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# Performance Report Quarter 1

Dorset & Wiltshire Fire and Rescue Service

Wiltshire Local Performance & Scrutiny Committee

1 April 2019 - 30 June 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?

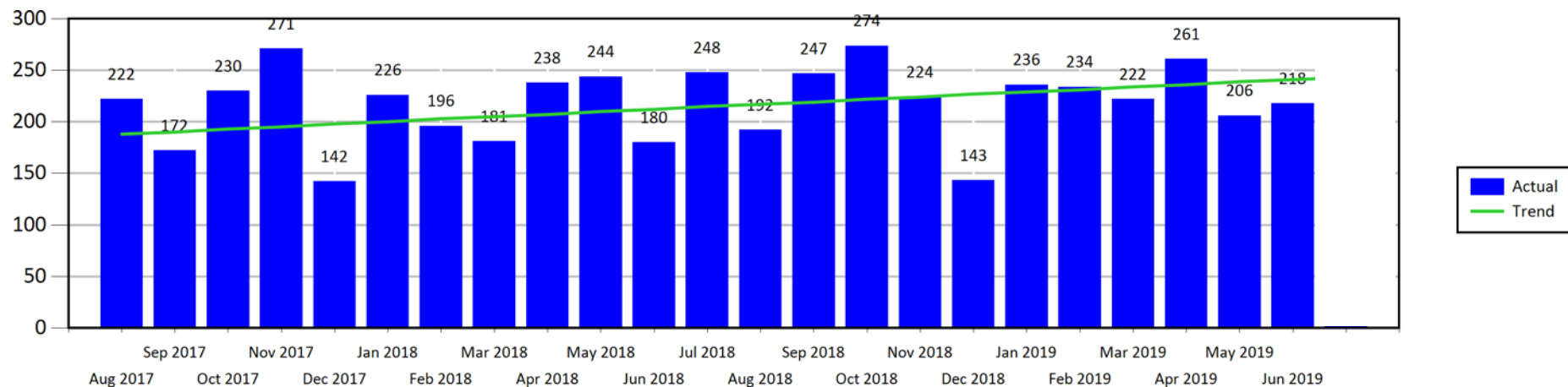
Action Code	Action Name
1.1.1.5	KLOE 1: How are we working with our partners in Wiltshire to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p><b>Progress comment:</b> Safe and Well advisors continue to work closely with stations and partners to establish links with new agencies to increase the volume of Safe and Well visits.</p> <p>A pilot scheme operating in Wiltshire at Bradford On Avon and more recently Calne to enroll On-Call staff to carry out Safe and Well visits in their local communities is progressing well, with a number of visits being completed. For Stations not involved in the pilot, a drive to ensure good liaison between crews attending incidents in high risk properties and the Safe and Well team has been underway to ensure we best serve those high-risk areas of our communities where there isn't a wholetime presence.</p> <p>Safe and Well advisors regularly sit on Group and Area Management team meetings and are an integral part of station teams, supporting crews with Pinpoint and assisting them in generating Safe and Well visits.</p> <p>The Boat Safety Scheme is also now embedded in Wiltshire Group 2 Prevention work, with Boat Safety champions operating out of Trowbridge Fire Station.</p> <p>Group and Area managers sit on a variety of local boards, such as the domestic abuse and smoking forums, to advocate our role in prevention in the community to drive down risks collaboratively and increase our Safe and Well referrals via our partners. The Group works in partnership with police, ambulance, housing, social services, GPs, probation and Wiltshire Council to place prevention at the forefront of service delivery.</p>	

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

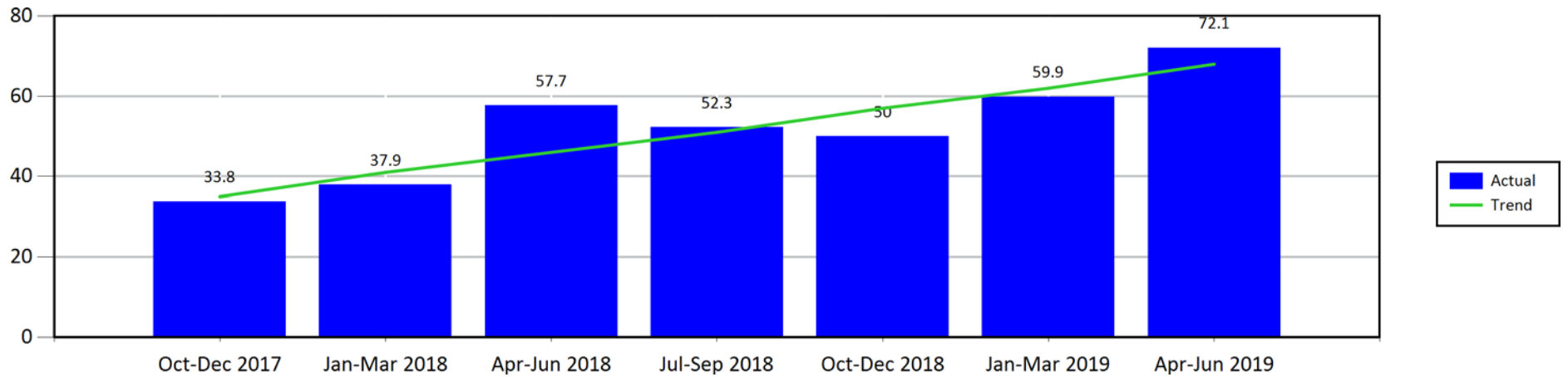
Action Code	Action Name
1.1.2.4	KLOE 2: How are vulnerable people in Wiltshire receiving the support, advice and information they require to reduce their risk of fire
<p><b>Progress comment:</b>            In the first quarter we have completed 685 safe and well visits. This is an increase of 3% compared to the same quarter in 2018-19. 85.5% of these visits have been carried out with occupiers who are classified as high to very high-risk vulnerable people.</p> <p>We have recruited two new Safe and Well advisors, and they are due to start with us over the coming months. They will be based in Devizes and Bradford on Avon.</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 can supply them with fire retardant bedding, extension leads or deaf alerts. If appropriate we can spray a fire-retardant spray around their beds, chairs etc. This ensures that if the individual is smoking in the property and has a history of not disposing of cigarettes properly, they will have extra protection.</p> <p>Every call 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 receiving letters 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>During Boat Safety Week we walked 14.5 miles of canal paths; passing 191 boats moored along the canal, talked to 59 boaters and issued 17 boat-safety packs. The teams were welcomed by the people they engaged with, one 'boater' shared news of the team's presence on their local Facebook page. Packs are also being dropped off at local marinas for them to become a collection point for anybody new to the boating community to pick up their free boat safety pack.</p> <p>During Armed Forces Weekend we engaged with over 2,000 people at our kitchen safety stand, providing the public with resources for kitchen fire safety. We arranged 18 safe and well visits for very high-risk/vulnerable households.</p> <p>Advisors have delivered 14 talks over the last quarter to various groups within their local areas to gather referrals. On some occasions the take up for a visit has been low, however our fire safety messages are invaluable for the public.</p> <p>We attended a joint vulnerability event organised with Wessex Water and Scottish &amp; Southern Electricity Network (SSEN); subsequently we're 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 on building referral pathways. Particular attention will be given to health professionals.</p>	

## Key Performance Indicators

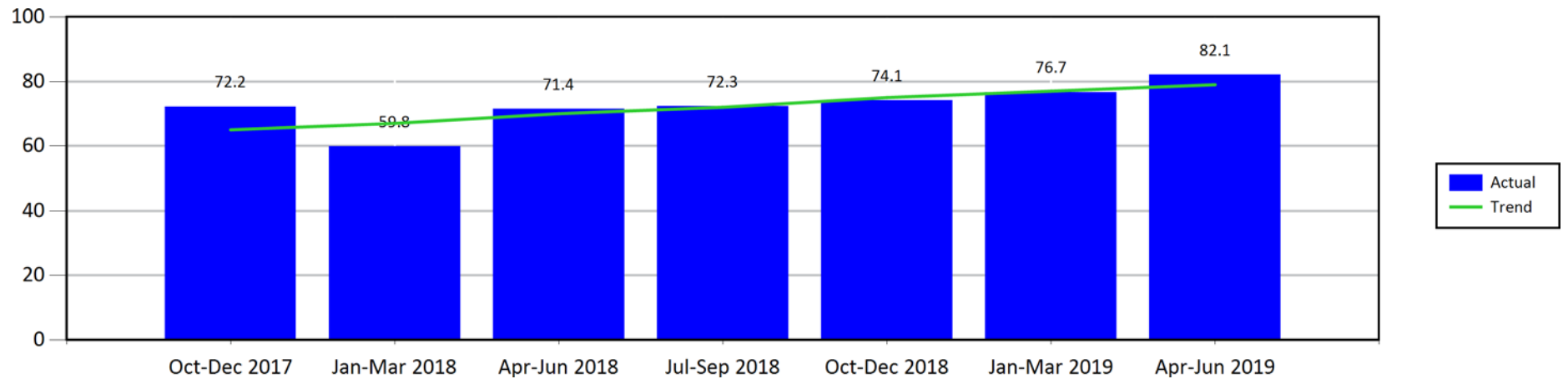
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Wiltshire Council	Month	June 2019	218



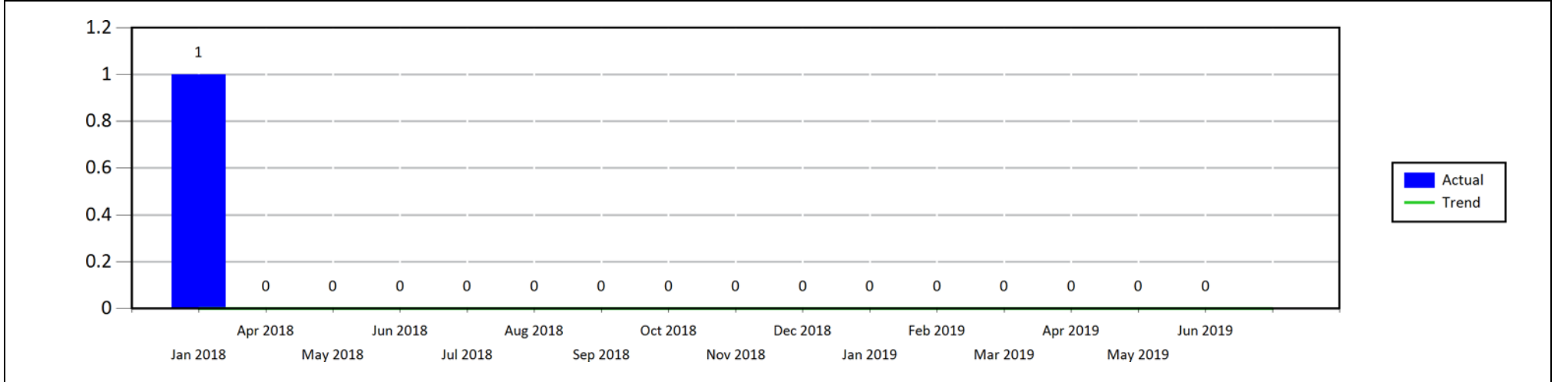
KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken by station-based crews to high risk households in Wiltshire Council	Quarter	Apr-Jun 2019	72.1%



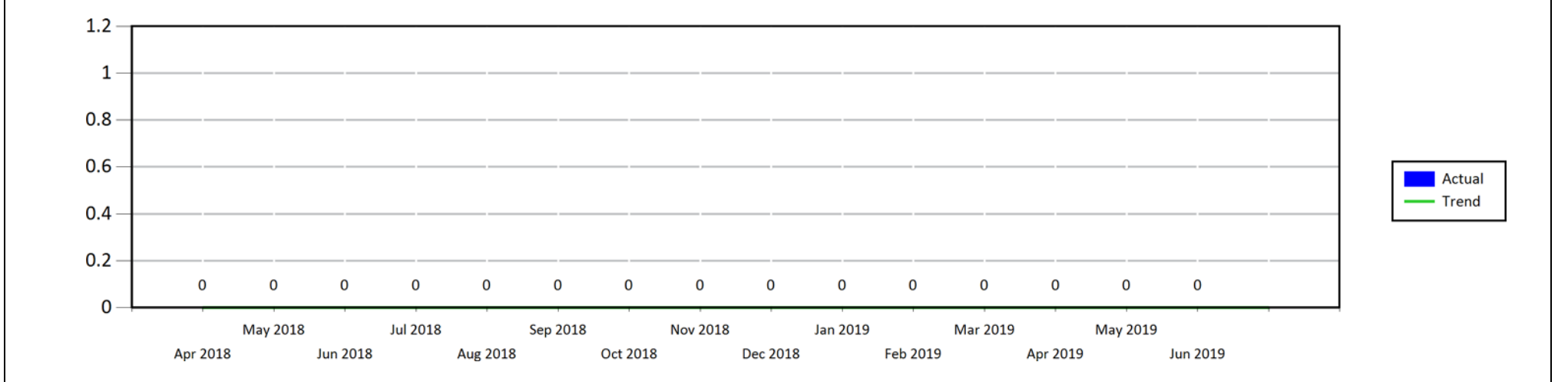
KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken to high risk households in Wiltshire Council	Quarter	Apr-Jun 2019	82.1%



