipment-Swindon Borough	Month	June 2019	69



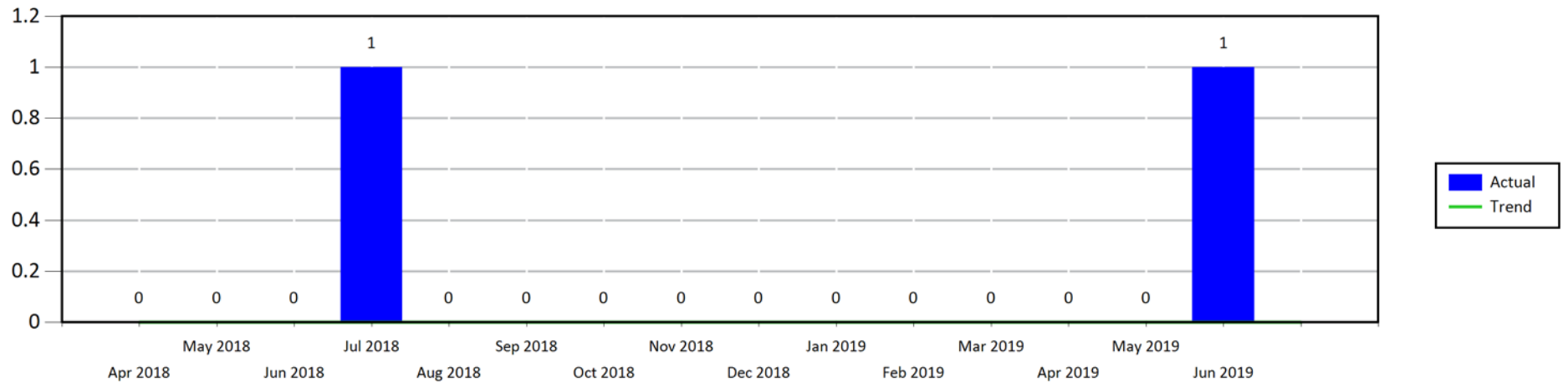
KPI Title	Period	Time Frame	Period Actual
RES11-Number of people rescued at fire related incidents-Swindon Borough	Month	June 2019	1



KPI Title	Period	Time Frame	Period Actual
RES12-Number of people rescued from RTCs - Swindon Borough	Month	June 2019	6



KPI Title	Period	Time Frame	Period Actual
RES13-Number of people rescued from flooding - Swindon Borough	Month	June 2019	1



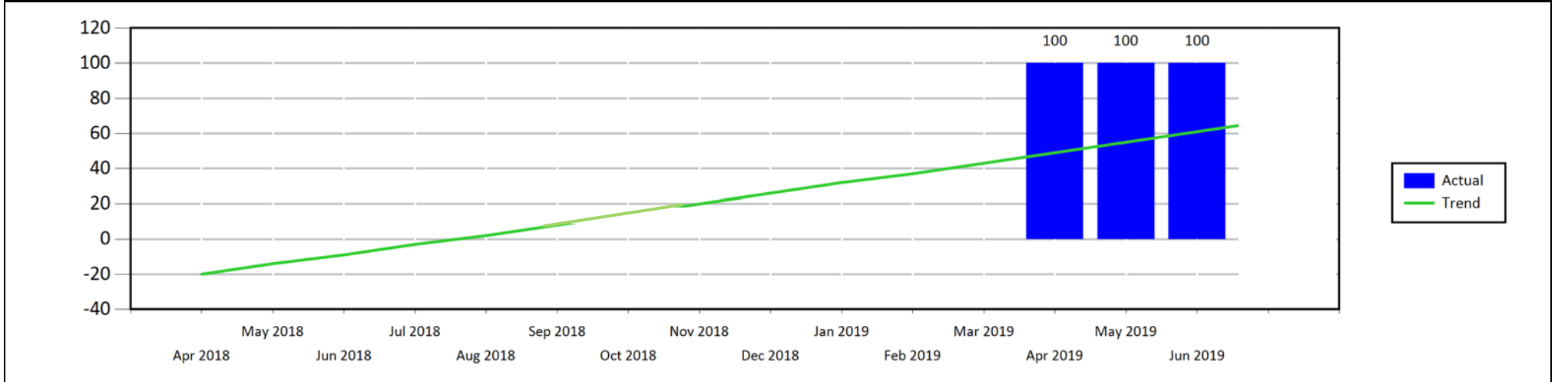
## KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

