Performance Report Quarter 3

Dorset & Wiltshire Fire and Rescue Service

Wiltshire Local Performance & Scrutiny Committee

1 October – 31 December 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 wellbeing and independence of vulnerable people?
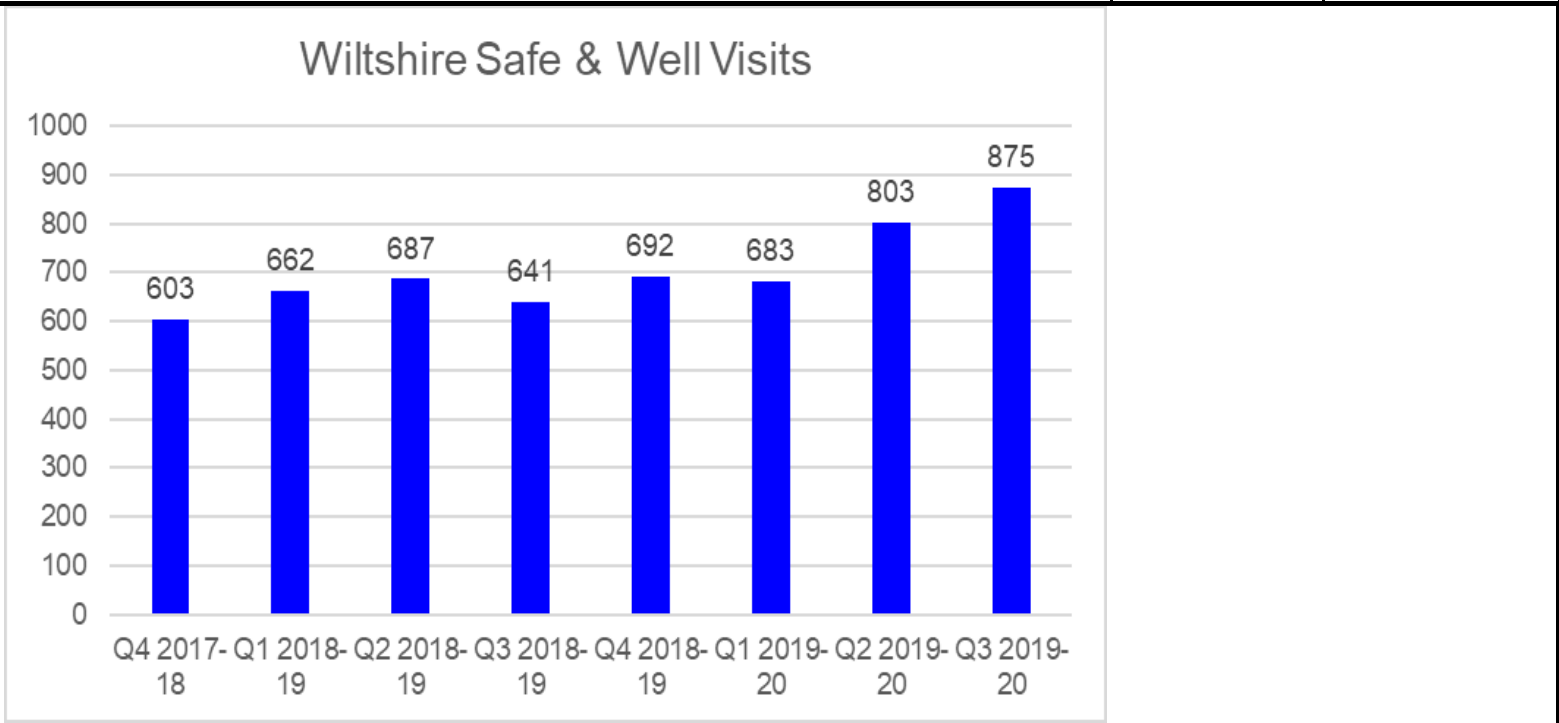
Action Code	Action Name
1.1.1.5	KLOE 1: How are we working with our partners in Wiltshire to reduce fire and other community risks to improve the well-being and independence of vulnerable people?

Progress comment:

The Area Manager attends the Wiltshire Community Safety Partnership, which assists in information sharing to ensure we target resources at the most vulnerable to make every contact count. Our approach uses data and information to support the delivery of our prevention and education activities. We identify those most at risk through a number of methods, including referrals from our partners, direct referrals from the public, and uses specialist computer modelling software. The modelling software uses data sets and algorithms to help us determine where the most vulnerable in our communities are, and this is actively used to target resources.

We also contribute towards wider health outcomes through health and wellbeing boards. The Area Manager and Group Manager attend the Wiltshire Health and Wellbeing Board. Our aim is to contribute towards the strategic outcomes that are set out in the Sustainability and Transformation Plans (STP) for our Service area. By working with partners, we look to add value to key themes such as 'prevention at scale' through the ongoing development and delivery of our Safe and Well visits and youth intervention initiatives.

The Safe and Independent Living (SAIL) scheme is currently the immediate focus within the STP in trying to move from a general reactive approach of treatment and care to having more emphasis on prevention and proactive care that will enable vulnerable people to live more independently. We will continue working at a strategic level to strengthen relationships and generate a collective understanding of the potential role we might play in adding capacity to emerging STP delivery plans. This allows us to align our delivery plans and our evaluation to key priorities within Health and Wellbeing strategies.