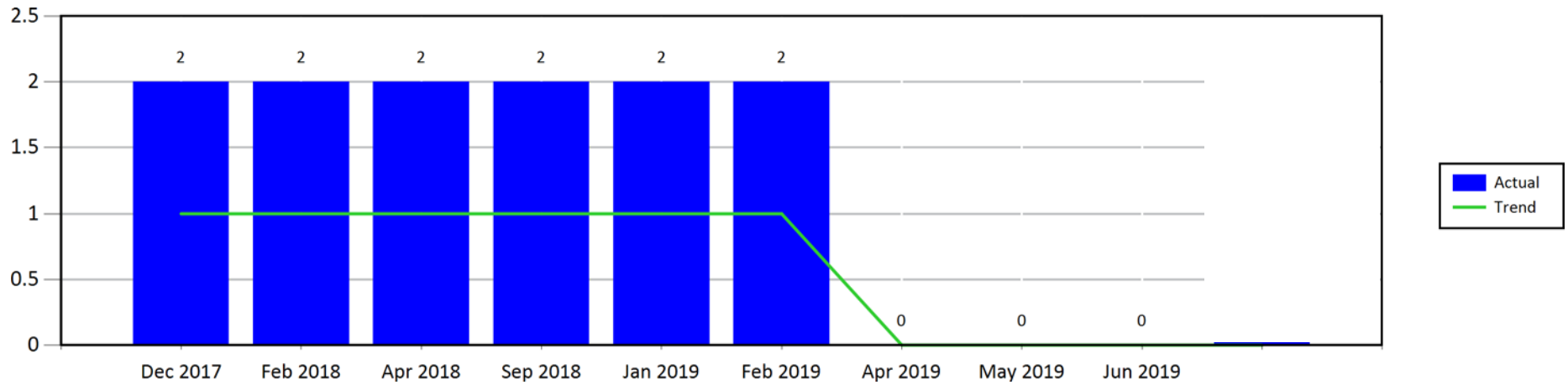
KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Wiltshire Council	Month	June 2019	0



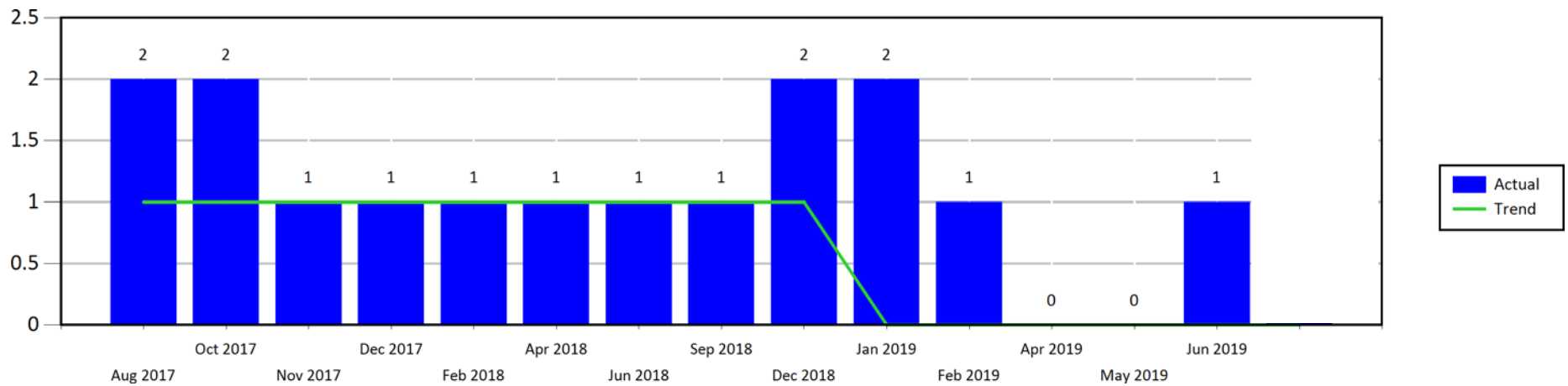
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Wiltshire Council	Month	June 2019	0



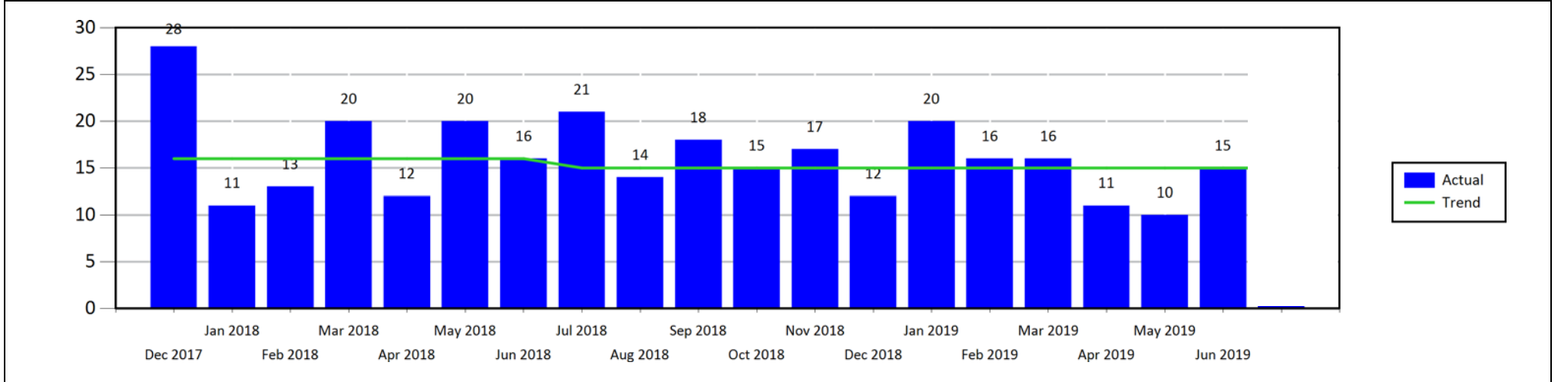
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire Council	Month	June 2019	0



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



KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Wiltshire Council	Month	June 2019	15





## 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
1.1.3.4	KLOE 3: How do we deliver our safety education to children, young people and communities in Wiltshire, helping them build safer and healthier lives?
<p><b>Progress comment:</b></p> <p>Our youth intervention programme provides 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, learning search and rescue techniques, working as a team to overcome road traffic collision (RTC) scenarios, and aerial and water rescue drills. All activities identify the dangers and consequences of engaging in risk taking and anti-social behaviour, as well as developing key skills such as communication and teamwork.</p> <p>A five-day Salamander course was delivered at Warminster Fire Station in April. This course was funded by the Warminster Local Youth Network Fund through the Warminster Area Board and was aimed at young people aged 13-19 who live in the Warminster area. Working with the local secondary school, Kingdown, the school highlighted a number of pupils that needed positive activity to engage them and keep them away from harm. A total of 14 young people started and completed the course with all of them successfully meeting the criteria to gain an Assessment and Qualification Alliance (AQA) Award in Fire Service Training. A well-attended pass out display was held where the participants demonstrated their newly found skills in front of family, friends and local dignitaries.</p> <p>Sam (name changed) was referred by Kingdown School for “silly and disruptive” behaviour. From the first hour of the course it was evident he had a need for attention from staff and peers. This was demonstrated through some aggressive and bullying behaviour with peers and being defiant with instructors – initially unwilling to wear personal protective equipment (PPE) or participate in activities. Staff challenged his behaviour positively through encouragement and recognition when deserving of praise. As a result, he started to engage more and became more compliant, communicative and appeared to appreciate the importance of following instructions and participating as a team. At the Pass Out parade. he addressed the audience about his experience and thanked the instructors.</p> <p>In April, our Youth Intervention team supported by Red Watch Salisbury delivered a three-day Salamander taster course for Exeter House, a special educational needs school based in Salisbury. This taster course aimed to get the eight students involved in team building activities and for them to see what the role of the firefighter involves and to deliver important safety messages. The course was a huge success with positive comments from teachers and staff from Exeter House who were seeking funding for the delivery of a full five-day Salamander course.</p> <p>Trowbridge Fire Cadets are in the final term of their one-year programme. All 15 cadets who commenced the course in September 2018 are on course to graduate at the end of July with a Business and Technology Education Council (BTEC) Level 2 Award in Fire Services in the Community, Level 1 National Fire Cadet Certificate and an (AQ) Award in Fire Service Training. The cadets have completed some excellent social action projects in the community over the year including raising money for Company for Christmas and creating a safety film about the dangers of anti-social behavior.</p>	

A funding application has been made to the Chippenham Local Youth Network to deliver a Salamander course for young people aged 13-19 who live in the Chippenham area. This is a pilot course which is aimed at young people who are experiencing anxiety and mental health issues. We are working in partnership with local schools who are identifying suitable young people with the aim of the course building their confidence and self-esteem to help with their mental wellbeing.

Practical elements of the course will remain the same as a standard Salamander course. However, there will be a 'Positive Wellbeing' element to help the participants recognise steps to take to improve their mental wellbeing, but also to know who to speak to if they are struggling with how they feel. We are currently approaching local external partners who are professionals in this field to seek their support in the delivery of this. Should the funding application be successful this course will be delivered in October.

A further application to the Warminster Local Youth Network for a Salamander course in Warminster will be made in Quarter 2.

Recruitment for the next Trowbridge Fire Cadets cohort has taken place. A successful group of 15 young people have gone through the selection process and we look forward to meeting and inducting them in September.

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

Action Code	Action Name																		
1.1.4.4	KLOE 4: How are we delivering effective road safety education in Wiltshire to reduce road traffic deaths and injuries?																		
<p><b>Progress comment:</b> We have agreed or received the following funding for 2019-20:</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>*ESS</td> <td>£1,750</td> </tr> <tr> <td><b>Total:</b></td> <td><b>£22,200</b></td> </tr> </table> <p>*Emergency Services Show</p> <p>No partnership road safety events have taken place in the Wiltshire 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>In July we delivered Survive the Drive to more than 1,000 Army personnel at the Ministry of Defence (MOD) College in Lyneham. In addition, the Road Safety Partnership supported the Calne Bike Festival with messages relating to safety on the roads for motorcyclists. Crashed motorcycles were on display with staff from Wiltshire Council, Wiltshire Police and the Service, engaging with the public in the town centre.</p> <p>In September, the Road Safety Partnership will be visiting each of the Wiltshire College campuses with road safety messages on the dates detailed below. On display will be a real crashed car (drink related) and a driving simulator.</p> <table> <tr> <td>Chippenham -</td> <td>10.00 – 13.00 on Tuesday 10 September</td> </tr> <tr> <td>Lackham -</td> <td>10.00 – 13.00 on Monday 9 September</td> </tr> <tr> <td>Salisbury -</td> <td>10.00 – 13.00 on Wednesday 11 September</td> </tr> <tr> <td>Trowbridge -</td> <td>10.00 – 13.00 on Thursday 12 September</td> </tr> </table> <p>SDSA roadshows are currently being booked and the Wiltshire roadshows start in October with 20 roadshows running until December.</p>		Arval Ltd	£5,000	Wiltshire Council	£7,500	Parish councils	£7,950	*ESS	£1,750	<b>Total:</b>	<b>£22,200</b>	Chippenham -	10.00 – 13.00 on Tuesday 10 September	Lackham -	10.00 – 13.00 on Monday 9 September	Salisbury -	10.00 – 13.00 on Wednesday 11 September	Trowbridge -	10.00 – 13.00 on Thursday 12 September
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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 about SDSA is that we only get to see attendees once, and the safety messages are often forgotten six months later. To embed SDSA messages this new initiative will be based around virtual reality technology and classroom lesson plans. The lesson will be based around the fatal four causes of RTCs; speed, seatbelts, drink/drugs and distractions.

Bikerdown is a course designed to provide training to 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 about a quarter of all road deaths over the past four years in the Wiltshire and Swindon areas. Watch Manager Dean Hoskins is leading on the initiative and has several courses planned.