Action Code	Action Name
1.3.3.3	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 in Swindon?
<p><b>Progress comment:</b>            Behaviour, Incident Command and Trauma Care - a new quarterly training programme is being delivered centrally which ensures a consistent approach is adopted to On Call training. Wholetime personnel participate in training tours, specifically designed to deliver training in the most efficient way possible. This ensures that all personnel are in date for their competencies. Officers also attend regular officer training events to ensure they are up to date on skills.</p> <p>The new On Call Quarterly Training Planner is now live, to support all aspects of operational licence competencies. Support through centralised and mobile trainers at both On Call and Wholetime fire stations is improving the standard and coordination of training delivered locally.</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>There is also cross agency training such as JESIP (Joint Emergency Services Interoperability Principles) 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 (OED) to assist in identifying trends or issues. These are then addressed through a centrally directed training plan which is delivered through the training department.</p> <p>The Area Management Team have been proactive in succession planning. They have highlighted several staff who have skills to progress into incident management and they have now been booked on training courses to become future incident commanders. Additionally, we have also highlighted several staff for driving courses to ensure the availability of our appliances continues.</p> <p>Watches continue to organise exercises across the area, Stratton is currently working on organising an exercise at Honda in August. This will involve a 'mock up' large-scale road traffic collision with the involvement of resources from Oxfordshire Fire and Rescue Service. This will enable us to test our working practices and how they align with our neighbouring fire and rescue services. We are looking to involve other blue light services and the local authority to enable a multi-agency approach.</p>	

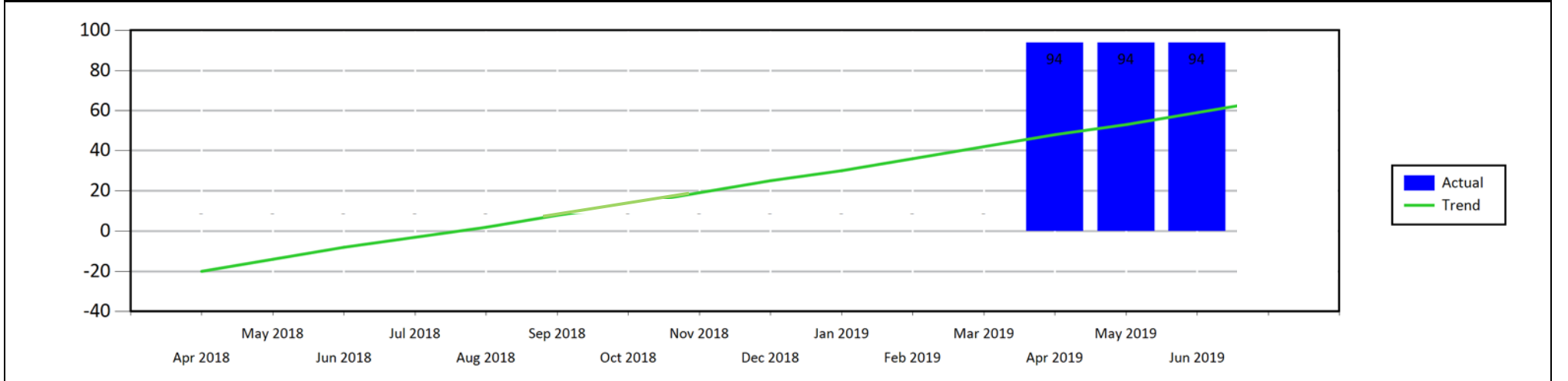


## Key Performance Indicators

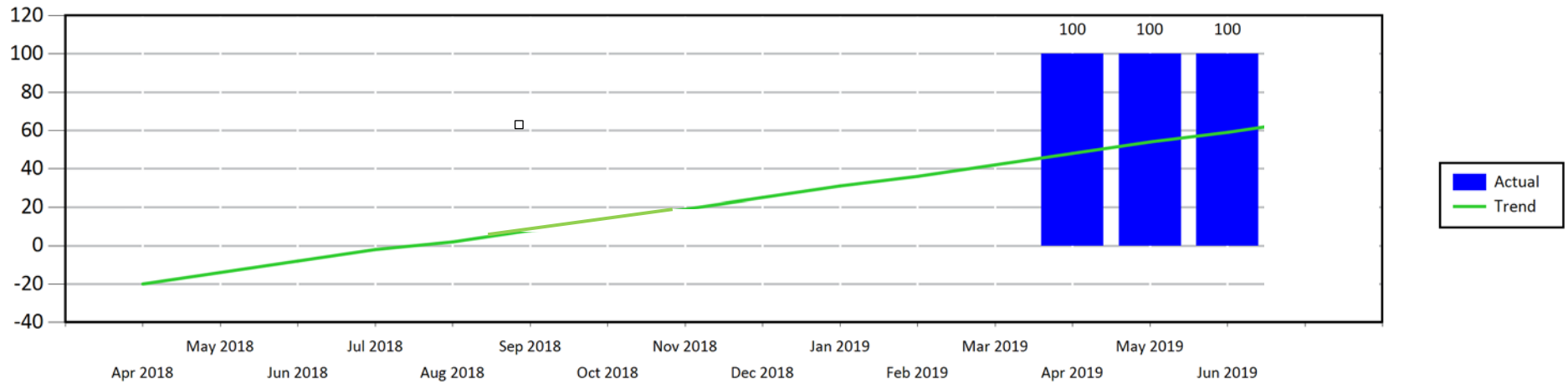
KPI Title	Period	Time Frame	Period Actual
CompcoreA-Percentage of Driving competencies in date-Swindon Council – On call	Month	June 2019	100%