We are working with Local Area Coordinators to identify vulnerable people, and where appropriate, provide guidance and support to the coordinators. We are working together with Wiltshire Council to establish and implement a hoarding project using fire stations as a focal point to support community outreach services and those vulnerable members of the communities who exhibit hoarding behaviours.
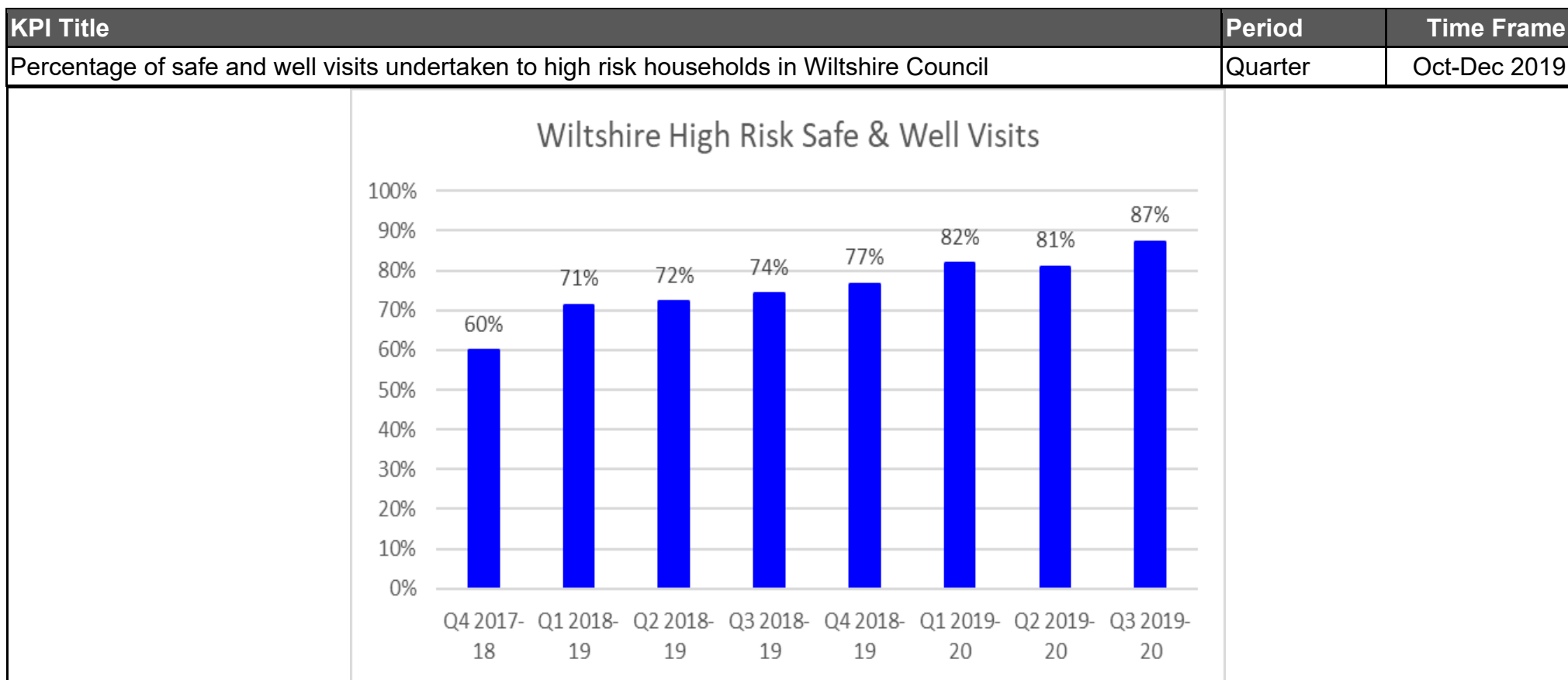
KLOE 2: How are vulnerable people receiving the support, advice and information they require to reduce their risk of fire?

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?

Progress comment:

We completed 875 Safe and Well visits in quarter 3. This is an increase of 37% compared to the same quarter last year. 87% of these visits were carried out with occupiers classified as high to very high-risk vulnerable people, which is a 5% increase on quarter 2. As our corporate target is to ensure that 90% of our planned Safe and Well visits are undertaken on high priority, high-risk vulnerable people by 2020, we are slightly below this target but constantly improving.

We have delivered Safe and Well presentations to three Community Services Managers covering all of Wiltshire, as well as 16 staff at Wilton Community Care Team. Approximately 30 meetings and presentations are also being arranged with:

- senior operations managers in early January 2020 across Wiltshire to discuss how we can work with them better
- the Head Nurse for Community Hospitals – Savernake, Chippenham, and Warminster to work initially with the Stroke and Rehabilitation wards
- Heads of services and managers for special services, wheelchair services, muscular skeletal clinic and podiatry
- Adult Social Care and re-ablement teams
- 11 Community Care teams across Wiltshire.