After some delay we now have a full year of casualty statistics for 2018 (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 these are classed as vulnerable road users

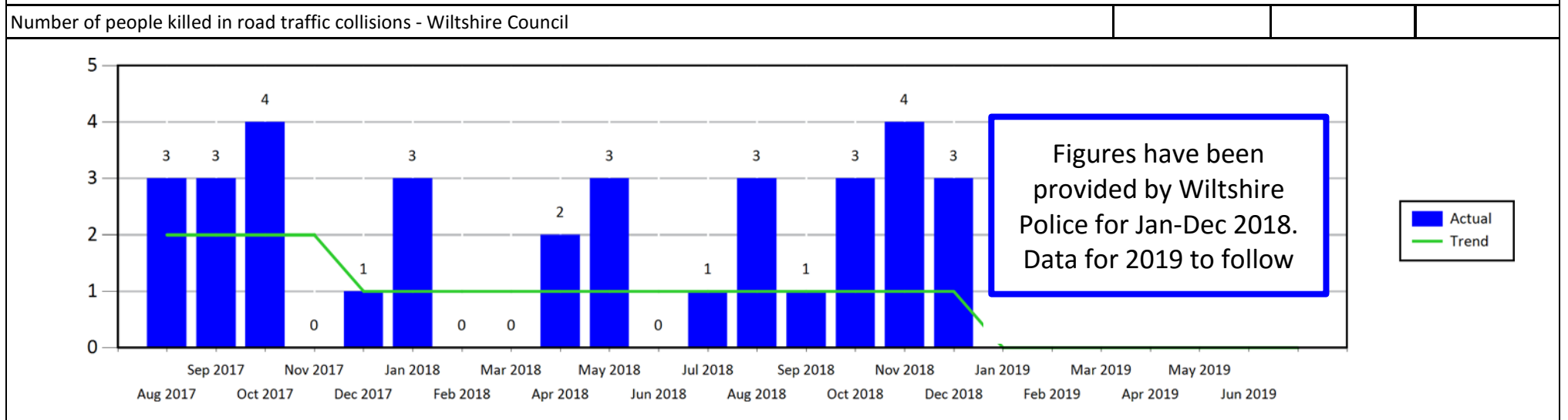
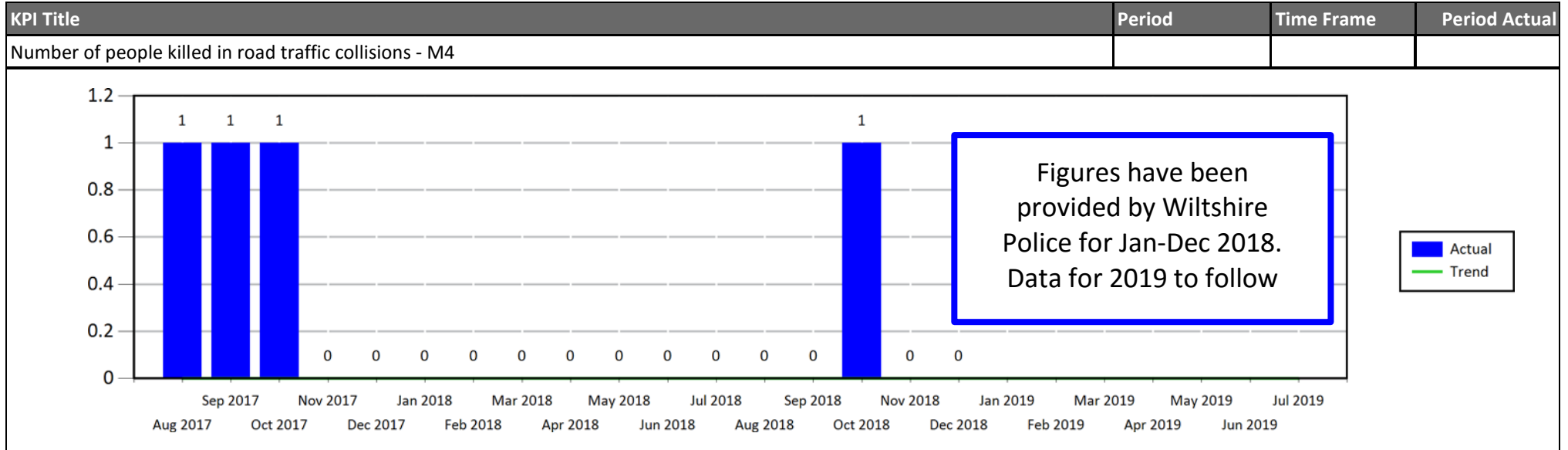
- 64 Motorcyclists
- 43 Pedestrians
- 26 Cyclists
- 13 Children

Overall killed & seriously injured (KSI) casualties

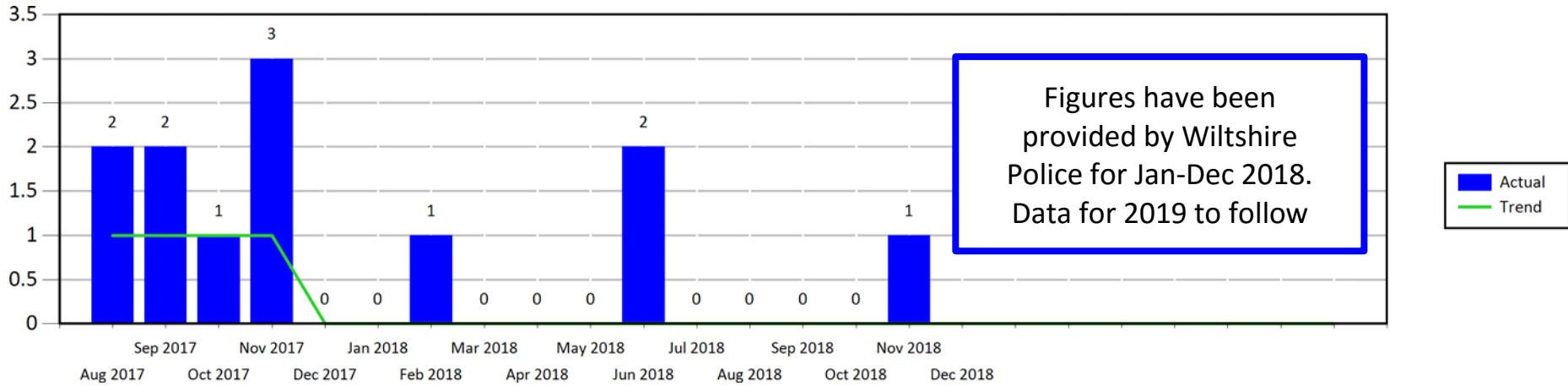
2018	272 casualties
2017	276 casualties

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

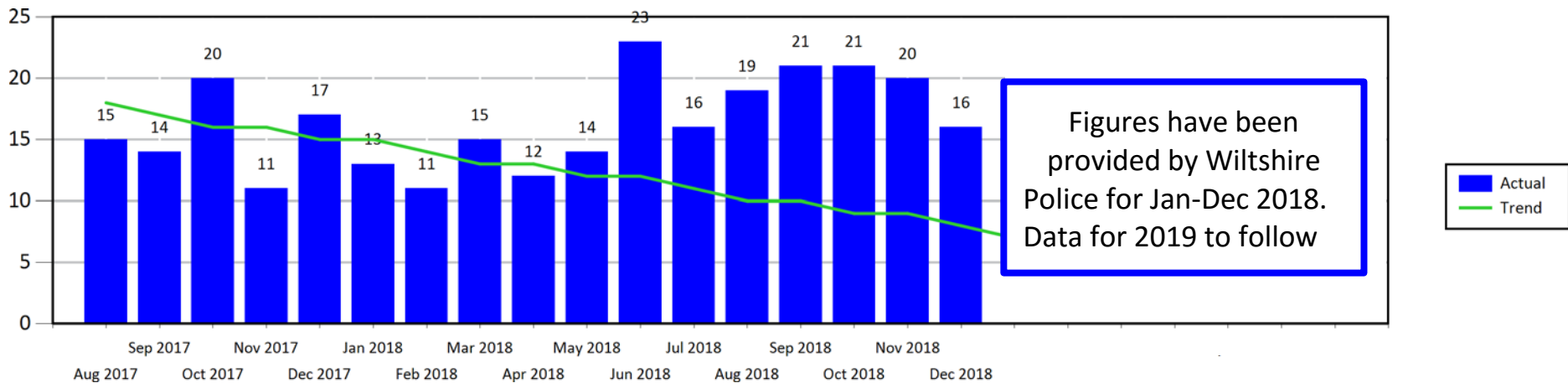
## Key Performance Indicators



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 - Wiltshire Council			

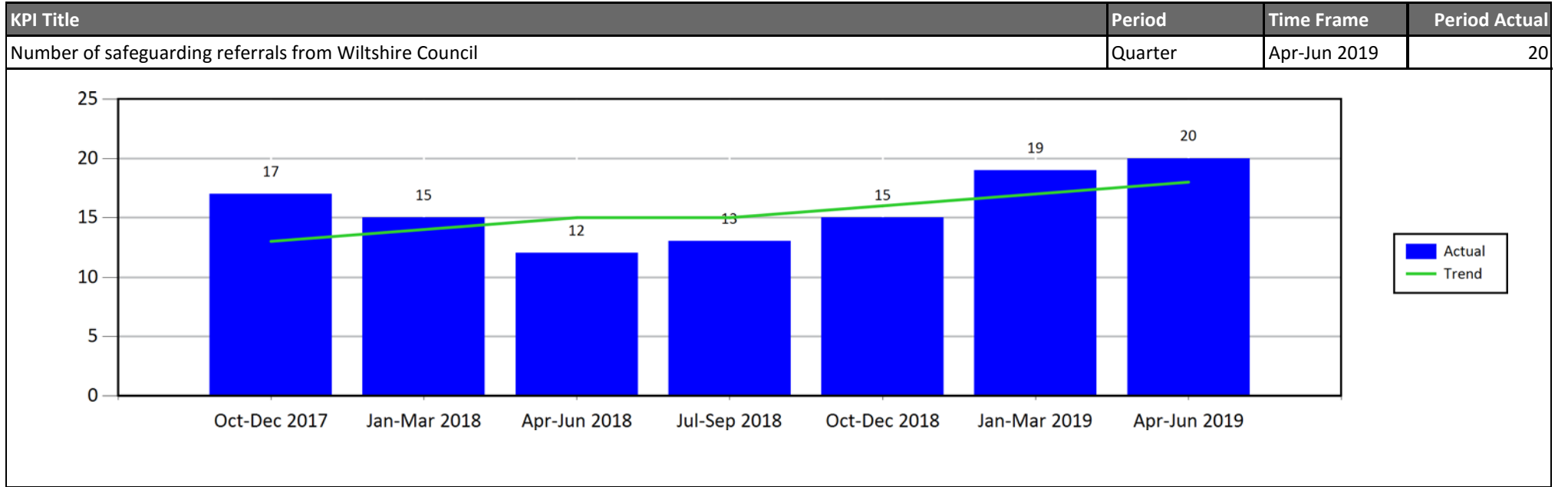


## Priority: Protecting you and the environment from harm

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

Action Code	Action Name
1.2.1.4	KLOE 5: How are we effectively working with our partners in Wiltshire to safeguard the vulnerable people we come into contact with?
<p><b>Progress comment:</b> An annual report has been completed for the Wiltshire Safeguarding Adult Board. This includes information on achievements, challenges, training and plans for the year ahead.</p> <p>AM Jeary (Board representative) has:</p> <ul style="list-style-type: none"><li>- raised a Safeguarding Adult Review (SAR) following the death of an adult at risk and been involved in discussions about whether a Domestic Homicide Review (DHR) should be commissioned following a death</li><li>- attended the launch of Wiltshire Adult Multi Agency Safeguarding Hub (MASH).</li></ul> <p>The Safeguarding Lead (SL) attends monthly meetings with other SLs from external agencies. This helps 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 looks at complex cases where lessons can be learnt and how this can effectively translate into actions across partner organisations.</p> <p>We continue to work with our partners, receiving referrals from the police and South Western Ambulance Foundation Trust (SWASFT).</p> <p>We make referrals to Children Services, GPs and NHS teams, Social Services, police, Community Mental Health team (CMHT) and the Sight and Hearing team, falls clinics and more.</p>	

## Key Performance Indicators





## 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
1.2.2.4	KLOE 6: How are we providing advice, support and consistent regulation for local businesses in Wiltshire so they can meet their legal fire safety obligations?
<p><b>Progress comment:</b> 2019 – Q1 (April, May &amp; June) Protection team North</p> <p><b>1. 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 corporate target: By 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.</p> <p>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, the Food Standards Agency, Environmental Health, Immigration and the Environment Agency; sharing intelligence and maximising our impact to reduce both commercial and residential risks.</li> <li>• Address compliance issues in housing in multiples 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>2. Where we are at the moment</b> On-going interaction by protection team members 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 audits of premises 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 and central fire safety teams’ geographic areas – a total of 476 of 595 audits have been completed.</p> <p>Targeted audits of small bed &amp; breakfast and Airbnb establishments undertaken over the past 12-15 months has resulted in a total of 147 audits being completed. In addition, all premises falling outside of the Service’s 30+ minute response times and 21 - 30 minutes response times have been subject to fire safety audit.</p> <p>Proactive joint audits with LA Environmental Health (Housing) team following consultation and/or request/referral/concern for safety have been carried out. All eight high-rise residential premises comprising ‘ground plus four’ and above are subject to reinspection and have been assigned for audit by a fire safety inspector. 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 the quarter:

- 79 Building regulations consultations were completed in Q1. All were completed within the 15-day statutory consultation period
- 127\* Unwanted Fire Signals (UwFS) were recorded in Q1 – any premises that features three or more UwFS in a rolling three-month period are contacted by a Fire Safety Inspector to identify any root cause and any reparative activity; discussion with the Safe and Well team to identify potential opportunities for interventions.

