

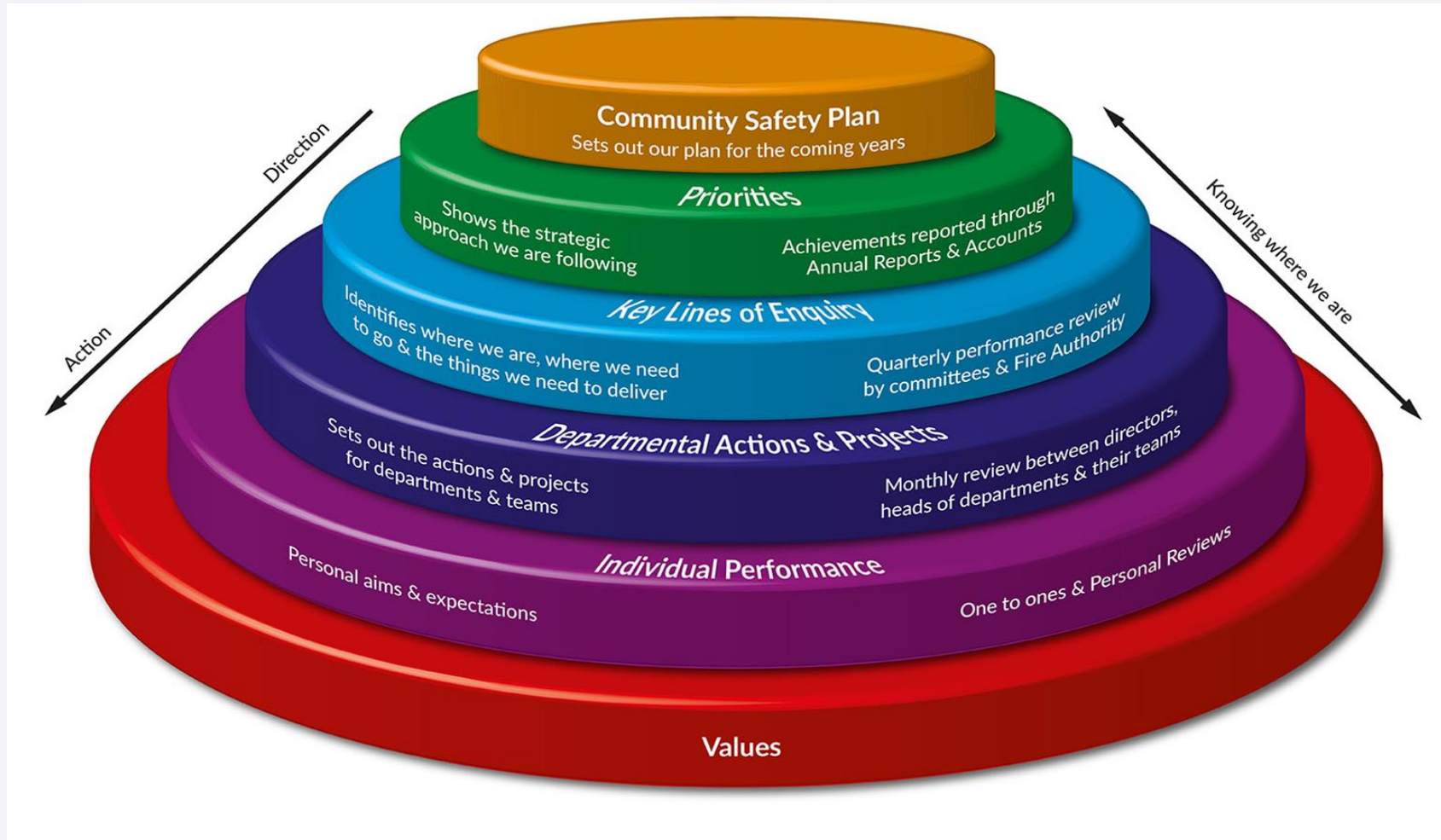


DORSET & WILTSHIRE
FIRE AND RESCUE

Six-month Performance Review 2020-21

Ben Ansell
Chief Fire Officer

Planning and Performance Management



Service Priorities



Priority 1 – Making safer and healthier choices

PERFORMANCE AGAINST KEY LINES OF ENQUIRY

Key line of enquiry	Key line of Enquiry	Progress
KLOE 1	How well do we understand the risk of fire and other emergencies?	ON TRACK
KLOE 2	How effective are we at preventing fires and other risks?	ON TRACK