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 being sent letters to encourage them to take up the offer of a visit. This has been running since the beginning of June 2019. Monitoring has revealed that 16% of these turn into visits.

A key challenge for stations is generating enough referrals to meet the target number of visits. Work being done to increase the number of referrals includes:

- crews routinely carrying out leaflet drops and visits in neighbourhoods where a domestic property fire has recently occurred
- stations carrying out leaflet drops to high risk homes
- stations attending community events
- stations using social media to promote Safe and Well visits.

One of the ways we measure how Safe and Well visits help to reduce fire and other community risks is by our corporate target of achieving a 5% reduction in accidental dwelling fires (from the average achieved during the last five years). In this quarter, there have been 46 accidental dwelling fires which is one more than the same quarter last year. In Wiltshire, this quarter there were no fire related deaths and one fire related injury in accidental dwelling fires.

Key Performance Indicators

KPI Title	Period	Time Frame
Number of safe and well visits in Wiltshire Council	Quarter	Oct-Dec 2019

Wiltshire Safe & Well Visits

Quarter	Visits
Q4 2017-18	603
Q1 2018-19	662
Q2 2018-19	687
Q3 2018-19	641
Q4 2018-19	692
Q1 2019-20	683
Q2 2019-20	803
Q3 2019-20	875

KPI Title		Period	Time Frame
Percentage of safe and well visits undertaken to high risk households in Wiltshire Council		Quarter	Oct-Dec 2019

Wiltshire High Risk Safe & Well Visits

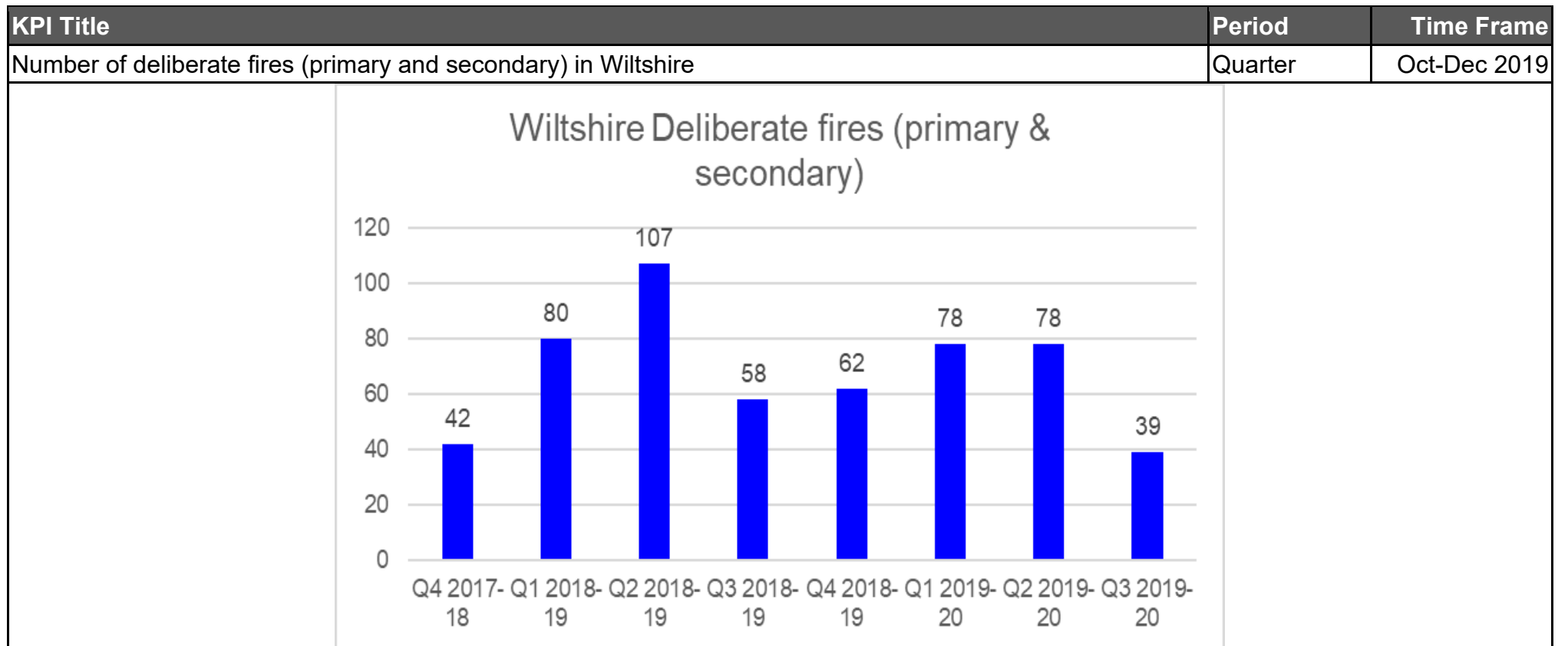| KPI Title		Period	Time Frame
Number of accidental dwelling fires, number of fire related deaths in accidental dwelling fires and number of fire related injuries in accidental dwelling fires in Wiltshire		Quarter	Oct-Dec 2019

Wiltshire incidents	Q4 2017-18	Q1 2018-19	Q2 2018-19	Q3 2018-19	Q4 2018-19	Q1 2019-20	Q2 2019-20	Q3 2019-20
Accidental dwelling fires	44	48	53	45	52	39	49	46
Fire related deaths in accidental dwelling fires	0	0	0	0	0	0	0	0
Fire related injuries in accidental dwelling fires	1	1	1	0	2	0	4	1

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?