UwFSs break down as follows:

- Human error – cooking, testing 39 System fault 27
- Contamination entering detector 8
- Unknown cause 45

\*Please note that there is a small discrepancy in statistical data – this is believed to be due to data cleansing between the BOSS inputs and IRS outputs.

- four Concerns for Safety were received – one was followed up within 24 hours

14 fires in non-domestic premises were recorded – significant fires:

- Ivy Lane Primary School, Ivy Lane, Chippenham. Fire involving flammable liquids (significant deliberate fire).
- Wren House Care Home, Vicarage Street, Warminster, Wiltshire. Fire involving combustible items placed in proximity to electrical lighting (significant accidental fire).
- Harnham Community Sports & Social Club, Parsonage Green, Harnham. Fire within the roof space (significant deliberate fire).
- Great Western Packaging, Chelworth Park, Chelworth Road, Cricklade. Ignition of combustible material by welding process (significant accidental fire). TW006306 - Bulford St Leonard's Primary School, Bulford, Wiltshire. Fire involving an electrical appliance (significant accidental fire).
- The Launderette, The Parade, Marlborough, Wiltshire. Fire involving a tumble dryer (significant accidental fire).
- 17 Post fire audits completed in Q1 – please note that some of these audits would have been post fire activity from the last financial year.
- 36 Licensing applications
- Safety Advisory Group (SAG)/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 coordinated by Wiltshire Council; 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 fire safety attendance include the National Armed Forces Day event in Salisbury.
- Two Prohibition/Restriction Notices were served in Q1  
April – Harnham Fish Bar and Curry, Norfolk Street, Harnham  
June – Farmer Giles, Court Street, Trowbridge

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 about what to do in the event of fire.

**3. Where we are heading in the future**

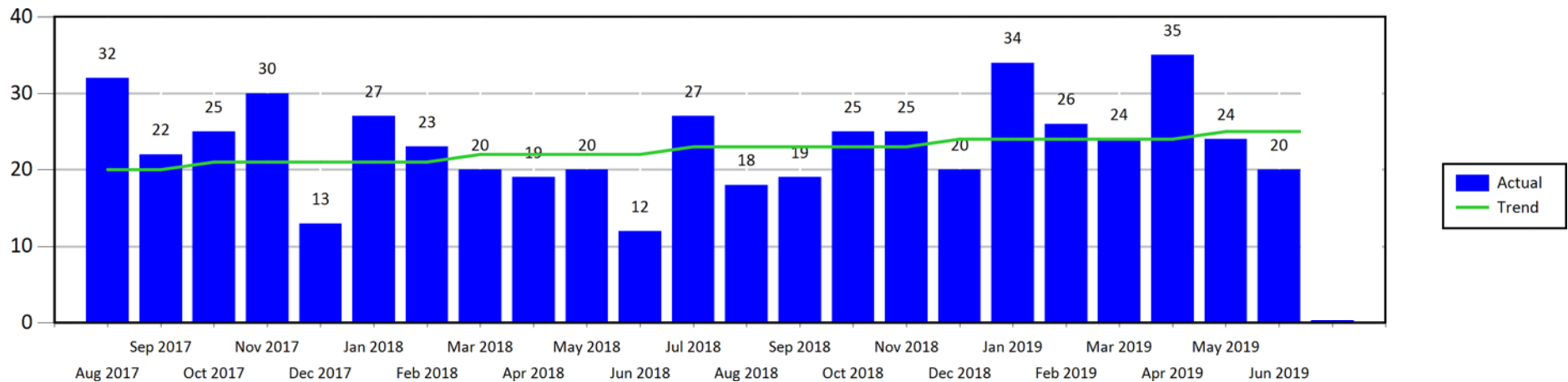
We will maximise our impact by using national, regional and local information to identify the types of commercial buildings at greatest risk from fire. We will continue to work with operational crews and partner agencies to expand our activity and, where appropriate, we will use prevention teams in blended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

**4. Case studies evidencing best practice and positive impacts for external partners**

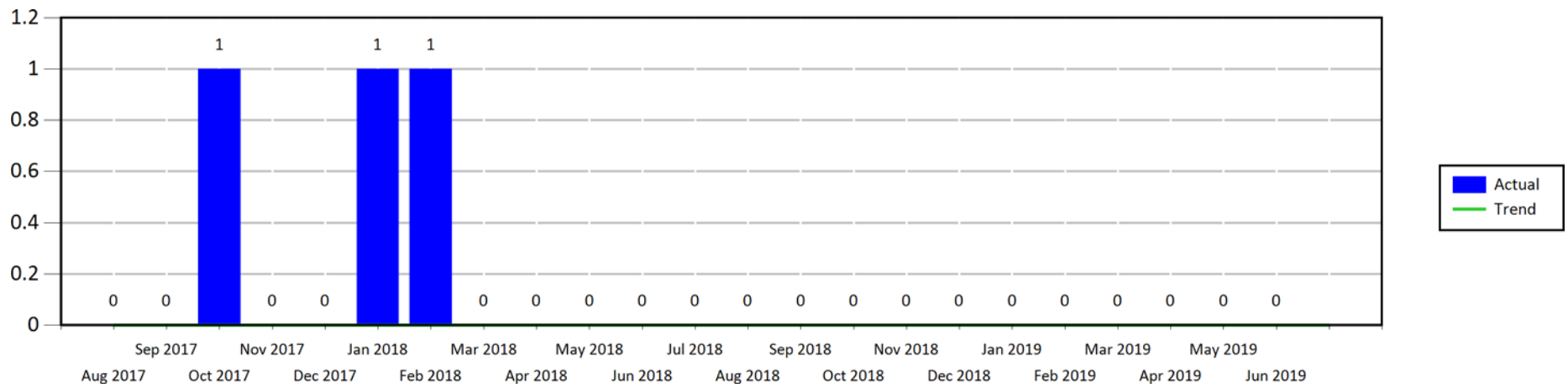
Two fire door seminars were held at venues in Wiltshire: Service HQ - Salisbury and County Hall, Trowbridge; and were attended by fire professionals from the southwest region including LA Building Control surveyors and approved inspectors. The event coincided with National Fire Door Safety Week.

**Key Performance Indicators**

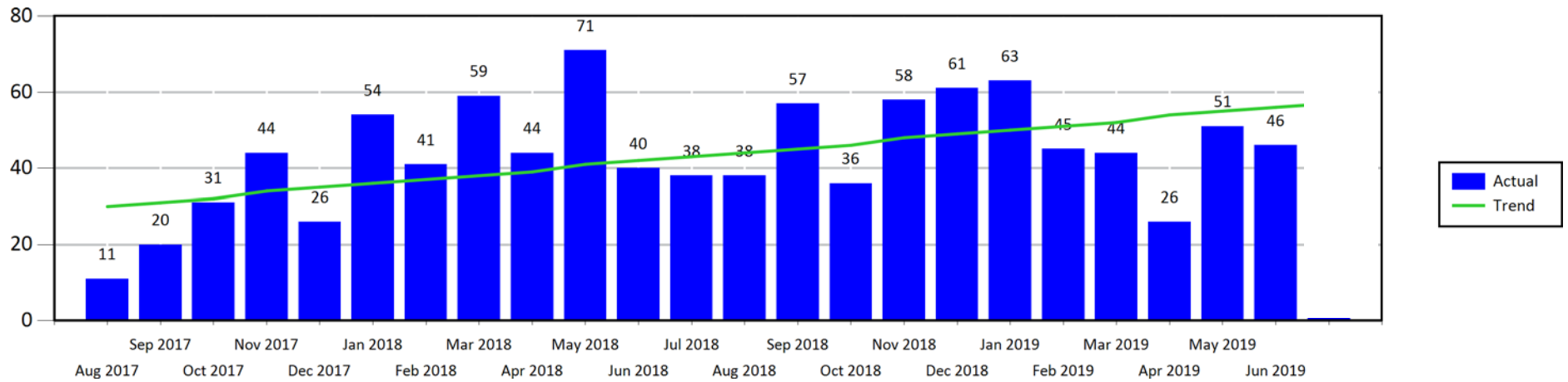
KPI Title	Period	Time Frame	Period Actual
Number of building regulation consultations completed in Wiltshire	Month	June 2019	20



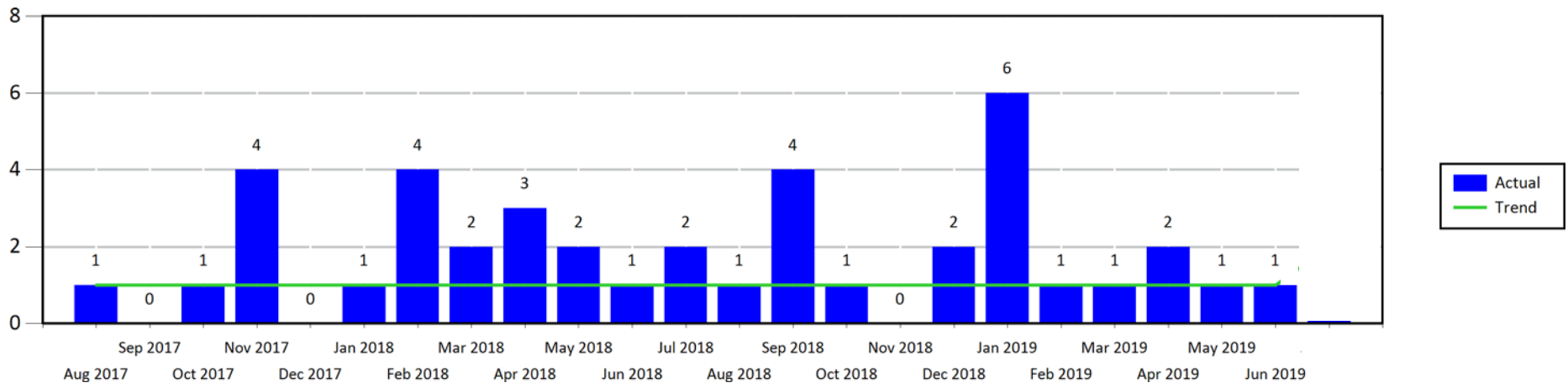
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Wiltshire	Month	June 2019	0



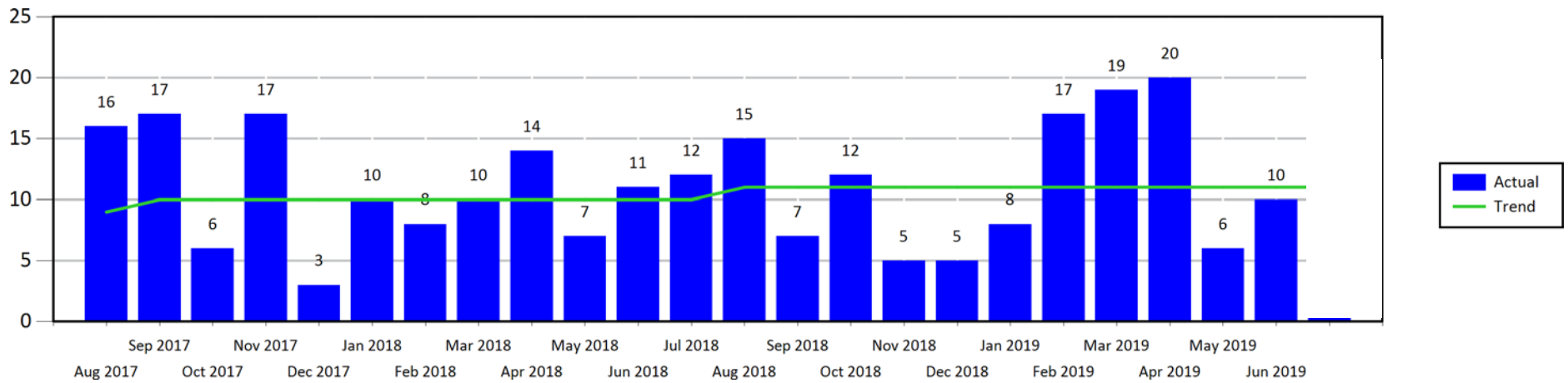
KPI Title	Period	Time Frame	Period Actual
Number of fire safety audits completed in Wiltshire	Month	June 2019	46