Demand Summary April – September 2020



Priority 1 – Making safer and healthier choices

Partnership Working



PASSIONATE ABOUT
CHANGING & SAVING LIVES

Priority 1 – Making safer and healthier choices

Tripartite Agreement

Collaboration and multi-agency working during the COVID-19 pandemic



**FIRE & RESCUE
SERVICES**
National Employers

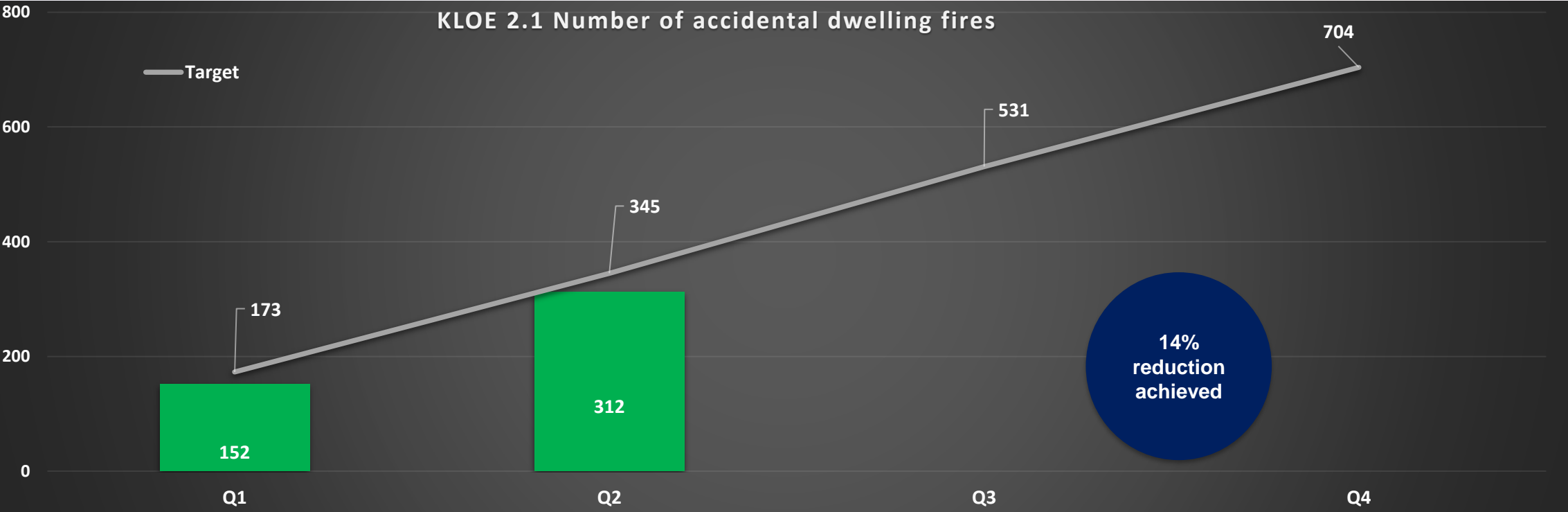


NFCC
National Fire
Chiefs Council

Priority 1 – Making safer and healthier choices

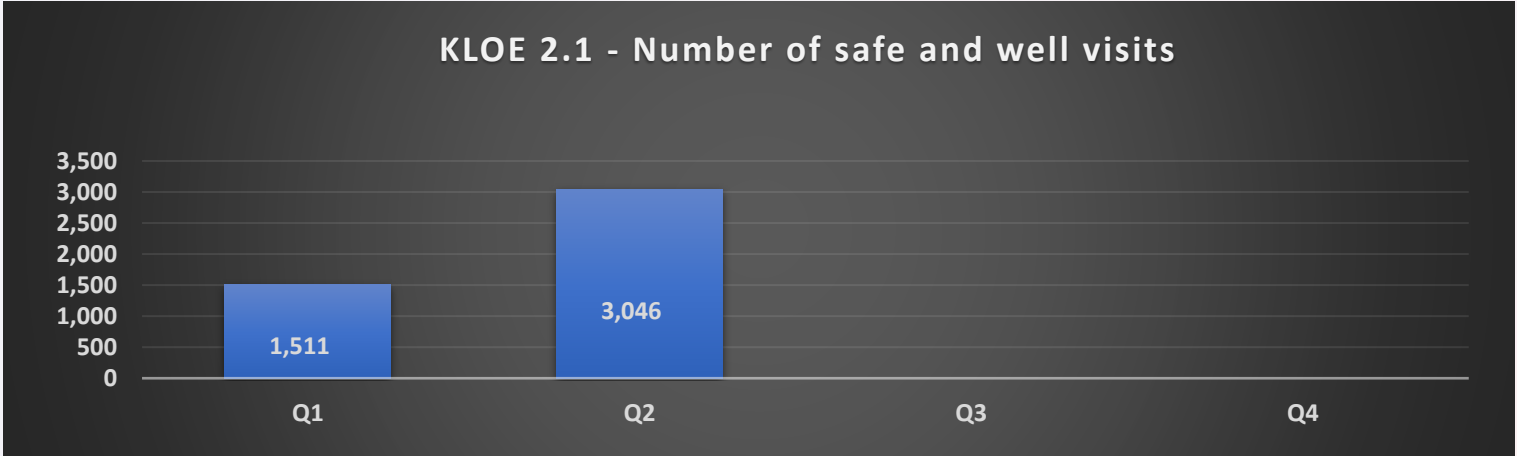
Corporate Target

We will achieve a 5% reduction in accidental dwelling fires (from the average achieved during the last five years)