Progress comment:

Education officers continue to target the following specific years groups in primary schools: Reception, Year 2, Year 5 and Year 6. They also visit other year groups based on local need. In quarter 3, the number of children receiving fire safety lessons in school was 5,519 compared to 5,970 in the same quarter last year.

The Education Team aims to visit 75% of schools within Wiltshire. In the academic year to date, they have visited 49 primary schools out of 209, equating to 23% of schools.

Our youth intervention programmes provide some of the most vulnerable young people in our Service area with personal development programmes to help educate young people in the dangers of engaging in risk-taking behaviour. In Wiltshire, this includes Salamander, an intensive five-day course for young people aged 12-18 who are at risk of engaging in anti-social behaviour. In quarter 3 there were two Salamander courses:

- The first was delivered from Trowbridge Fire Station for young people aged 13-16 living in Chippenham, whose anxiety had been affecting their attendance at school. This five-day course ran in November and was funded by the Chippenham Area Board Local Youth Network
- Young people were also referred from secondary schools in Chippenham, Hardenhuish, Sheldon and Abbeyfield. A total of 11 young people started the course, and all gained the AQA Award in Fire Services Training
- The next Salamander to be held in Wiltshire is in March and this will be delivered at Warminster Fire Station. This course has been funded by the Warminster Area Board.

We also have a Fire Cadet Unit in Wiltshire that is based at Trowbridge Fire Station. This programme, for young people aged 13-18, follows the National Fire Cadet model and lasts for 38 weeks. The Cadets take part in practical and theory sessions which enable them to work towards the National Fire Cadet Level 1 certificate and the BTEC Level 2 Award in Fire Services and the Community qualification. The 2019-20 cohort of Fire Cadets have now completed their first term. In this term, the Cadets have been learning about the functions and responsibilities of the Service, developing their practical skills and have completed their first of three social action projects. This involved the Cadets supporting the Carol Service held in Devizes in December.

The Firesetters Scheme is an early intervention programme that aims to reduce firesetting behaviour by explaining the dangers and consequences to young people involved in firesetting or "fire play" in order to reduce risk, promote safety, and enhance life skills. In quarter 3 we have four cases open.

We work on a request basis with schools and in educational school settings to deliver education around the dangers of deliberate firesetting and its consequences as required. This is in addition to the individual educational work we do with young people who are referred to us. This quarter, we have worked with Tumblewood Community School, an independent school for girls with special needs. We were asked to visit and deliver some specific fire safety around electrical fire safety and to have a discussion regarding deliberate firesetting with the girls. A visit was also requested by Clarendon Academy, Trowbridge to deliver home fire safety information with a focus on electrical fire safety, as well as the dangers of playing with lighters and aerosols cans to five Year 9 classes.

This work contributes to our corporate target of achieving a 5% reduction in deliberate fires (from the average achieved during the last five years). In this quarter, there were 39 deliberate fires (12 primary and 22 secondary fires) in Wiltshire compared to 58 in the same quarter last year. Since 2014-15 there has been a gradual increase in deliberate fires year on year across the Service which aligns with national trends. However, during 2019-20, we are noticing a decrease of 37% in deliberately set fires in Wiltshire. The Arson Reduction Coordinator has developed a five-stage action plan as part of an Arson Reduction Strategy to tackle deliberate fires.

KPI Title	Period	Time Frame
Number of deliberate fires (primary and secondary) in Wiltshire	Quarter	Oct-Dec 2019

Wiltshire Deliberate fires (primary & secondary)

Quarter	Value
Q4 2017-18	42
Q1 2018-19	80
Q2 2018-19	107
Q3 2018-19	58
Q4 2018-19	62
Q1 2019-20	78
Q2 2019-20	78
Q3 2019-20	39

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?

Progress comment:

Working in partnership, our corporate target is to reduce the number of deaths and serious injuries in road traffic collisions by 40% by 2020 (against the average killed or serious injuries figures 2005-09). Quarterly figures are unavailable at the time of reporting; therefore, an annual position will be provided.

We are represented on local Road Safety Partnership meetings in Wiltshire and the Service has representation on the Strategic Road Safety Partnership.

There were 17 Safe Drive Stay Alive (SDSA) events held this quarter, with 41 schools and colleges attending. Lavington School have also agreed to take part and we will be visiting them for a SDSA event in February 2020.

There were also four Survive the Drive events targeted at military drivers held in November in Tidworth.

Two Biker Down courses were held in October and November at Wiltshire Air Ambulance Headquarters in Semington. The next course will be held at Swindon Fire Station in March. Two fire bikes were donated by two sponsors in quarter 2 and the aim is to take these to bike and other community events from April 2020.

Other key events, campaigns and projects in this quarter include:
- seven events in Wiltshire, including two corporate SDSA shows for our sponsors, Arval, targeting over 2,500 people in total
- three Drink Drive events in Royal Wootton Basset, Marlborough and Warminster.