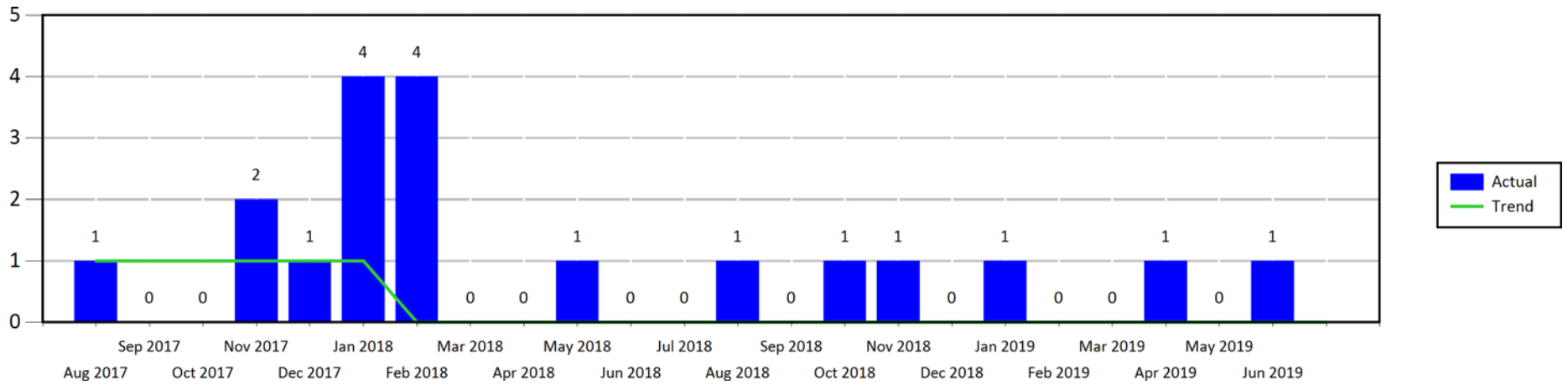
KPI Title	Period	Time Frame	Period Actual
Number of Fire Safety Complaints - Wiltshire Area	Month	June 2019	1



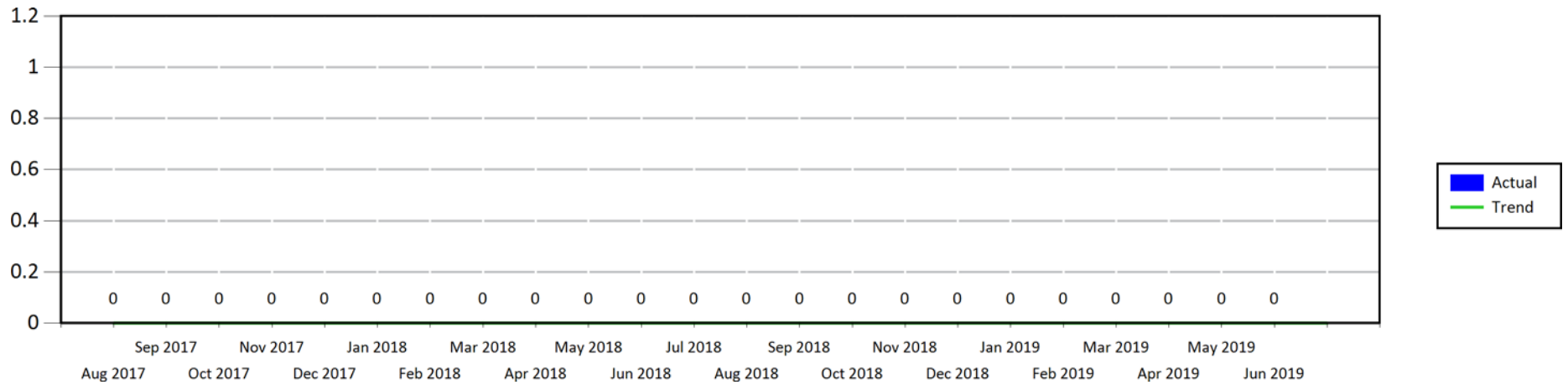
KPI Title	Period	Time Frame	Period Actual
Number of licensing jobs completed in Wiltshire	Month	June 2019	10



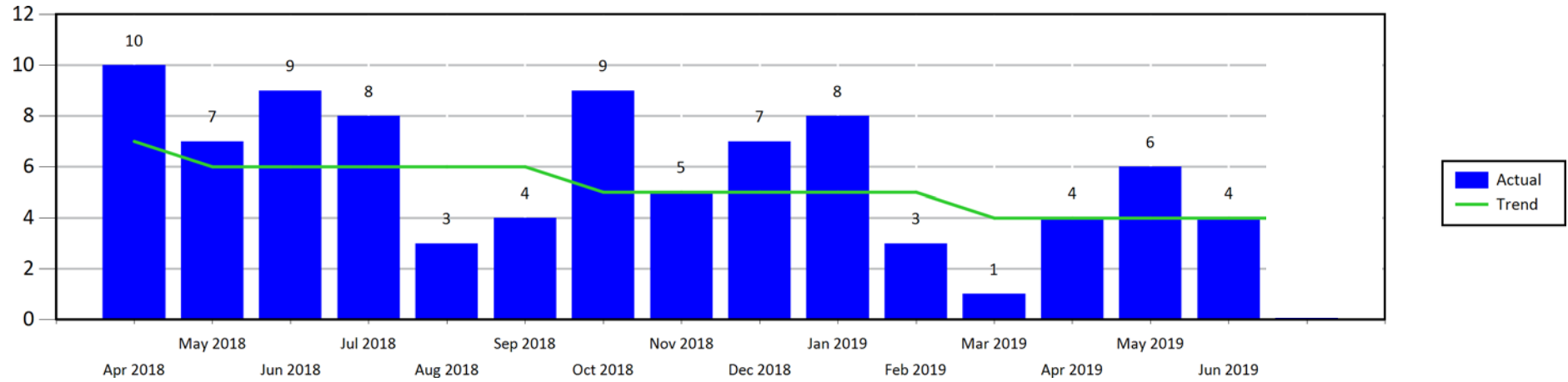
KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Wiltshire	Month	June 2019	1



KPI Title	Period	Time Frame	Period Actual
Number of prosecutions in Wiltshire Council	Month	June 2019	0



KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in non-domestic properties-Wiltshire Council	Month	June 2019	4



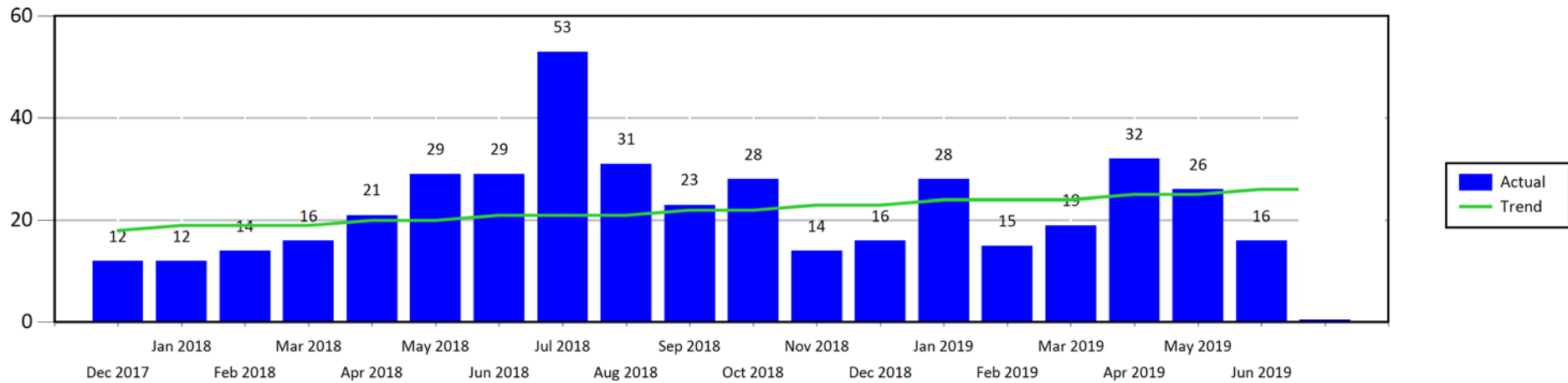
## KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

Action Code	Action Name
1.2.3.4	KLOE 7: How are we identifying and driving down risks to the community, heritage and environment in Wiltshire?
<p><b>Progress comment:</b>            A collaborative project to reduce the number of water-related car rescues in the Trowbridge area is still being implemented, this involves the installation of a number of road barriers to prevent people driving down the high risk roads during inclement weather and is a good example of partners working together to drive down risks in the community.</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 (SSRI) held for different premises, alongside On Call Support Officers (OCSO). Visits are subsequently programmed to all identified premises with some attracting a higher level of information capture and dissemination. A complete review of all SSRIs has taken place in Wiltshire to ensure the information we hold is up to date and relevant. Through our Protection Manager we continue to work with Wiltshire Council to highlight empty buildings and the risks associated with them.</p> <p>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 free Safe and Well visits. Uptake has been varied but crews will continue to pursue this method and others over the coming months alongside with working with partner agencies.</p> <p>The successful SDSA campaign continues, with schools not participating being targeted by letter to encourage engagement; this has been rolled out to the military in Wiltshire with great success, the Service's Road Safety Manager, received an award of recognition from the Ministry of Defence (MOD) on behalf of the Service.</p>	

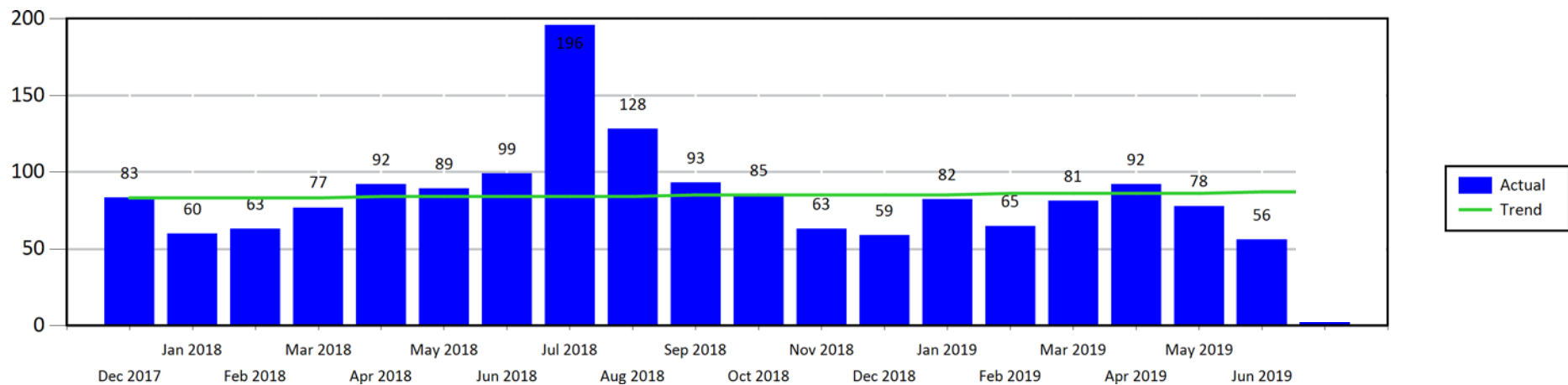


## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRE05-Number of deliberate fires (primary + secondary) - Wiltshire Council	Month	June 2019	16



PRE06-Number of fires - Wiltshire Council	Month	June 2019	56
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## 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
1.2.4.4	KLOE 8: How do we effectively support our local resilience partnership arrangements in Wiltshire to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p><b>Progress comment:</b></p> <p>The Service has continued to support the Local Resilience Forum (LRF) by contributing to risk assessments of local risk, plan preparation, prevention activities, training and response. An excellent example of this partnership working was the recent Armed Forces event held in Salisbury on the weekend of the 28 - 30 June, where in Joint Emergency Services Interoperability Programme (JESIP) principles a comprehensive tri-service approach to providing resilient and robust emergency cover and response over the weekend was planned for and implemented.</p> <p>The group continue to take part in several LRF exercises across the county with crews attending a recent 'burns' continuing professional development event at Swindon's Great Western Hospital involving an exercise with paramedics and a subsequent casualty management exercise in the hospital. The Service has coordinated a familiarisation visit and subsequent exercise for the LRF at Box Tunnel working with Network Rail and Avon Fire and Rescue Service.</p> <p>This work 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>We support 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) planning group</li> <li>- Representation at the Business Management Group</li> <li>- Chairing the Training &amp; Exercise Subgroup</li> </ul>	

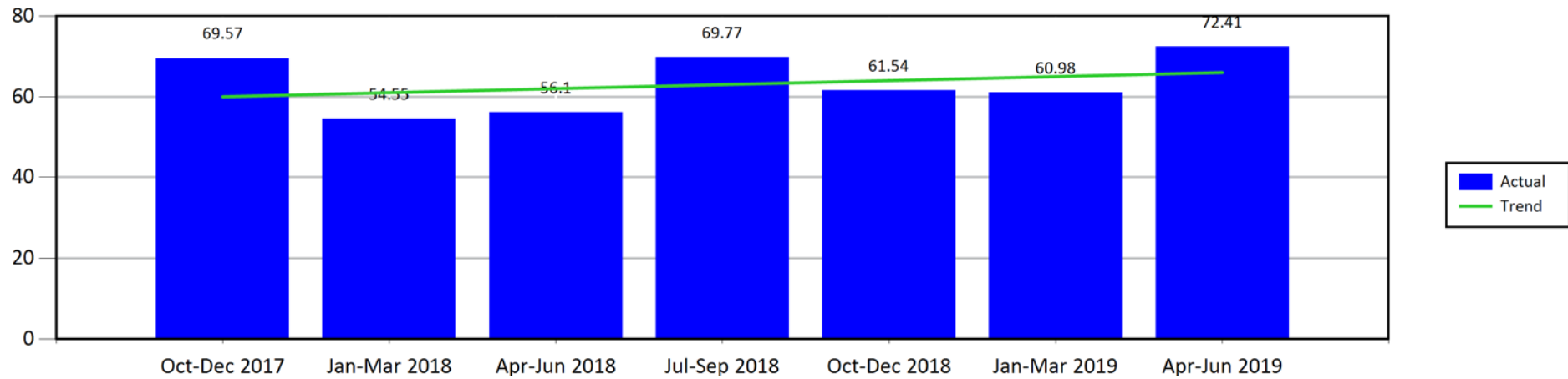
## Priority: Being there when you need us