Priority 1 – Making safer and healthier choices

Safe & Well



3,046
safe & well visits

886
safe & well referrals

Priority 1 – Making safer and healthier choices

Fire Related Deaths

4

Fire deaths
confirmed to
date for 2019-20

0

Fire deaths
confirmed to
date for 2020-21

2

Deaths at fire
related incidents
awaiting
Coroner's
verdict for
2019-20

7

Deaths at fire
related incidents
awaiting
Coroner's
verdict for
2020-21

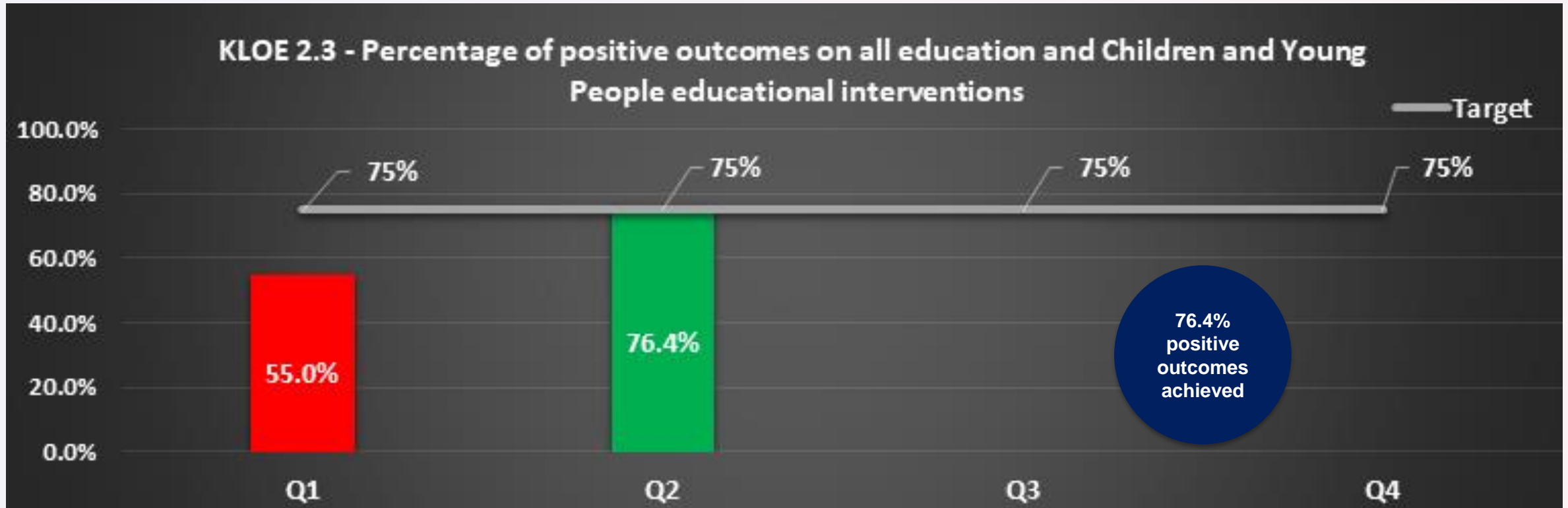
PASSIONATE ABOUT

CHANGING & SAVING LIVES

Priority 1 – Making safer and healthier choices

Corporate Target

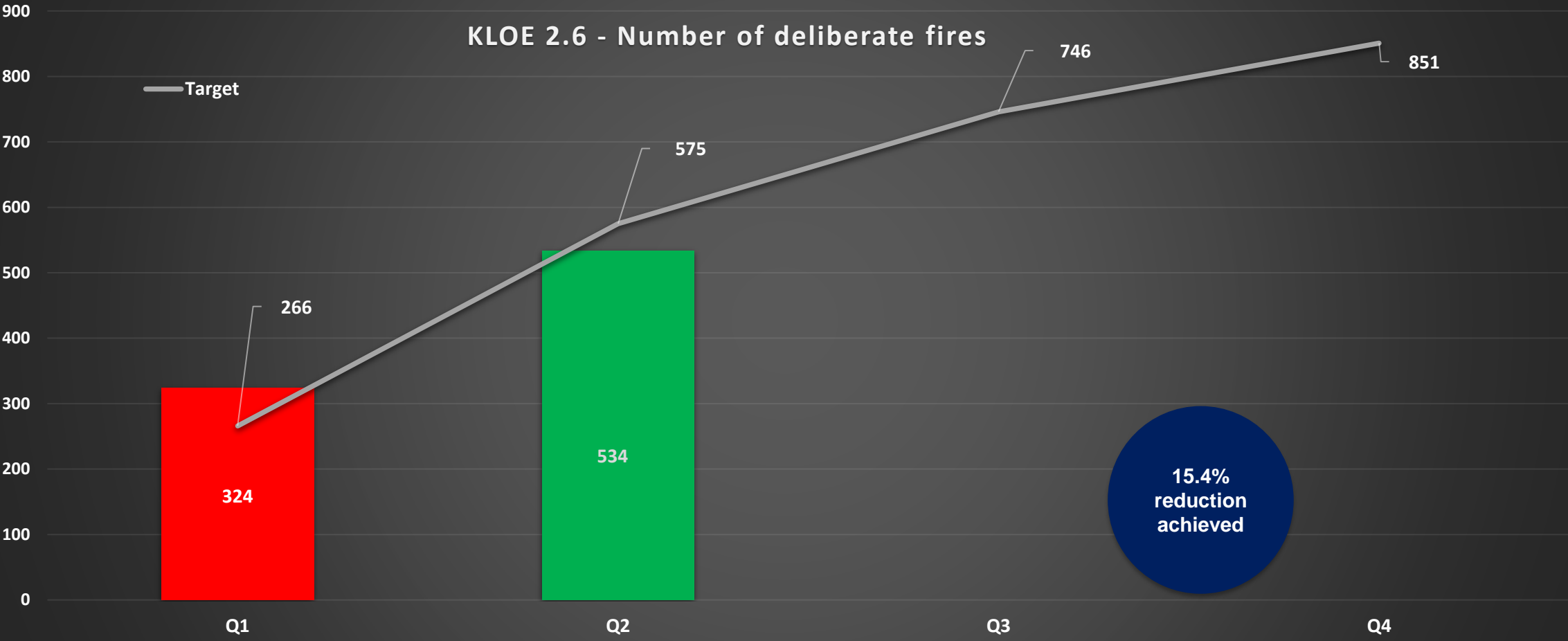
We will achieve a positive outcome on all education and Children and Young People educational interventions on 75% of occasions



Priority 1 – Making safer and healthier choices

Corporate Target

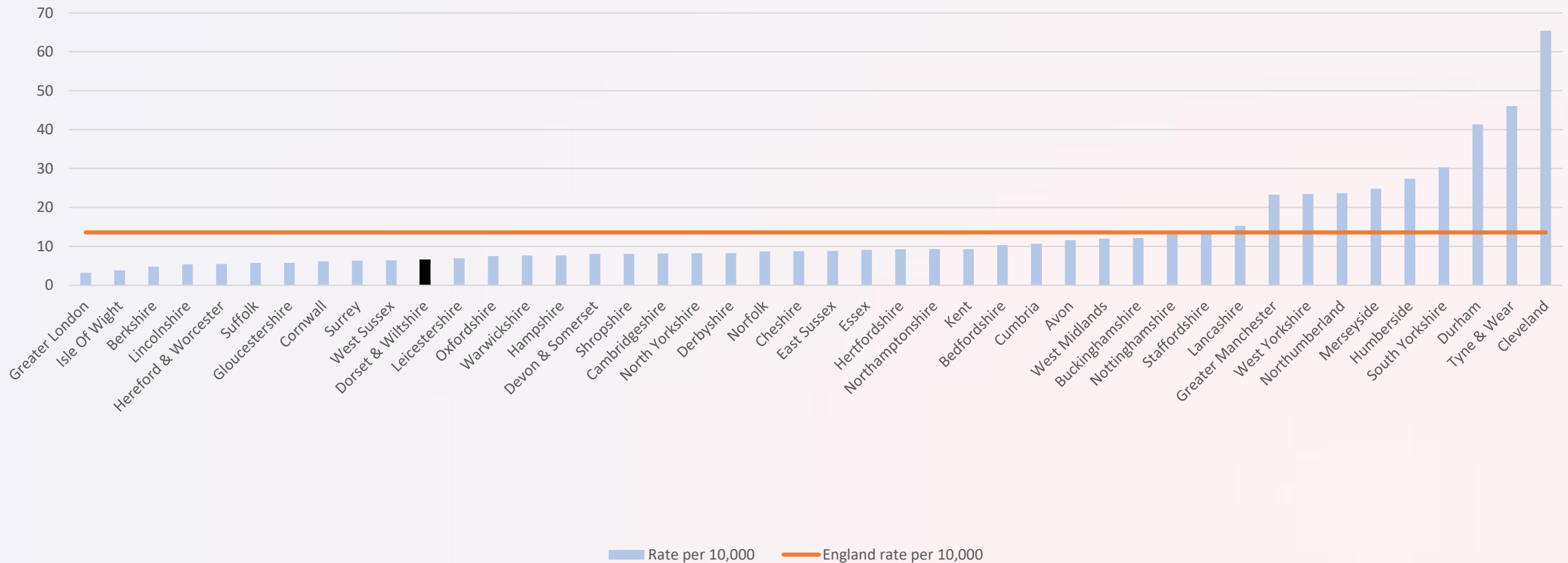
We will achieve a 5% reduction in deliberate fires (from the average achieved during the last five years)