We continue to look for innovative ways to engage with young people about road safety and the team are currently developing a new Virtual Reality education system.

Key Performance Indicators

KPI Title				Period	Time Frame
Number of people killed or seriously injured in road traffic collisions - M4				Quarter	Oct-Dec 2019
	M4 RTCs	**Q3 2019-20**	**Q3 2018-19**		
	Fatalities	Data not available	1		
	Seriously Injured	Data not available	1		
	Killed or seriously injured total	Data not available	2		

KPI Title				Period	Time Frame
Number of people killed or seriously injured in road traffic collisions - Wiltshire Council				Quarter	Oct-Dec 2019
	Wiltshire RTCs	**Q3 2019-20**	**Q3 2018-19**		
	Fatalities	Data not available	10		
	Seriously Injured	Data not available	57		
	Killed or seriously injured total	Data not available	67		

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?
Progress comment: In this quarter, 18 safeguarding referrals were made, 10 of which came from operational crews, five from Safe and Well, one from Operational Support, one from an operational manager and one from a duty manager. Area Management teams monitor performance reports to ensure consistency in reporting of safeguarding issues across the group. The Area Manager represents the Service on the Wiltshire Safeguarding Adults Board. A Self-Assessment Audit Questionnaire was completed for this Board in quarter 3. Work continues with Safeguarding Community Services to further assure our training processes and are supportive of our current approach.	

Key Performance Indicators

KPI Title					Period	Time Frame
Number of safeguarding referrals from DWFRS- Wiltshire Council					Quarter	Oct-Dec 2019

Wiltshire safeguarding referrals	Q1	Q2	Q3	Q4
2018-19	12	13	15	18
2019-20	20	22	18	

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?

Progress comment:

Building Regulation Applications
76 building regulation applications were completed this quarter, compared to 70 in the same quarter last year. Of these, all were completed within the 15-day statutory consultation period. We work closely with Local Authority Building Control to ensure we are consistent in delivery and meet statutory consultation times.

Licensing Applications
The team deals with licensing applications to ensure premises are safe for temporary changes of use and occupancy. During this quarter we completed 16 licensing applications, compared to 22 in the same quarter last year.

Fire Safety Audits
One of our corporate targets is that by end of March 2020, we will have audited 100% of known sleeping accommodation identified as high-risk where the Fire Safety Order applies. We have completed 698 of 750 audits (93%) as of this quarter in Swindon and Wiltshire so are on track to achieve this corporate target.

Post Fire Audits
As part of our reactive work, we will audit premises that fall under the Regulatory Reform (Fire Safety) Order 2005 following a fire. During this quarter, there were 20 fires in non-domestic properties and based on those that fell under the Regulatory Reform (Fire Safety) Order 2005, we completed 15 post fire audits. Predominant trends appear to be faulty equipment or electrical supply.

Fire Safety Complaints
We receive complaints or concerns for safety from operational crews, partners and the general public. Action is prioritised based on life risk (inspected in 24 hours) and non-life risk (inspected in seven days). In Wiltshire, there was one high-risk complaint in this quarter, which was dealt with successfully within 24 hours.

Automatic Fire Alarms in non-domestic premises
We have a new corporate target to reduce the number of incidents attended from Automatic Fire Alarm activation (AFA) by 5% each year. For non-domestic premises only, current performance against this target is an 8% reduction. Current analysis suggests that the highest proportion of AFAs are as a result of human error i.e. cooking or testing. Protection and Group teams are working together with the top 10 AFA generators to prioritise reducing their AFAs. The Protection team are supporting an AFA reduction process starting in April 2020, whereby incidents within commercial, non-sleeping premises will be call-challenged between 08.00 and 18.00.

Key Performance Indicators

KPI Title		Period		Time Frame
Number of building regulation consultations, enforcement notices, fire safety audits, fire safety complaints, licensing jobs, prohibition notices and prosecutions in Wiltshire		Quarter		Oct-Dec 2019

Wiltshire Fire Safety activity	Q4 2017-18	Q1 2018-19	Q2 2018-19	Q3 2018-19	Q4 2018-19	Q1 2019-20	Q2 2019-20	Q3 2019-20
Building regulations	70	51	64	70	84	79	48	76
Licensing applications	28	32	34	22	44	36	30	16
Fire safety audits	154	155	133	155	151	123	134	105
Fire safety complaints	7	6	7	3	8	5	9	1
Automatic Fire Alarms	324	348	397	335	289	284	394	412
Enforcement notices	2	0	0	0	0	0	0	0
Prohibition notices	8	1	1	2	1	2	2	2
Prosecutions	0	0	0	0	0	0	0	0

KPI Title	Period	Time Frame
Number of fires in non-domestic properties	Quarter	Oct-Dec 2019