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

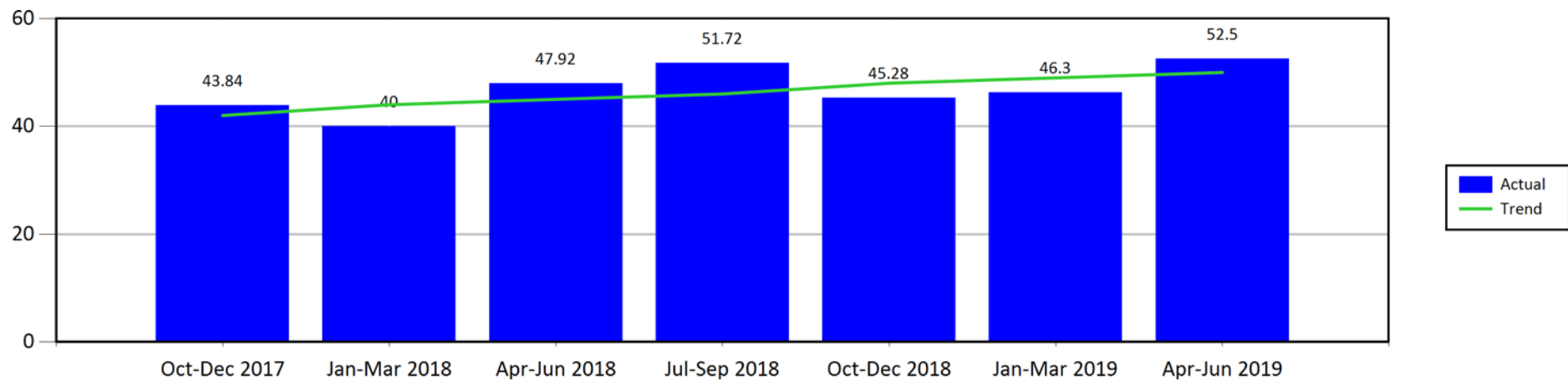
Action Code	Action Name
1.3.1.4	KLOE 9: Are appliances available in Wiltshire when we need them?
<p><b>Progress comment:</b></p> <p>Work continues to improve the availability of appliances across Wiltshire. Our Group and Area Management team have been proactive in looking at pragmatic interventions to improve pump availability. These include the appointment of an On-Call Resourcing Officer (ORO) who monitors pump availability through the week and aims to put as many pumps on the run using crewing shortfalls, appointing wholetime firefighters and calling individuals to try and increase availability.</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. The Service has established a new resourcing team to coordinate and manage appliance availability across the Service. The Group proactively manages availability and are proposing alternative ways to maintain appliance availability at those stations where crewing levels are low and are more difficult to recruit to.</p> <p>The OCSOs continue to utilise the recruitment vehicle with ‘#haveago’ days around the county and recently at the Armed Forces event in Salisbury. These have proved very successful and we now find ourselves regularly oversubscribed for testing and medical days.</p> <p>The new recruitment process, which is designed to slim down the process and time taken to recruit is constantly being monitored, and we have representation on the new On Call working party. There are currently 134 candidates within the e-Recruitment system; station and watch managers are actively monitoring and managing their progress to ensure we maximise the success rate through the recruitment and selection process. We are working with Operational Training to plan for additional recruits’ courses if required in Quarters 3 and 4 of 2019-20. The new On Call review is eagerly anticipated and the Group continues to engage with the project team to ensure the new pay system works in the best interests of the Service and On Call availability.</p>	

## Key Performance Indicators

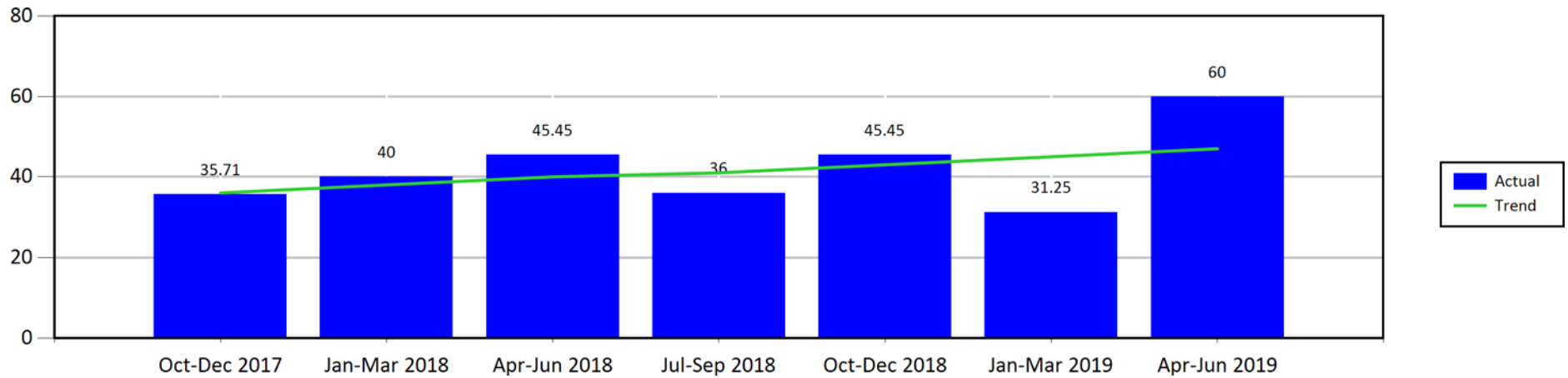
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone - Wiltshire Council	Quarter	Apr-Jun 2019	72.41%



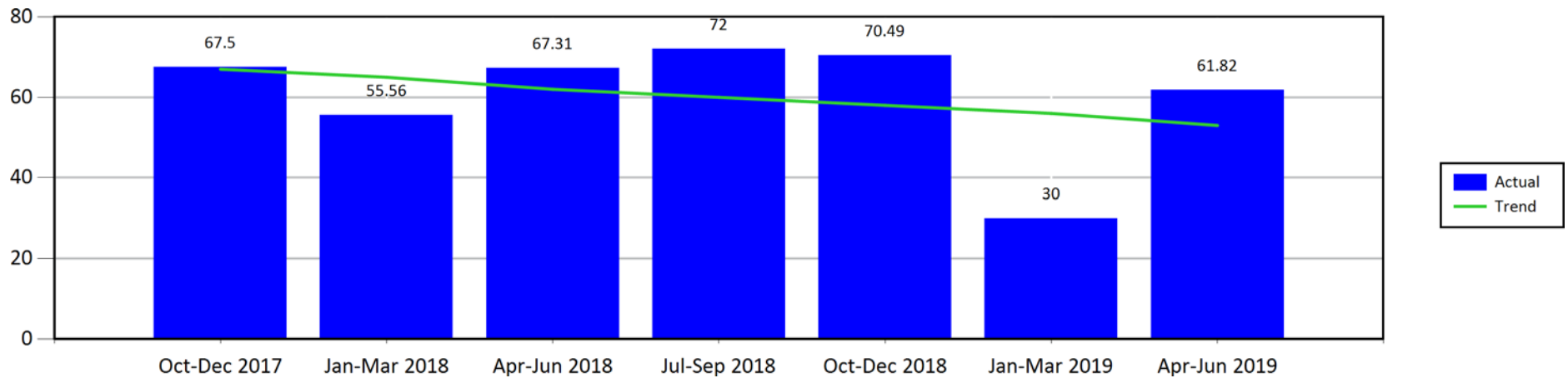
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Wiltshire Council	Quarter	Apr-Jun 2019	52.5%
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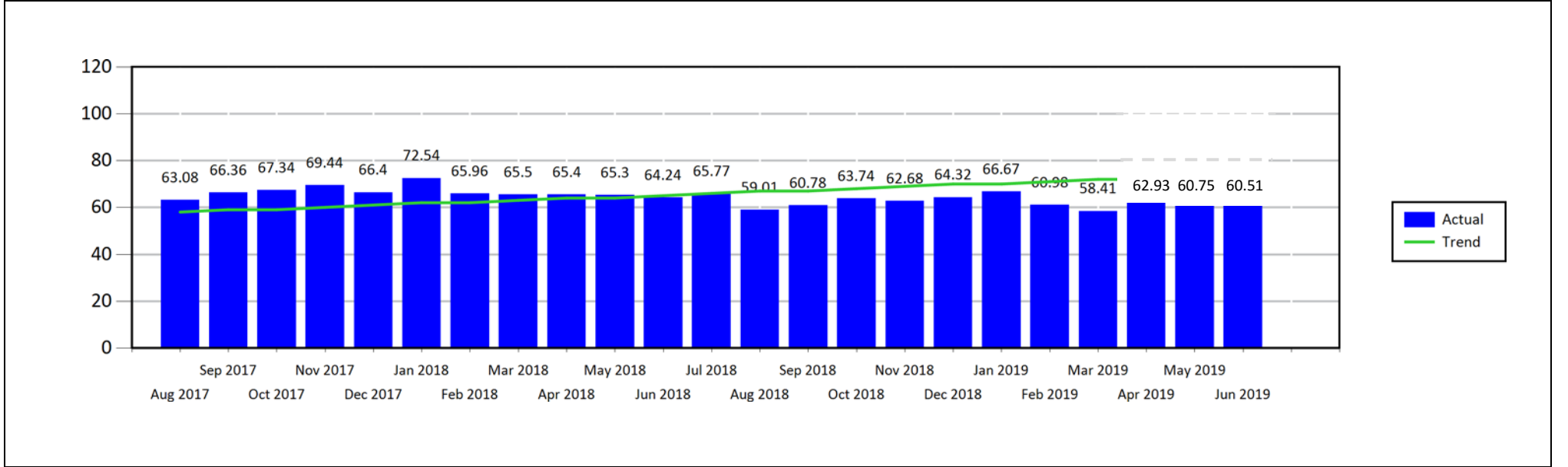
KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard - Wiltshire	Quarter	Apr-Jun 2019	60%



RES05-Percentage of road traffic collisions where the first appliance met the response standard - Wiltshire	Quarter	Apr-Jun 2019	61.82%
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KPI Title	Period	Time Frame	Period Actual
RES07-Percentage of time On Call pumps are available to respond to incidents (On Call) - Wiltshire Group	Month	June 2019	100%