Priority 1 – Making safer and healthier choices

Deliberate Fires

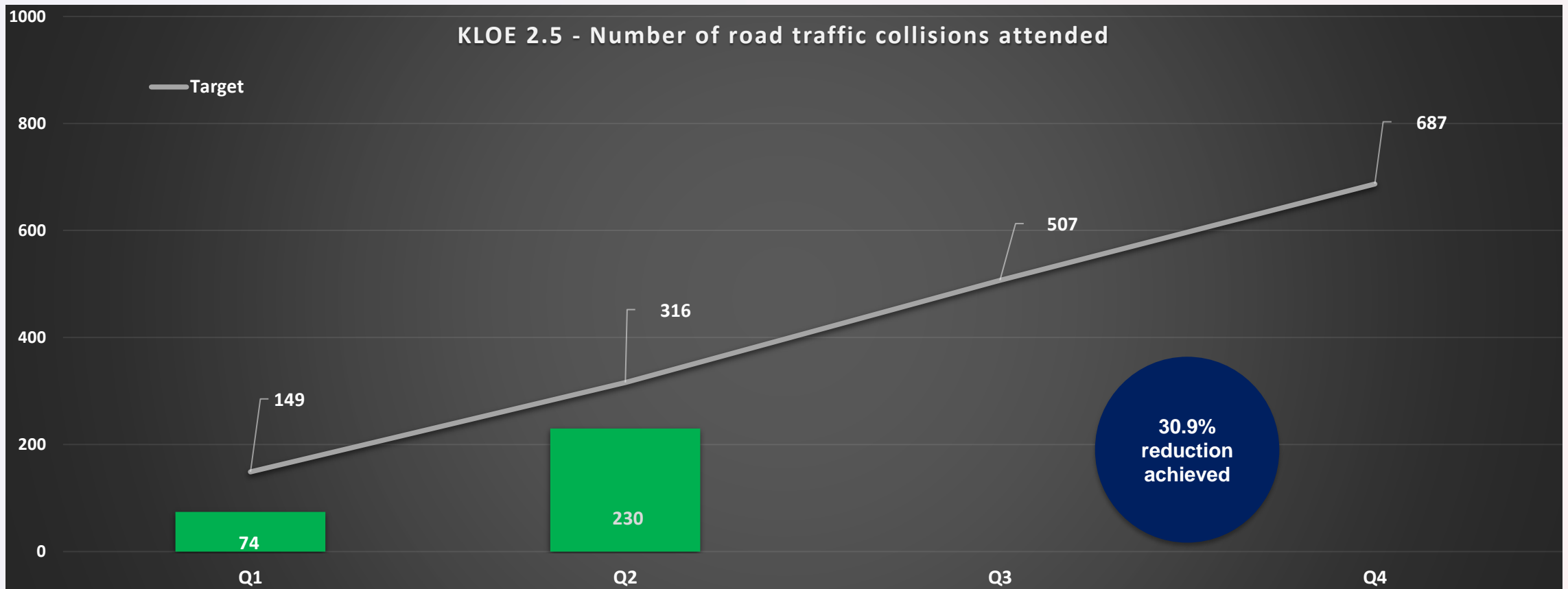
Deliberate Fires in England per 10,000 population 2019-20



Priority 1 – Making safer and healthier choices

Service Target

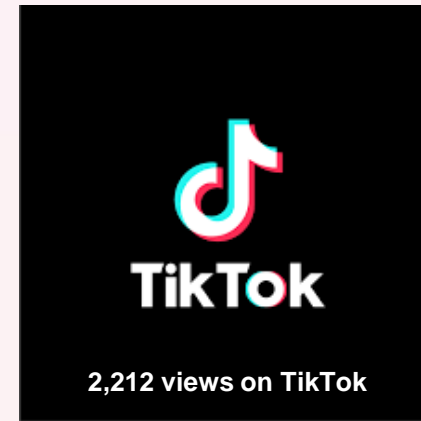
We will work with our partners to seek to achieve a 5% reduction of the number of road traffic collisions we attend (from the average achieved during the last five years)



Priority 1 – Making safer and healthier choices

Road Safety

- Social media support of the **#takeextracare** campaign which was included in our digital workbook for young people
- Support of the '**Older Drivers Forum**' and the Department for Transport MOT extension campaign in the production of our digital leaflets
- Social media support of '**My Red Thumb**' which aims to reduce road traffic casualties by encouraging as many people as possible to stop using handheld mobile phones whilst driving
- Social media support of the National Fire Chiefs Council and National Police Chiefs Council '**Fatal 4**' campaign relating to the most common reasons for road traffic collisions



Priority 2 – Protecting you and the environment from harm

Fire Safety

PERFORMANCE AGAINST KEY LINES OF ENQUIRY

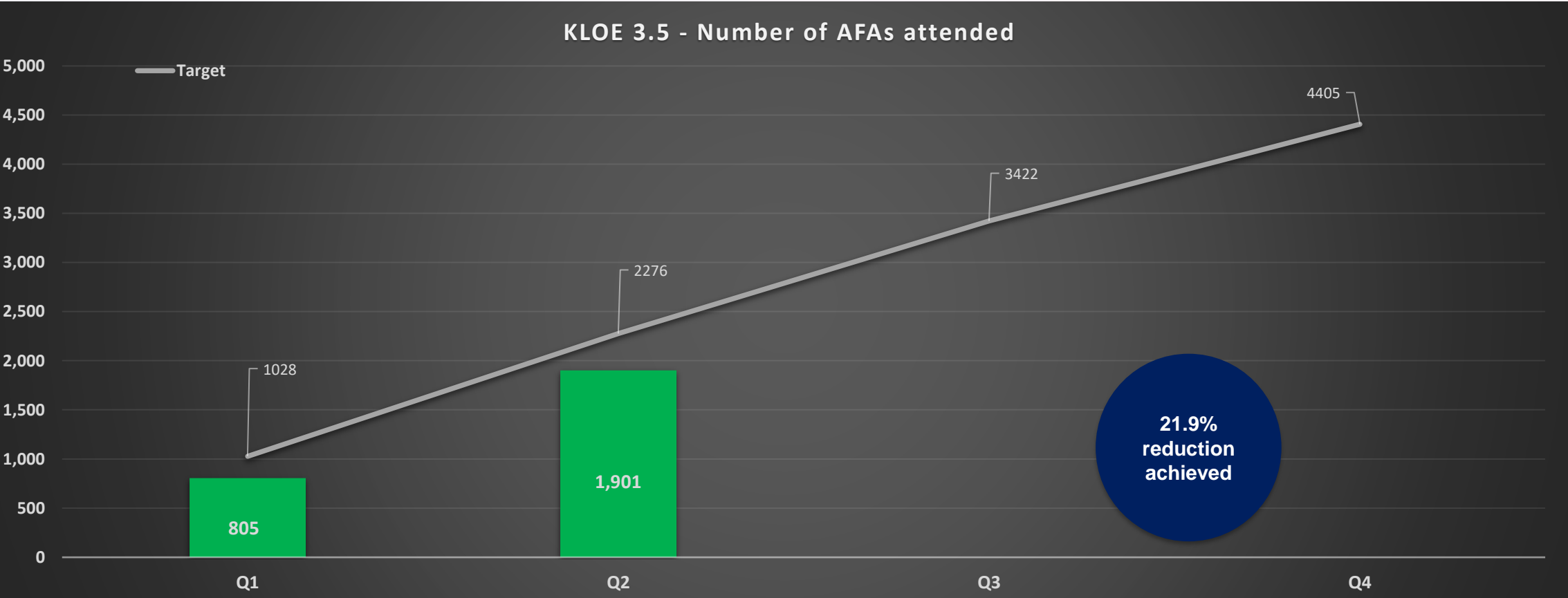
Key line of enquiry	Key line of Enquiry	Progress
KLOE 3	How effective are we at protecting the public through the regulation of fire safety?	SLIPPING



Priority 2 – Protecting you and the environment from harm

Corporate Target

We will reduce our attendance at unwanted Automatic Fire Alarm (AFA) signals by 5% (from the average achieved during the last five years)



Priority 3 – Being there when you need us

PERFORMANCE AGAINST KEY LINES OF ENQUIRY

Key line of enquiry	Key line of Enquiry	Progress
KLOE 4	How effective are we at responding to fires and other emergencies?	ON TRACK
KLOE 5	How well prepared are we to respond to major and multi-agency incidents?	ON TRACK