Wiltshire fires in non-domestic properties
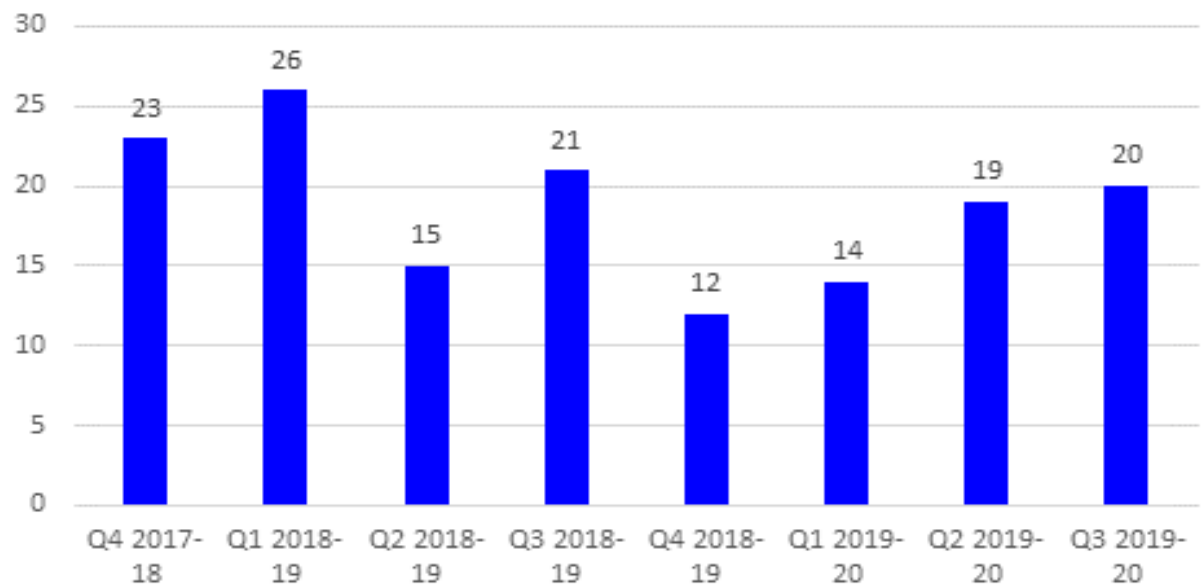
KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

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?

Progress comment:

Risk Information
Operational crews continue to gather and review information on key risks within their areas to help ensure that they are prepared for emergency incidents should they occur.

There were no Site-Specific Risk Information (SSRI) outstanding in Wiltshire as of the end of the quarter, whilst there is one SSRI site that has been visited and work is ongoing to re-grade the risk information. The SSRIs due in the next quarter will be managed and monitored locally and through group management meetings.

Within Wiltshire there are four sites that fall under Control of Major Hazards Regulations (COMAH). The sites are Chemring Countermeasures, Oqema, Pains Fireworks and Qinetiq at Boscombe Down. In this quarter, crews visited Oqema at Chelworth Industrial Estate to start gathering risk information and planning for exercises at the site. All other COMAH sites have SSRI information for responding crews and appropriate response plans in place. Risk is reduced at Qinetiq at Boscombe Down as the site has a dedicated airport fire and rescue station crewed 24 hours a day seven days a week.

Local risks
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 investigation.

Officers have been working with the National Trust at Lacock Abbey, with an exercise planned for January 2020. This exercise will test our response to a fire at the Abbey and will also test the National Trust's own emergency plans.

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?

Progress comment:

In October 2019 our Internal Auditors (South West Audit Partnership), undertook an audit to review our business continuity and multi-agency resilience arrangements, providing a rating of substantial assurance to the Finance & Audit Committee at their meeting in December 2019.

The Service continues to strengthen the good relations with both Local Resilience Forums (LRF) and the partner agencies within it. Internal processes to ensure appropriate attendance at partner meetings locally and regionally have been successfully tightened which ensures appropriate engagement is undertaken.

To enhance effective working and support, a lead Service contact is assigned to both LRFs and work programmes are implemented to ensure that expectations are met and well embedded.

The Service has an exercise procedure to ensure that exercising at area, group and station level is considerate of a multi-agency approach. To ensure that the Service can evidence the completion of learning outcomes and actions from exercises the Service has improved its internal arrangements and now records information within its Operational Effectiveness Database. Work to embed this process Service wide is underway.

In this quarter the Service has taken part in a number of multi-agency exercises which include arrangements for exiting the European Union and flooding. In addition, the Service continues to exercise with bordering fire and rescue services to strengthen cross-border and multi-agency relations and working arrangements. During October, our teams worked with cross-border services during an exercise in RAF Fairford. These exercises also support and assure the resilience of the Service's business continuity arrangements.

As a Category 1 responder identified within the Civil Contingencies Act 2004, the Service forms an official part of both the Dorset and the Wiltshire and Swindon LRFs, and as such is involved within risk management in both. This ensures the delivery of local community risk registers, which are also considerate of national risks and threats. In turn, the Service ensures alignment to both local and national risks and threats and has robust and resilient business continuity arrangements in place that are supportive of LRF plans to improve community resilience.

The JESIP (Joint Emergency Services Interoperability Principles) model and principles, the standard for interoperability (multi-agency working) in the UK, are well embedded throughout the Service. JESIP is used by all our partners within the LRFs and is a fundamental requirement for multi-agency working. JESIP is well embedded within Service procedures and training packages and Officers also have access to the JESIP app via their mobile devices to further support its use.