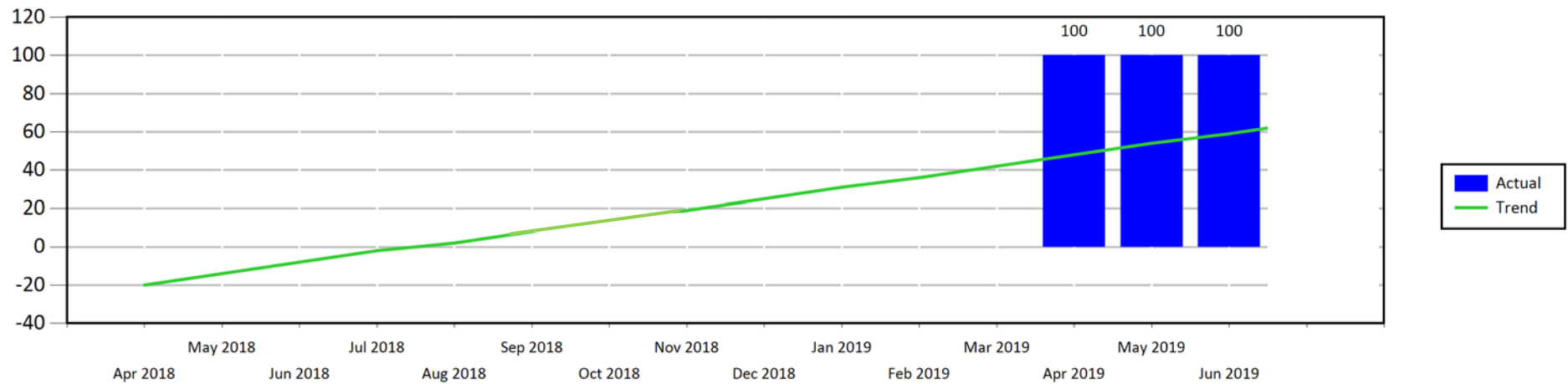
KPI Title	Period	Time Frame	Period Actual
CompcoreA-Percentage of Driving competencies in date-Swindon Council - Wholetime	Month	June 2019	94%



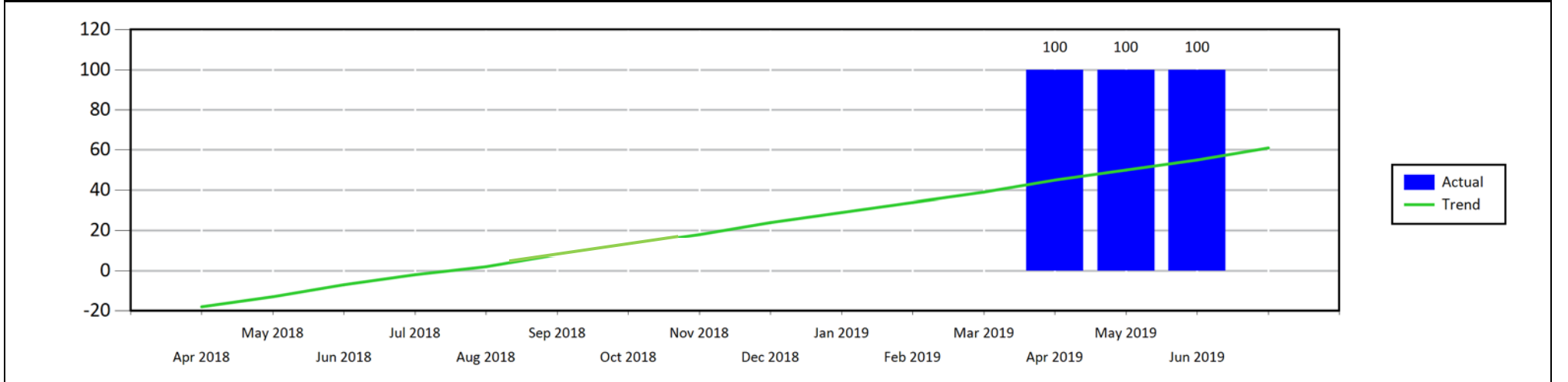
KPI Title	Period	Time Frame	Period Actual
CompcoreB-Percentage of BA competencies in date-Swindon Council – On Call	Month	June	100%