73.3%
of incidents at sleeping risk properties where the first appliance met the response standard

87.4%
of incidents at sleeping risk properties where the first appliance met the response standard within the travel-time isochrone

99.3%
availability of wholetime fire engines



78.7%
availability of on-call fire engines




60
rescues from fires



55.6%
of incidents to other properties where the first appliance met the response standard

74.7%
of RTCs where the first appliance met the response standard



82.1%
availability of all fire engines



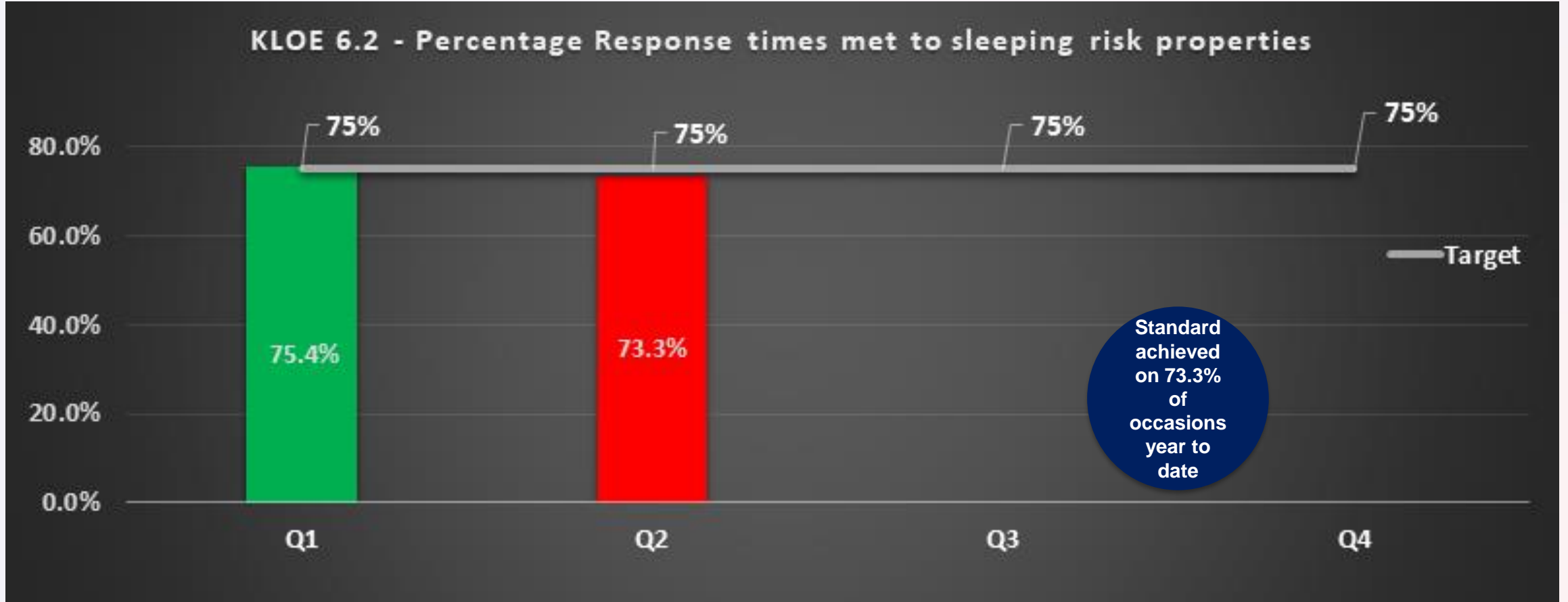
139
rescues from road traffic collisions



Priority 3 – Being there when you need us

Corporate Target

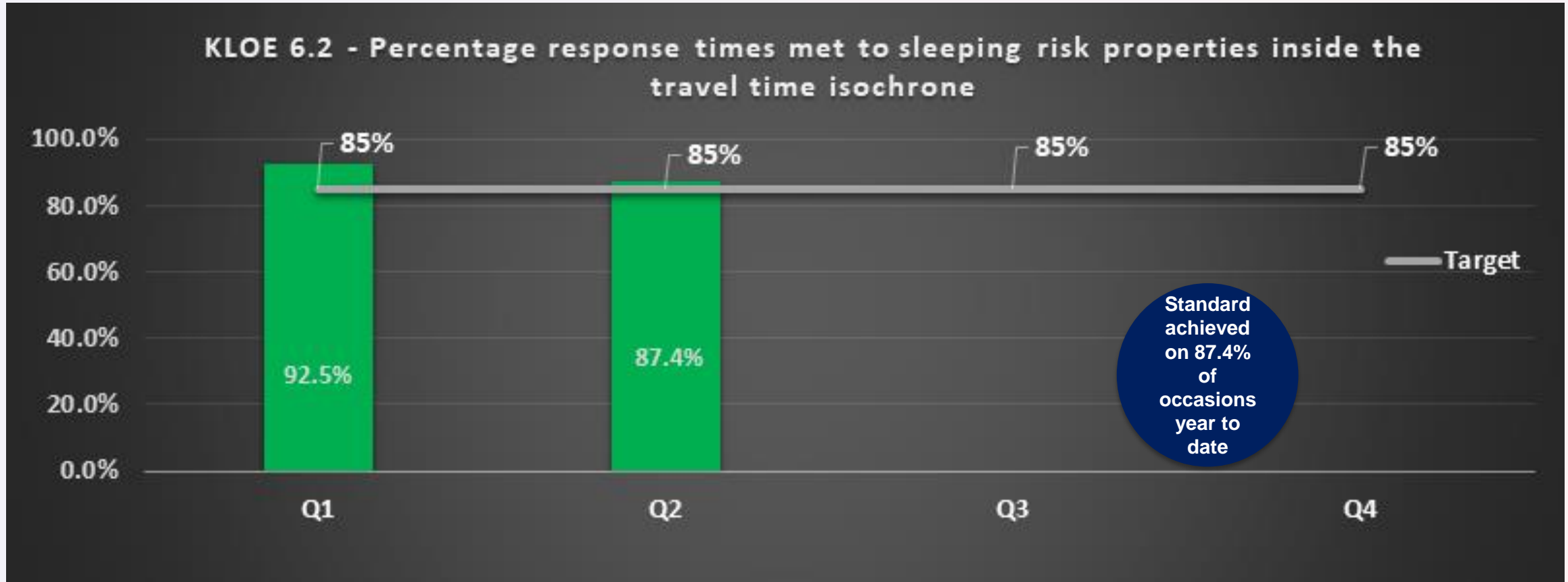
On 75% of occasions, we will achieve our response standards based on a 10-minute response time including all call handling and travel time. This target relates to the first appliance in attendance in sleeping risk premises



Priority 3 – Being there when you need us

Corporate Target

On 85% of occasions, we will achieve our response standards within a 10-minute isochrone from each fire station. The isochrone includes call handling and travel time. This target relates to the first appliance in attendance at confirmed fires in sleeping risk premises