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?

Progress comment:

Wholetime station appliance availability should be 24/7, and in this quarter, availability was 99.5%.

In this quarter, on-call appliances were available to respond to incidents 75.4% of the time in Wiltshire.

Ongoing action being taken to ensure on-call availability improves include:
- a Service wide on-call pay model due to be introduced in June 2020
- a review of on-call staff current contract availability so that we can better target recruitment at station level to any availability gaps
- coordination and collaboration on operational skills and succession planning to maintain availability and support recruitment
- local on-call support officer (OCSO) organised 'have a go' events at Pewsey and Melksham.

Station managers work closely and tirelessly with the resourcing team and watch managers to ensure appliance availability with a particular focus on weekend appliance availability. In December, an on-call area management team meeting was held, where discussions took place on improving fire cover.

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

Progress comment:

Our corporate target is that on 75% of occasions, we will achieve our response standards based on a 10-minute response time, including all call handling and travel time which is a good measure of whether appliances are available when we need them. For on-call stations this includes a five-minute turnout time, and for wholetime stations a two-minute turnout time, with a 90-second call handling time for fire control.

In this quarter we attended:
- 58% of incidents at sleeping risk properties where the first appliance met the response standard within the travel-time isochrone
- 43% of incidents at sleeping risk properties where the first appliance met the response standard
- 40% of incidents to other properties where the first appliance met the response standard
- 65% of road traffic collisions where the first appliance met the response standard.

Call handling times by fire control can have a significant impact on response times. In this quarter 95% of calls were answered within 5 seconds and 76% had appliances assigned within 90 seconds.

Networked Fire Services Partnership (NFSP)
The Service meets with colleagues from Devon and Somerset and Hampshire Fire and Rescue Services on a bi-monthly basis to discuss cross-border collaboration. The three Control rooms across the partnership are linked, enabling each to take emergency calls and mobilise appliances on behalf of another service. The system selects the nearest appliances and officers across the partnership to meet the response plans and they are mobilised automatically without the need to refer to the host or supporting service. This approach has significantly reduced call handing and mobilisation times. In this quarter, the partnership has been focusing on strengthening the working relationships between the Control rooms through; further exercising, the progression of Asset Based Resourcing to enhance our ability to resource incidents more effectively and a change in governance structure which will provide clarity and consistency across the partnership.

In this quarter, five people were rescued at fire related incidents, and 35 people were rescued at road traffic collisions.

The range of incidents attended over the last quarter includes fires, road traffic collisions, automatic fire alarms due to apparatus, other false alarms (malicious i.e. deliberately set or good intent i.e. non-fire related smoke such as toasters), co-responding incidents, collapsed behind closed doors, lift incidents and other special services. The highest proportion of incidents attended in the last quarter were fire alarms from automatic fire detection equipment with 412 incidents, and the lowest proportion of incidents attended in the last quarter were lift incidents

with 13 incidents attended. The Group Manager and local station managers analyse the data to identify any trends and reduce incident occurrence where possible through working with Prevention, Protection and partners.

Work continues at Salisbury Fire Station to bring the new Rosenbauer B32 Aerial appliance into service, with a roll out expected to be complete by early February 2020.
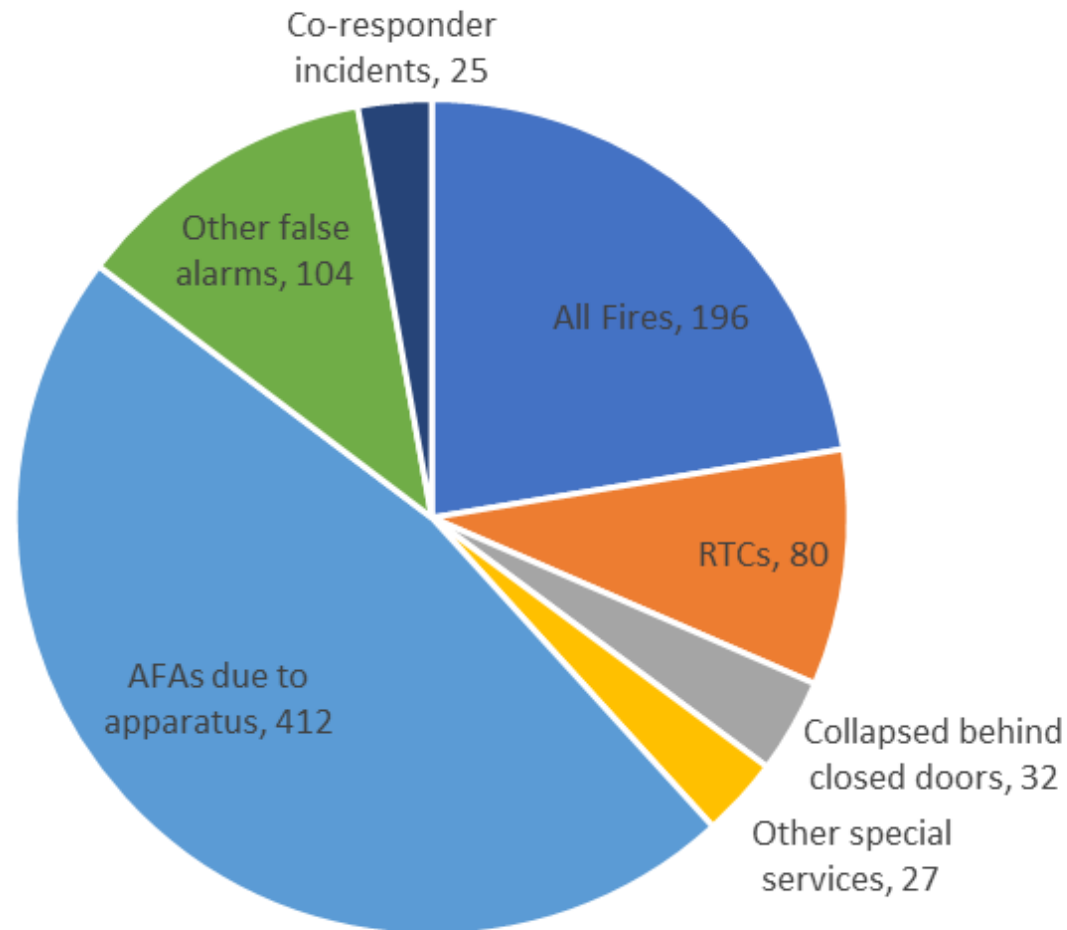
Key Performance Indicators