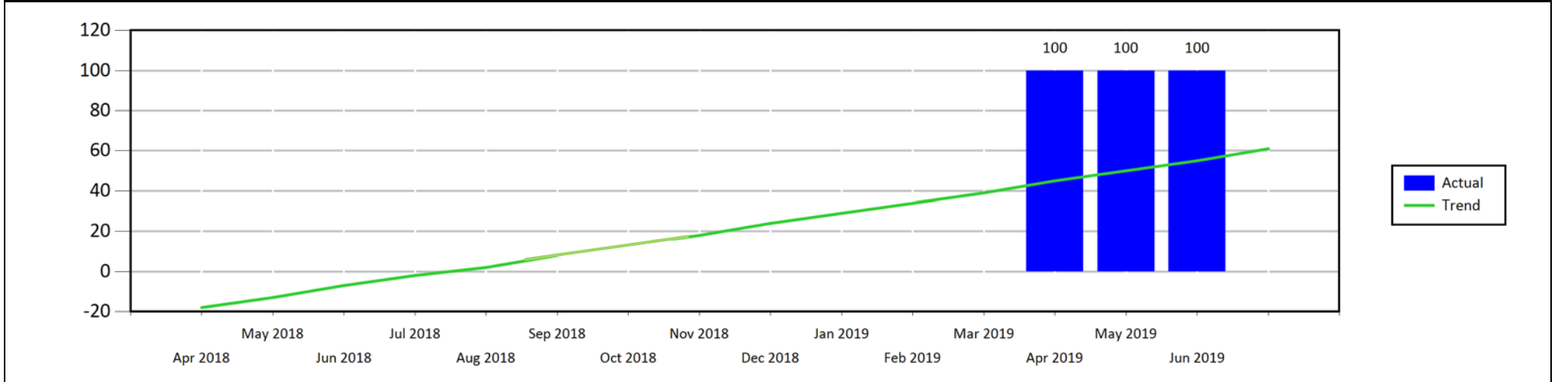
KPI Title	Period	Time Frame	Period Actual
CompcoreB-Percentage of BA competencies in date-Swindon Council – Wholetime	Month	June 2019	100%



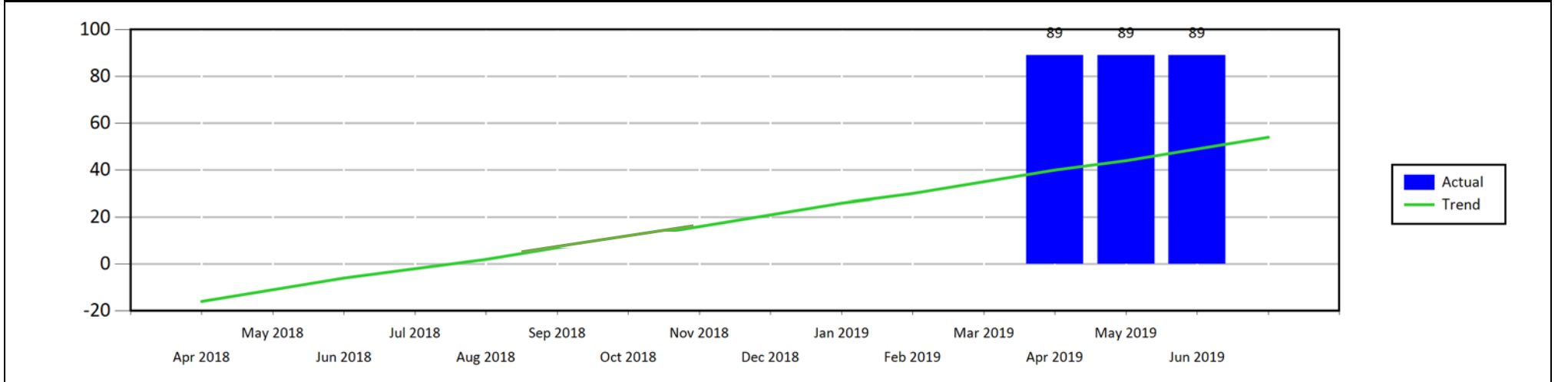
KPI Title	Period	Time Frame	Period Actual
CompcoreC-Percentage of Incident Command competencies in date-Swindon Council - On Call	Month	June 2019	100%