Priority 3 – Being there when you need us

Resilience



Priority 4 – Making every penny count

PERFORMANCE AGAINST KEY LINES OF ENQUIRY

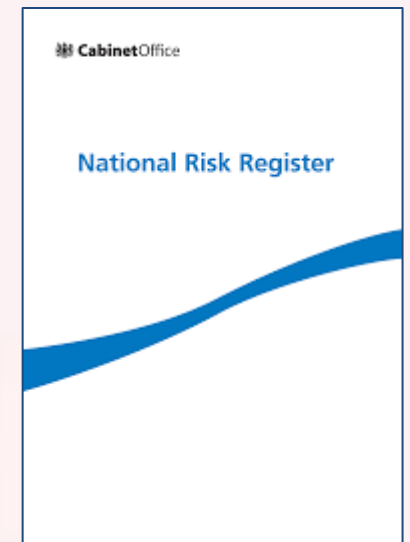
Key line of enquiry	Key line of Enquiry	Progress
KLOE 6	How well do we use resources to manage risk?	ON TRACK
KLOE 7	How well are we securing an affordable way of managing the risk of fire and other risks now and in the future?	SLIPPING
KLOE 12	How effective is the Occupational Health and Safety management system in the Fire and Rescue Service?	ON TRACK
KLOE 13	Are effective governance and decision-making arrangements in place?	ON TRACK

Priority 4 – Making every penny count

Business Continuity

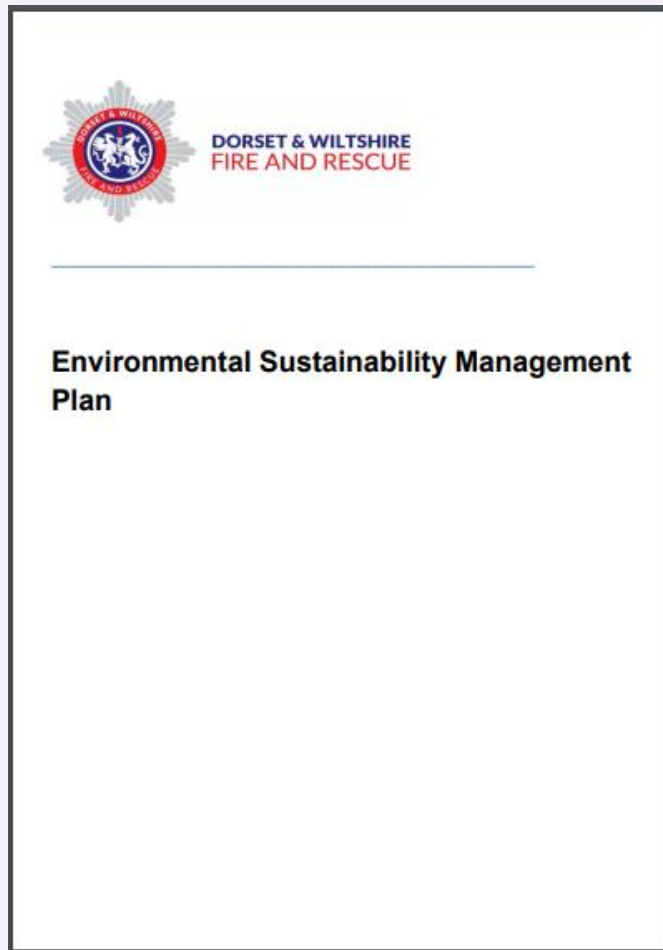


Each year the Service undertakes a horizon scan to review the emerging threats and risks posed to the Service, along with the community and national risk registers



Priority 4 – Making every penny count

Assets



Priority 4 – Making every penny count

ICT and Smarter Working



Mileage claims – reduction in staff travelling from place of work
£43,173 YTD



Photocopying - reduction in printing £500 per month = £3,000 YTD



Fuel - reduction in fuel card expenditure = £15,000 per month = £90,000 YTD

Working from home – Staff Survey Results

The results show most of staff are feeling positive about: -

- their current working arrangements (87%)
- the support provided by their line manager (91%)
- the communications channels (85%)
- the way in which the Service is being led (96%).

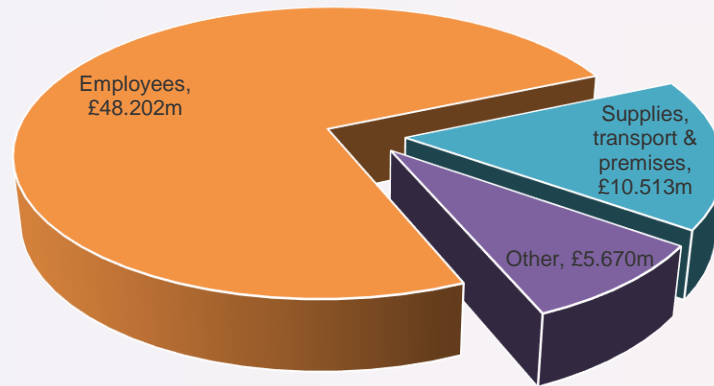
Priority 4 – Making every penny count

Financial management

Our charges within Band D Council Tax 2020-21

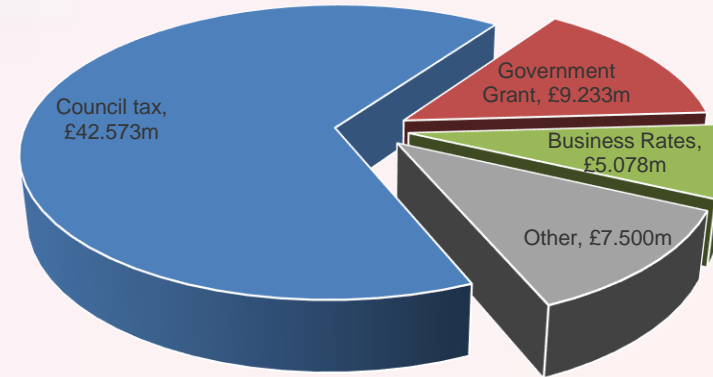


Spending 2020-21



■ Employees ■ Supplies, transport & premises ■ Other

Funding 2020-21



■ Council tax ■ Government Grant ■ Business Rates ■ Other

Below average firefighter costs (£20.66 compared to £22.08 national average)

below average Band D council tax precept

Priority 4 – Making every penny count

Health & Safety

By March 2021, to have migrated to ISO 45001 – Occupational Health and Safety Management standard



