



**DORSET & WILTSHIRE
FIRE AND RESCUE
AUTHORITY**

Item 23/17

MEETING	Wiltshire Local Performance & Scrutiny Committee
DATE OF MEETING	31 August 2023
SUBJECT OF THE REPORT	Performance report for quarter 1
STATUS OF REPORT	For open publication
PURPOSE OF REPORT	For consideration and scrutiny
EXECUTIVE SUMMARY	This paper sets out the performance achieved for the first quarter covering the period 1 April to 30 June 2023. The report outlines performance against the key lines of enquiry against His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) methodology. There are no significant issues arising from this report.
RISK ASSESSMENT	There are no significant risks arising from this report. Performance remains good with no significant issues to raise with Members.
COMMUNITY IMPACT ASSESSMENT	Performance remains good and there are no significant adverse community issues arising from this report.
BUDGET IMPLICATIONS	None for the purposes of this report.
RECOMMENDATION	Members are asked to scrutinise and comment upon performance of the Service period, 1 April to 30 June 2023.
BACKGROUND PAPERS	https://dwfrs.dashboard.cammsgroup.co.uk/#/
APPENDIX	None
REPORT ORIGINATOR AND CONTACT	Name: Area Manager, Darren Langdown Email: darren.langdown@dwfire.org.uk Tel: 07825 423651

1. Introduction

- 1.1 As Members are aware, the Service's performance is reviewed against the strategic priorities set out in the Community Safety Plan. This Committee oversees the performance against Priorities 1, 2 and 3 - *making safer and healthier choices, protecting you and the environment from harm and being there when you need us*, with the Local Performance and Scrutiny Committees scrutinising service delivery performance at a local level.
- 1.2 Part of this innovative approach to reporting and scrutiny has been to anchor reporting to specific Key Lines of Enquiry (KLOEs). Each of the strategic priorities is supported by a set of KLOEs.
- 1.3 The Service revised its KLOEs with effect from 1 April 2021 to align to the methodology within the three pillars of HMICFRS's methodology: Effectiveness, Efficiency and People.
- 1.4 This alignment is designed to provide evidence of the Service's performance against the methodology and to allow Members to monitor and scrutinise the Service's performance to ensure it continues to achieve the overall HMICFRS rating of 'good'.
- 1.5 A baseline assessment for each KLOE has been undertaken against the HMICFRS methodology and 'good' rating. The evidence collected for each has been assessed against three levels – requires improvement, good, or outstanding to determine the overall level of performance and where improvement actions are required.
- 1.6 This report sets out the performance for quarter 1, 2023-2024 and will be supported by the attendance of key Officers at the meeting to answer any specific points Members may wish to raise.

2. Quarterly performance summary

- 2.1 KLOE 1: How well do we understand the risk of fire and other emergencies?

Availability and attendance of Wholetime appliances remains good and in line with the corporate target.

Whilst the availability of on-call appliances continues to be below target, there are a number of initiatives underway to improve this further including a review of the current on-call recruitment process, an increased recruitment campaign for on-call firefighters and measures to improve on-call retention.

Crews continue to deliver low level fire safety audits across the Service area, allowing the Fire Safety team to focus their expertise on higher risk properties.

2.2 KLOE 2: How effective are we at preventing fires and other risks?

Increasing partnership referrals remains a key focus for the Safe & Well team, particularly from hospitals and health care organisations.

Teams continue to use our key safety messages such as the virtual Safe Drive Stay Alive and virtual fire safety lessons. Social media is used to maintain engagement with the wider public, helping to promote key safety messages. Stations also continue to promote key safety messages.

During this quarter we have completed 409 Safe and Well visits in Wiltshire, which is a reduction of 34.2% compared to quarter 1 last year. This is due to the Prevention restructure and staff moving to Fire Safety roles. A new advisor has been recruited for the area and they are being inducted into their role.

Our integrated approach to fire setting behaviour centred on key risk groups and areas has proven successful and we remain one of the lowest fire services in England for deliberate fires.

2.3 KLOE 3: How effective are we at protecting the public through the regulation of fire safety?

Following the completion of the Building Risk Review programme in 2021-22, the next part of the proactive programme is based on a review of incident data and an assessment of other high-risk premises.

Operational crews at Wholtime stations are trained to complete lower-level fire safety activity known as Business Fire Safety Checks, of which 131 have been completed across the Service area this year to date. The enforcement of fire safety standards is based on the principles of "Better Regulation / Better Business for All" and a supportive stance towards business where this is proportionate, appropriate and reasonable.

The Building Safety Regulator (Health and Safety Executive (HSE)) is currently developing its workforce, which includes regional support from Fire and Rescue Services. This workstream will deliver the improvements in safety of tall buildings brought about by the Building Safety Act and revisions to fire safety guidance as a result of the Fire Safety Act 2021 and Fire Safety (England) Regulations 2022.

The Service uses and shares intelligence with partner agencies including Building Control, Housing, Food Standards, Care Quality Commission, Trading Standards and Border Agency to jointly visit premises that present a high-risk. We have reviewed Memoranda of Understandings with relevant departments from Local Authority and key partner agencies to ensure that regular contact is made and that information sharing is effective and timely.

2.4 KLOE 4: How effective are we at responding to fires and other emergencies?

The Service continues to be effective in evaluating and improving operational performance. Following an incident, where necessary, a structured debrief report captures any learning to share across the organisation, and where appropriate is taken to a cross-departmental group for consideration of any further action required.

Alongside this the Service continues to align with national guidance and oversee any further work necessary to strengthen its compliance against these standards.

2.5 KLOE 5: How well prepared are we to respond to major and multi-agency incidents?

The Service's risk management arrangements are aligned to both local and national risk registers and reviewed monthly.

Nationally work is underway to review the Civil Contingencies Act (2004) and is expected for delivery this year. The National Resilience Framework Strategy has been released and we are reviewing its contents and the likely impact on the Local Resilience Forum and Civil Contingencies Unit.

During this quarter the Service has been involved with a number of multi-agency exercises, these covered Chemical, Biological, Radiation, Nuclear and Explosives (CBRNe) and Joint Emergency Services Interoperability Principles.

All Control of Major Accident Hazards (COMAH) sites within the Wiltshire area have 'in date' site-specific risk information (SSRI), which is readily available to our crews and officers.

3. Summary and key points

3.1 The use of KLOEs is an innovative approach to reporting performance. This approach provides a structured means for Members to receive performance information within a wider context.

3.2 There are no new significant issues to raise with Members at this time and good progress is being made.

3.3 The quarter 2 performance report for 2023-2024 will be provided to the Wiltshire Local Performance & Scrutiny Committee on the 30 November 2023.

3.4 Members can also view Key Performance Indicators via the on the online dashboard [here](#).