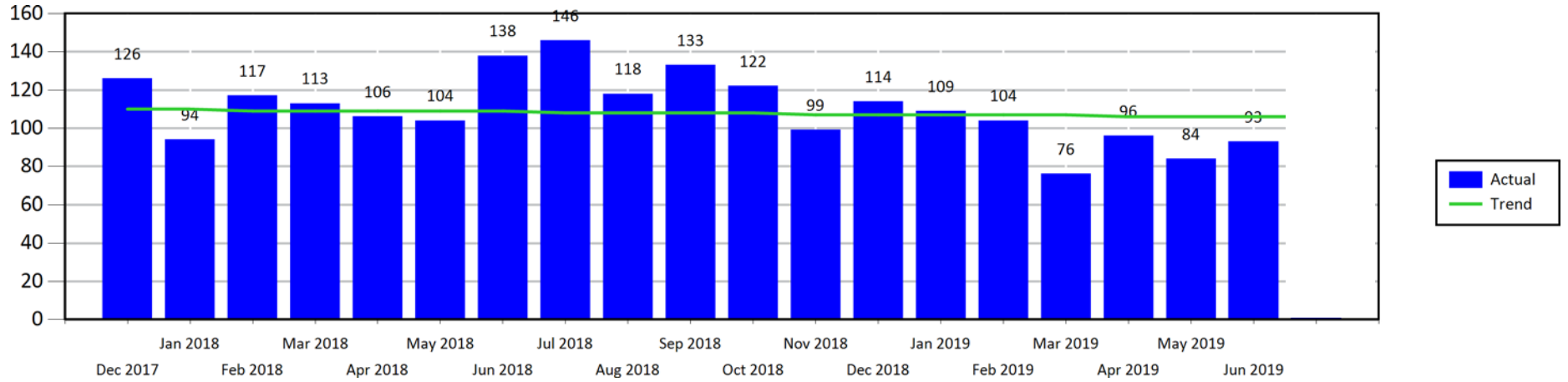


## KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

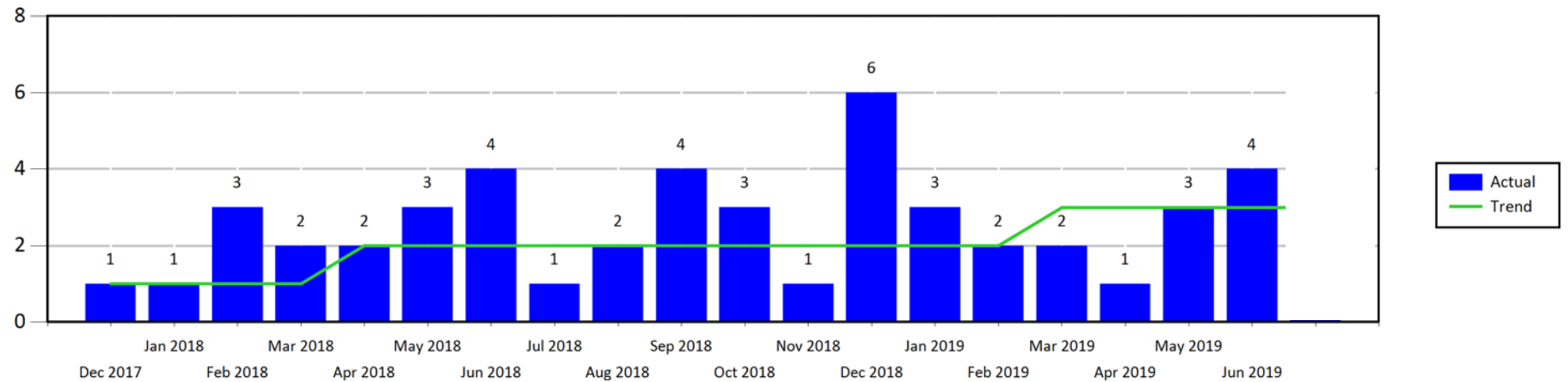
Action Code	Action Name
1.3.2.4	KLOE: How effective and efficient are our response arrangements in Wiltshire for dealing with the range of incidents we attend?
<p><b>Progress comment:</b></p> <p>Within Wiltshire we regularly meet the response standards in areas within the response zone. However large parts of the area fall outside of the response zone and appliances are unable to meet targets due to travel distances and rural geography of the county. Where wholtime appliances form part of the primary response, standards are consistently met.</p> <p>Additionally, due to locations of On Call staff, responding to station can be problematic at certain times of day. These responses are monitored and investigated on a monthly basis when appliances are not mobile within two minutes for wholtime and five minutes for On Call. We continue to monitor any factors that could adversely impact on our response, such as: traffic congestion, road closures and incorrect addresses given for incidents.</p> <p>Whilst we monitor the turnout times of the crews as stated above, we also investigate failures of response standards. They are generally linked but at times turnout times are met though response standards are not. When investigating it appears that failures can be down to appliances being in other locations and not at their home stations when calls are received. This can be due to crews carrying out activities away from station such as Safe and Well visits, Fire &amp; Rescue Services Act 2004 (7.2d) risk visits and training.</p> <p>We have consistently high levels of competency amongst the operational staff within the area. The competencies are looked at on a regular basis by the Area Management team. Training guidance is provided centrally on a three-monthly basis which is used in conjunction with local risk training such as high rise, hazardous material and specialisms such as animal and water rescue.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRO02-All attended false alarms from automatic fire detection equipment-Wiltshire Council	Month	June 2019	93

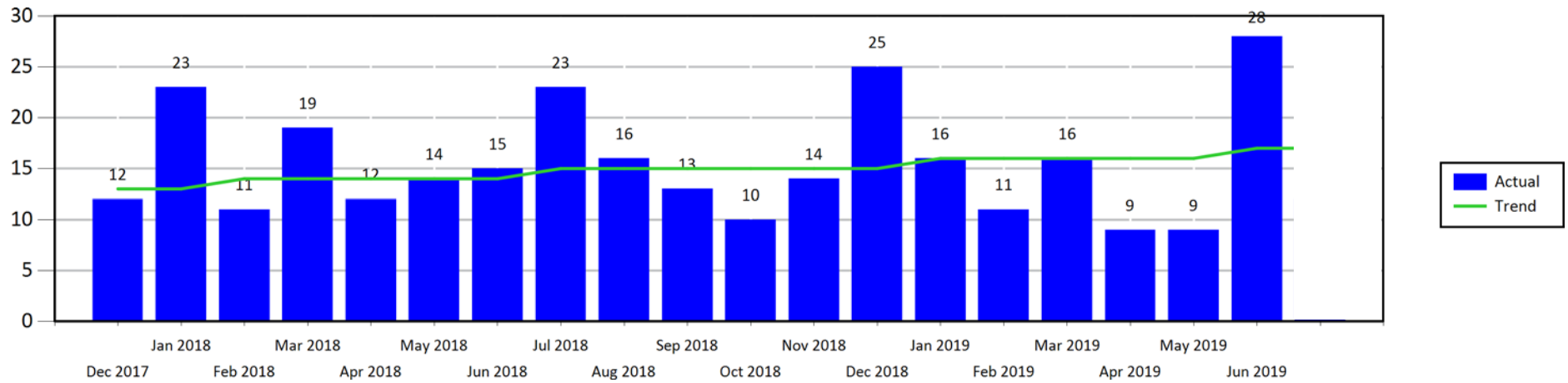


KPI Title	Period	Time Frame	Period Actual
RES11-Number of people rescued at fire related incidents-Wiltshire Council	Month	June 2019	4

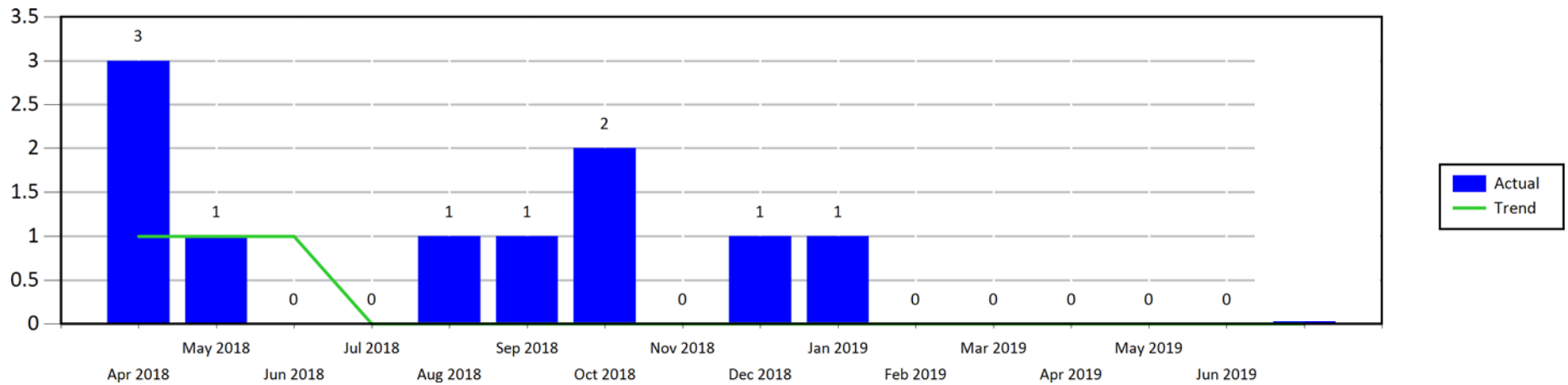




KPI Title	Period	Time Frame	Period Actual
RES12-Number of people rescued from Road Traffic Collisions-Wiltshire Council	Month	June 2019	28



KPI Title	Period	Time Frame	Period Actual
RES13-Number of people rescued from flooding-Wiltshire Council	Month	June 2019	0

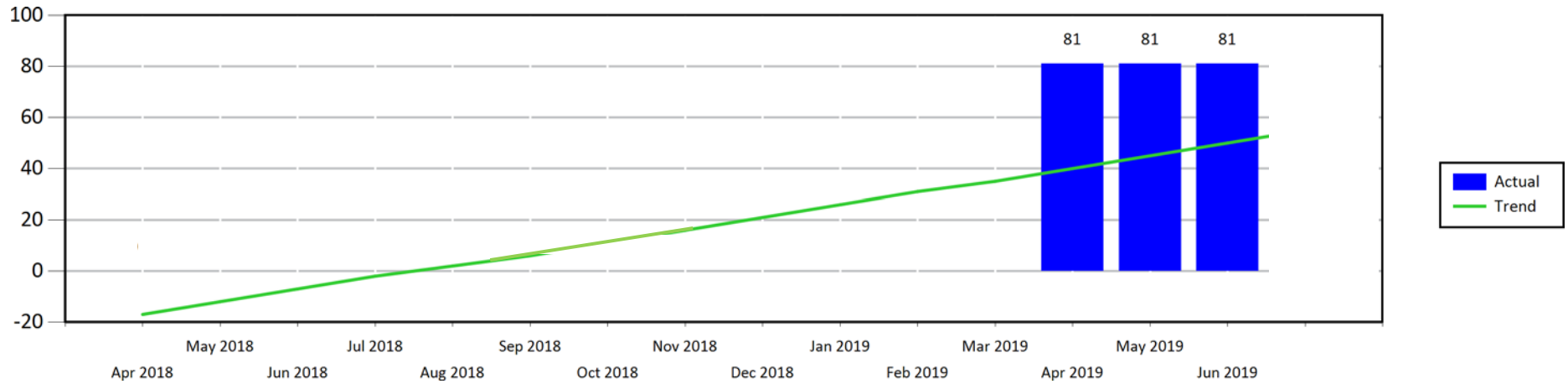


## KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

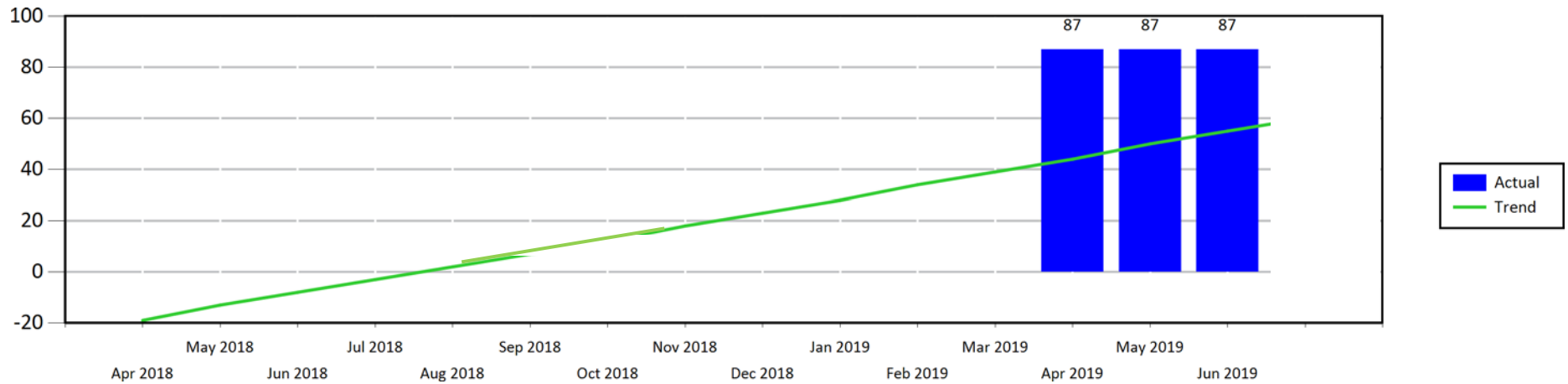
Action Code	Action Name
1.3.3.4	KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Wiltshire?
<b>Progress comment:</b>	
<p>Behaviour, Incident Command and Trauma Care - a new quarterly training programme 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 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>Annual audits are carried out by the station managers to ensure that personnel are maintaining competencies. The audits are tailored around local risks and cover both practical and underpinning knowledge. Themed areas have been distributed through the Response Support department to ensure consistency across the organisation.</p> <p>Operational assurance at incidents is monitored by Incident Command Systems Level 2 officers and any outcomes identified and both best practice and learning outcomes are fed through the OED. Incident Command Assessments for Level 1, 2 and 3 are periodically carried out to ensure that all incident commanders at all levels are up to date with the high standards expected of them. Salisbury Fire Station now houses the new command suite which is the central hub for incident command training and assessment.</p>	