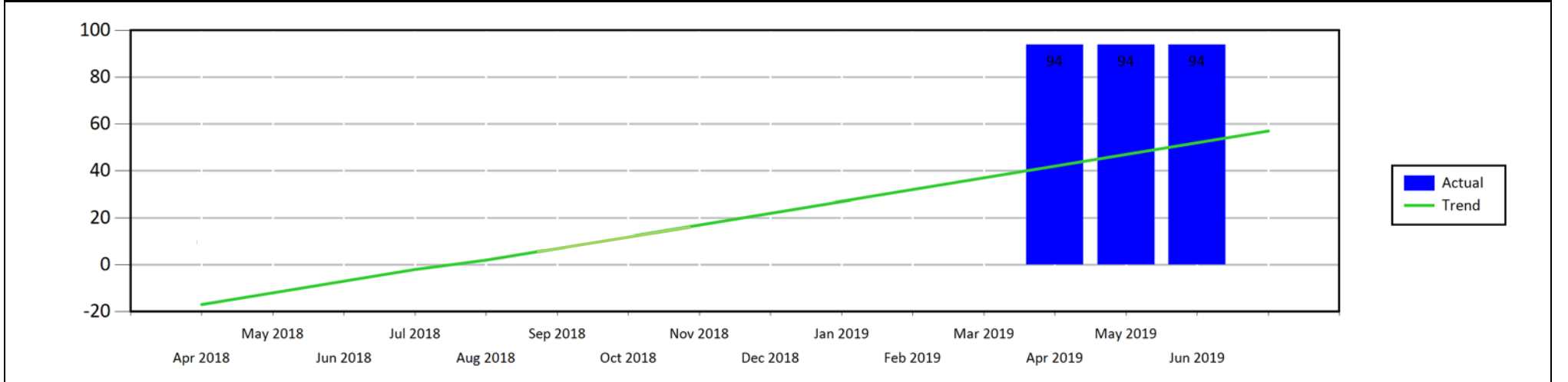
KPI Title	Period	Time Frame	Period Actual
CompcoreC-Percentage of Incident Command competencies in date-Swindon Council - Wholetime	Month	June 2019	100%



KPI Title	Period	Time Frame	Period Actual
CompcoreD-Percentage of Casualty Care competencies in date-Swindon Council – On Call	Month	June 2019	89%



KPI Title	Period	Time Frame	Period Actual
CompcoreD-Percentage of Casualty Care competencies in date-Swindon Council - Wholetime	Month	June 2019	94%



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

Action Code	Action Name
1.3.4.3	KLOE 12: How do we learn from operational and community risks in Swindon to improve the response services we provide?
<p><b>Progress comment:</b></p> <p>We monitor our operational activity through our performance management tools (Sycle). This allows us to consider our response, protection and prevention activity to drive down incidents. We have seen a steady improvement in performance in response times in this period, they do fluctuate from each quarter, however, our performance is above the expected Service targets.</p> <p>Each quarter we look at all the failures to meet the response standards to see if these are avoidable. We do continue to have issues with our On Call crews responding to station within the 5 minutes. This is generally due to location of station and traffic at certain times of the day. However, we have now had permission from SBC for our On Call staff to use bus lanes and gates when responding to stations for a fire call.</p> <p>We also learn from all the incidents we attend and carry out hot debriefs (following smaller incidents) through to command debriefs. The latter are carried out following larger incidents to which other agencies will also be invited. We have a robust system to document these debriefs and ensure they are used to improve our performance in response and lowering the risks to both our staff and our communities. We had a significant fire at the end of March which involved a thatched roof in Wroughton, this event was debriefed in Quarter 1 and learning points taken.</p> <p>Watches across Swindon continue to undertake risk and arson awareness visits across allocated industrial and commercial areas within the borough. This will help spread the word across business premises regarding the potential fire risk to their businesses. At the same time this assists local crews to have further understanding of local risks and enables them to train and plan accordingly.</p> <p>Watches across the area continue to organise and take part in exercises. A large exercise is planned for August at Honda which will involve local and external crews attending along with other agencies. These exercises are a great opportunity for crews to learn in a training environment. It also allows them to exercise at local risks which also helps with familiarisation of the site such as water supplies and access.</p> <p>In Quarter 1 crews have been engaging with some new local risks; The new secondary school at Wichelstowe and the new Travelodge at Barnfield and they have taken the opportunity to visit the sites and make themselves familiar with them.</p>	