KPI Title						Period		Time Frame
Response standards in Wiltshire						Quarter		Oct-Dec 2019
Response standards Wiltshire	**Q4 2017-18**	**Q1 2018-19**	**Q2 2018-19**	**Q3 2018-19**	**Q4 2018-19**	**Q1 2019-20**	**Q2 2019-20**	**Q3 2019-20**
Percentage of sleeping risk properties where the first appliance met the response standard within the travel-time isochrone	54.55%	56.10%	69.77%	61.54%	60.98%	72.41%	62.22%	57.50%
Percentage of sleeping risk properties where the first appliance met the response standard	40.00%	47.92%	51.72%	45.28%	46.30%	52.50%	49.12%	43.40%
Percentage of incidents to other properties where the first appliance met the response standard	40.00%	45.45%	36.00%	45.45%	31.25%	60.00%	40.91%	40.00%
Percentage of road traffic collisions where the first appliance met the response standard	55.56%	67.31%	72.00%	70.49%	60.00%	61.82%	62.70%	65.28%

Key Performance Indicators

KPI Title	Period	Time Frame
Range of incidents in Wiltshire	Quarter	Oct-Dec 2019

Wiltshire range of incidents Q3 2019-20

Co-responder incidents, 25

Other false alarms, 104

All Fires, 196

RTCs, 80

AFAs due to apparatus, 412

Collapsed behind closed doors, 32

Other special services, 27

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?

Progress comment:

Training Centres
West Moors and Devizes Training Centres continue to deliver areas such as Breathing Apparatus Refresher, Compartment Fire Behaviour Training, Incident Command, Emergency Response Driving and Trauma Care via an annual service training plan which ensures a consistent approach is adopted to all operational staff. A quarterly delivery plan is utilised for on-call training to provide support in the delivery of Maintenance of Skills and other essential training as identified within the Service's Training and Response Co-ordination Group.

Operational license
These are the skills required to keep appliances on the run and maintain availability. For this quarter the following percentage of competencies were recorded as in date:

Skills Wiltshire	Q1 2019-20	Q2 2019-20	Q3 2019-20	Q4 2019-20
Incident Command	98%	87%	91%	
Emergency Response Driving (ERD)/Large Goods Vehicle (LGV)	83%	90%	94%	
Breathing Apparatus	99%	100%	99%	
Casualty Care	93%	78%	94%	

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

Action Code	Action Name
1.3.4.4	KLOE 12: How do we learn from operational and community risks, to improve the response services we provide in Wiltshire?

Progress comment:

Following an incident, an operational debrief takes place to review our performance. Where necessary any learning is uploaded to the Operational Effectiveness Database (OED) to share learning across the organisation, and where appropriate is taken to the Training and Response Coordination Group (TRCG) for consideration of any further action required. Where significant learning has been identified that may have an impact within the national FRS context, this is reported through the National Operational Learning pathway.

This quarter for Wiltshire in the OED there were:
- 176 notifications raised,
- 5 actions assigned,
- 2 hot debrief forms completed
- 61 operational assurance returns completed against these stations.

All flexi duty officers who respond to incidents complete an Operational Assurance Form to identify notable practice or significant learning events. This form is completed on the OED to capture emerging risks or trends.

Fatal fires always trigger an operational debrief, and once the Coroner has held the inquest, fatal fire conferences are held twice a year so that we understand what more could be done to prevent a similar situation occurring in the future. Themes from our fatal fire conferences follow a national trend in that those affected are elderly, live alone and have mobility issues. This is the target audience of our Safe and Well visits.

Following the publication of the Grenfell Tower Inquiry Phase 1 Report, Officers are working across departments, focusing on the lessons learned from the incident. There is an action plan in place for the various teams to work on. Some of this work will be completed by operational crews through risk information.