International
Organization for
Standardization

ISO 45001:2018

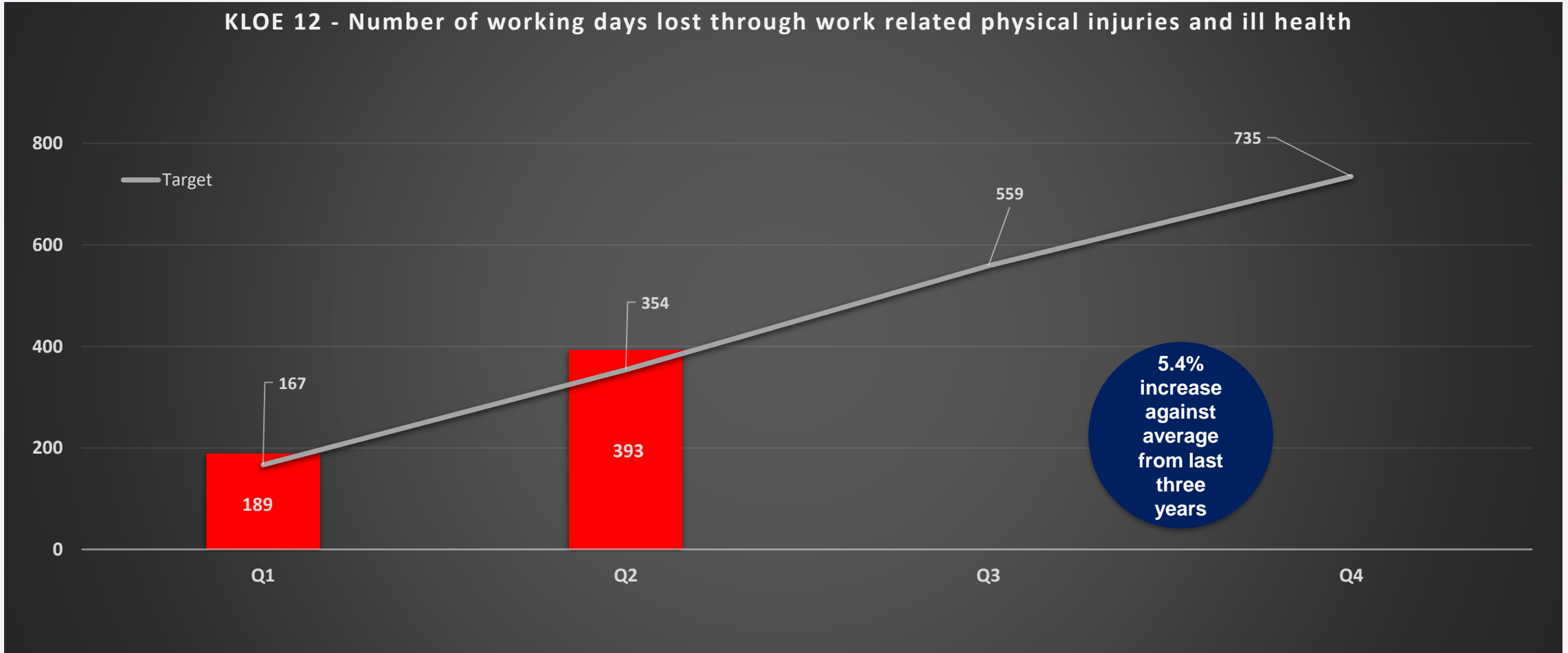
Achieved
July 2020



Priority 4 – Making every penny count

Corporate Target

To reduce the number of working days lost through work related physical injuries and ill health by 5% (from the average achieved during the last three years)



Priority 4 – Making every penny count

Governance, Information and Communications

Members' Handbook



DORSET & WILTSHIRE FIRE AND RESCUE AUTHORITY

About the Authority

Who's who, terms of reference, Code of Conduct and other essential information

Policies, orders and regulations

Standing orders, financial regulations, scheme of delegation and other governance arrangements

About the Service

Snapshot of what we do, meet our Strategic Leadership Team and the locations of our sites and stations

Useful information

Easy and quick access to lots of useful forms and links



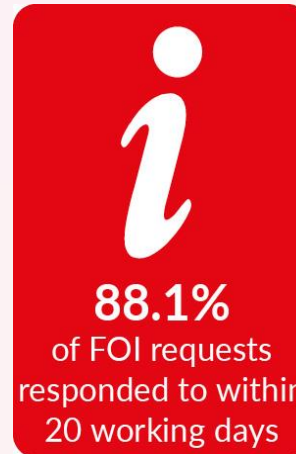
clean audit from external auditors



100%
of complaints
resolved within
14 days



100%
of subject access
requests responded
to within a month



88.1%
of FOI requests
responded to within
20 working days



Priority 5 – Supporting and developing our people

PERFORMANCE AGAINST KEY LINES OF ENQUIRY

Key line of enquiry	Key line of Enquiry	Progress
KLOE 8	How well do we promote our values and culture?	ON TRACK
KLOE 9	How well trained and skilled are our staff?	ON TRACK
KLOE 10	How well do we ensure fairness and diversity?	ON TRACK
KLOE 11	How well do we develop leadership and capability?	ON TRACK