## Key Performance Indicators

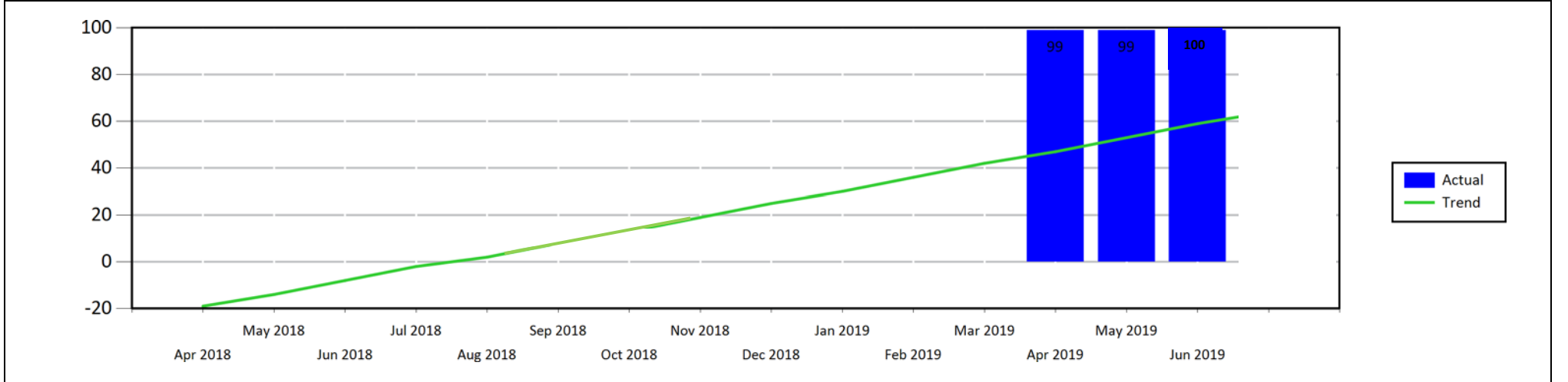
KPI Title	Period	Time Frame	Period Actual
CompcoreA-Percentage of Driving competencies in date-Wiltshire Council - On Call	Month	June 2019	81%



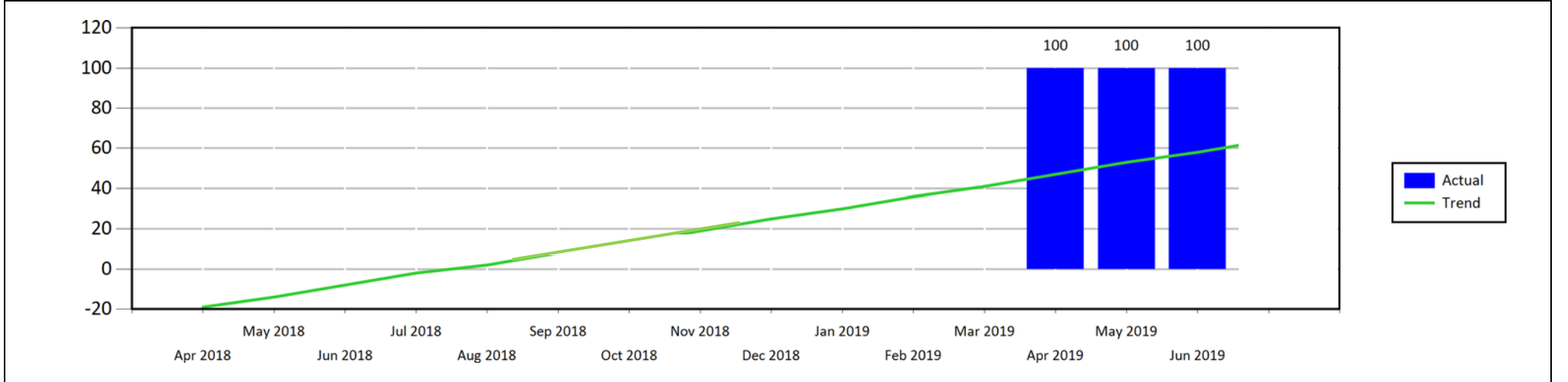
KPI Title	Period	Time Frame	Period Actual
CompcoreA-Percentage of Driving competencies in date-Wiltshire Council - Wholetime	Month	June 2019	87%



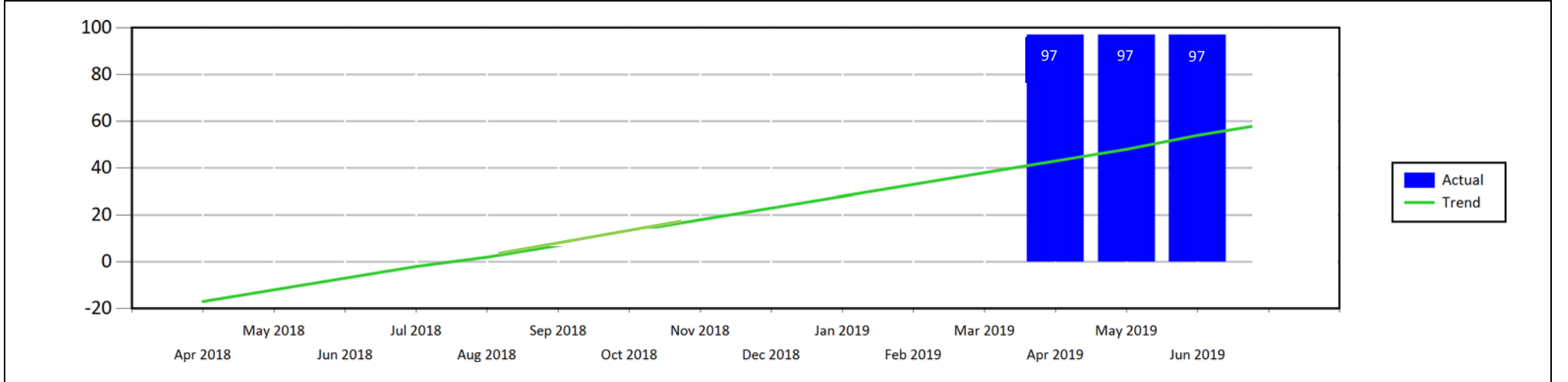
KPI Title	Period	Time Frame	Period Actual
CompcoreB-Percentage of BA competencies in date-Wiltshire - On Call	Month	June 2019	100%



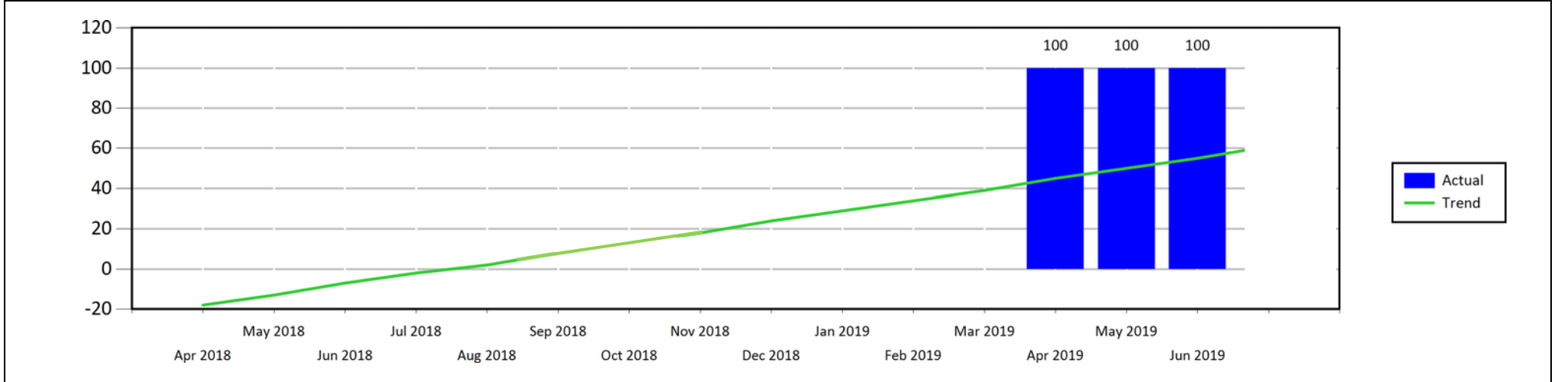
KPI Title	Period	Time Frame	Period Actual
CompcoreB-Percentage of BA competencies in date-Wiltshire - Wholetime	Month	June 2019	100%



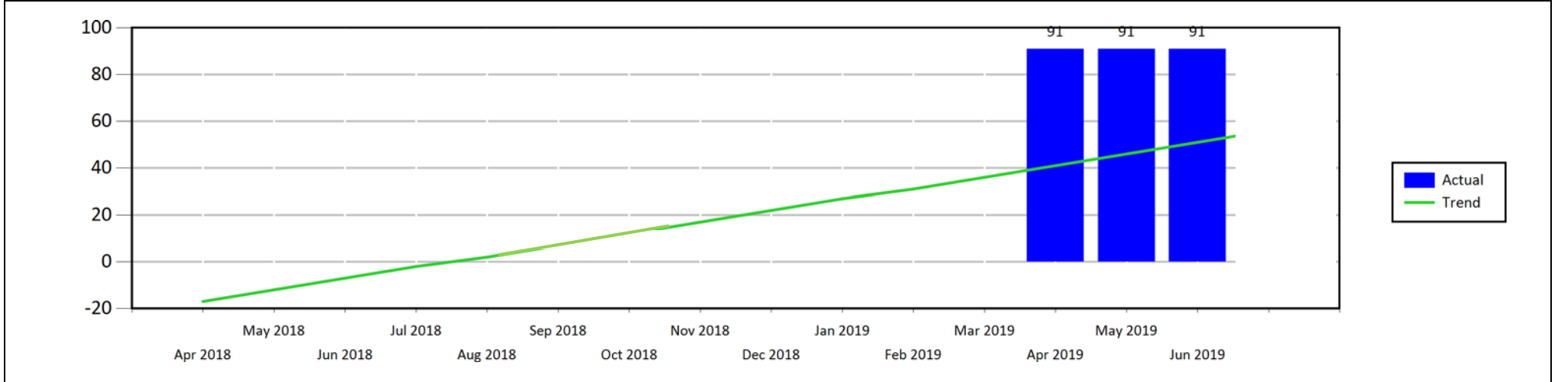
KPI Title	Period	Time Frame	Period Actual
CompcoreC-Percentage of Incident Command competencies in date-Wiltshire - On Call	Month	June 2019	97%



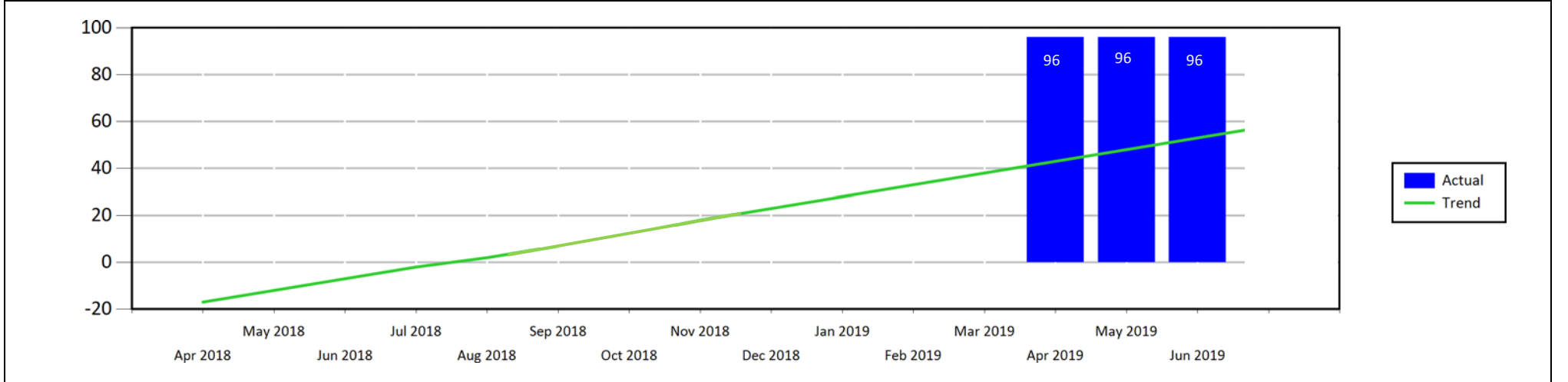
KPI Title	Period	Time Frame	Period Actual
CompcoreC-Percentage of Incident Command competencies in date-Wiltshire - Wholetime	Month	June 2019	100%



KPI Title	Period	Time Frame	Period Actual
CompcoreD-Percentage of Casualty Care competencies in date-Wiltshire - On Call	Month	June 2019	91%



KPI Title	Period	Time Frame	Period Actual
CompcoreD-Percentage of Casualty Care competencies in date-Wiltshire - Wholetime	Month	June 2019	96%



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

Action Code	Action Name
1.3.4.4	KLOE 12: How do we learn from operational and community risks, to improve the response services we provide in Wiltshire?
<p><b>Progress comment:</b>            Each quarter we look at all the response fails to see if these were avoidable. We continue to monitor our On-Call response times, as station locations and traffic can have a huge impact.</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.</p> <p>Station managers have allocated an exercise to their stations and watches each quarter, and at present we are focusing on cross border incidents with Gloucestershire, Berkshire and Avon.</p> <p>Operational assurance audits are carried out to ensure we monitor incident performance and capture any learning points. We also carry out incident reviews when an issue has been identified and an investigation is triggered. This is to identify all the circumstances and learning outcomes, which are fed through the OED.</p> <p>We constantly monitor our operational activity through our performance management tool (Sycle). This allows us to consider our response, protection and prevention activities to drive down incidents. We have seen a steady improvement in performance in response times over the period. They do fluctuate from each quarter; however, our performance is above the expected Service targets with the number of fires reducing year on year.</p> <p>Watches across Wiltshire 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>	