Priority 5 – Supporting and developing our people

Health & Wellbeing



Priority 5 – Supporting and developing our people

Sickness Data

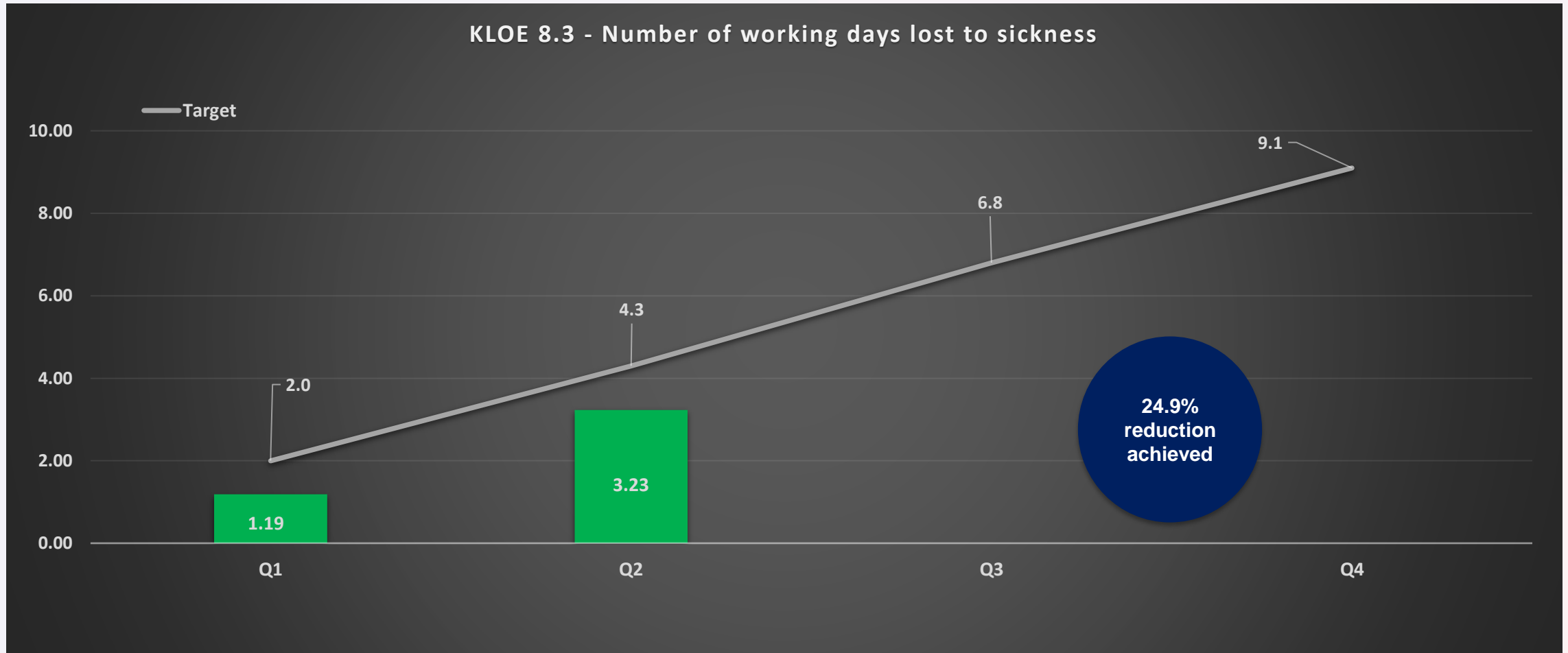


Staff Group	Q1-2, 2020-21	Q1-2, 2019-20	% Change
Wholetime	4.2	3.9	Increase 6.6%
Corporate	1.8	4.2	Reduction 58.3%
Fire Control	3.9	10	Reduction 61.5%
On-call	6.4	7.3	Reduction 13%

Priority 5 – Supporting and developing our people

Service target

We will aim to achieve sickness levels lower than the previous three-year average

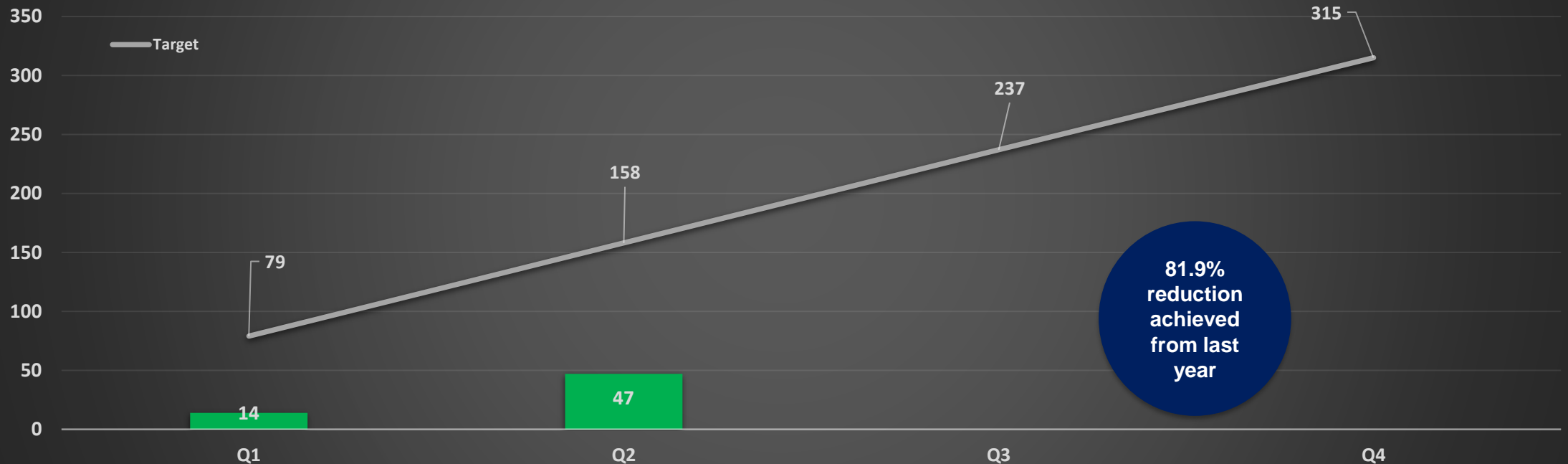


Priority 5 – Supporting and developing our people

Service target

To reduce the number of working days lost to non-physical ill health by 5% each year

KLOE 8.3 - Number of working days lost to non-physical ill health



Priority 5 – Supporting and developing our people

Leadership, operational and corporate talent development

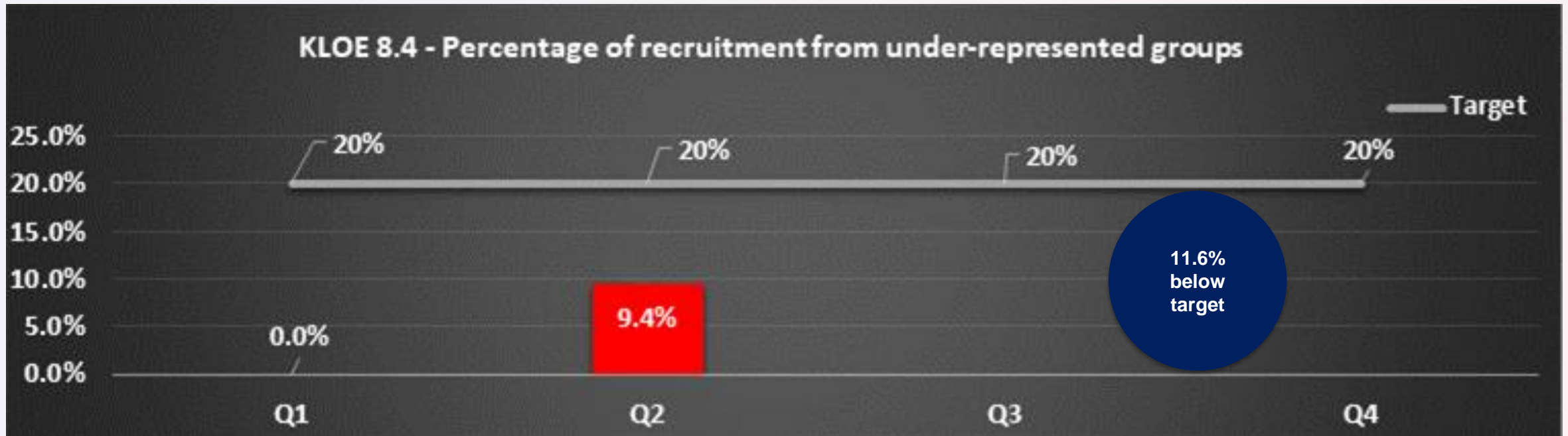


Priority 5 – Supporting and developing our people

How well do we ensure fairness and diversity?

Corporate Target

We will ensure that 20% of recruitment into our operational workforce is from under-represented groups



Priority 5 – Supporting and developing our people

Attraction, recruitment and retention



107,400
people engaged
in Facebook Live
events



7.5
years average
length of service
for on-call leavers



5,543
comments, likes
and reactions to our
online recruitment
campaign



Summary

- Overall in a good position
- Positive outputs and outcomes continue to be achieved
- Financial sustainability remains a key challenge
- Members are asked to:
Note and comment on the performance of the Service over the past six-months (1 April – 30 September 2020)



DORSET & WILTSHIRE
FIRE AND RESCUE

Six-month Performance Review 2020-21

Ben Ansell
Chief Fire Officer