



**DORSET & WILTSHIRE  
FIRE AND RESCUE  
AUTHORITY**

Item 24/31

MEETING	Wiltshire Local Performance & Scrutiny Committee
DATE OF MEETING	28 November 2024
SUBJECT OF THE REPORT	Performance report for quarter 2
STATUS OF REPORT	For open publication
PURPOSE OF REPORT	For consideration and scrutiny
EXECUTIVE SUMMARY	This paper sets out the performance achieved for the second quarter covering the period 1 July to 30 September 2024. The report outlines performance against the key lines of enquiry against His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) methodology.
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.
ENVIRONMENTAL IMPACT ASSESSMENT	None for the purposes of 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 July to 30 September 2024.
BACKGROUND PAPERS	<a href="https://dwfrs.dashboard.cammsgroup.co.uk/#/">https://dwfrs.dashboard.cammsgroup.co.uk/#/</a>
APPENDIX	None

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## 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 2, 2024-2025 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?

The Service undertakes a Strategic Assessment of Risk to ensure that decision-making and planning remains current and reflective of the landscape within which we operate. The most recent Strategic Assessment of Risk 2023-25 was published on the Service's website in April 2023.

In this quarter on-call appliance availability was at 54.8%, with optimal availability at 63.8%. Wholetime appliance availability was at 98.3%.

Year to date performance against our response standards is currently being monitored for response to sleeping risk properties by the first appliance and response to road traffic collisions.

Operational competence of staff is currently good; however, we are monitoring incident command competencies which have dropped to 88.3%, (3% below target). Action plans are in place for staff who have failed courses, and the officers monitor expiry dates.

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

A programme of activity aligned to both the National Fire Chiefs Council (NFCC) Fire Safety Campaign calendar, and local campaigns, is carried out by both the Prevention team and Operational crews.

During this quarter 518 Safe & Well Visits were undertaken, an increase of 284 visits compared with the same period last year.

A total of 47 Safeguarding referrals were raised by staff.

Our key prevention safety messages were shared across various social media platforms, and we reached the following number of people:-

- Facebook: Posts reached 108,395 users and engagement with 2,055 users.
- Instagram: Posts reached 6,719 users and engagement with 126 users.
- Next Door: Posts were seen by 147,124 users. The most popular prevention post on Next Door was during Gas Safety Week and 47,259 people viewed and engaged with this post.

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

The Service is required to identify a range of premises which it considers to be high risk in the event of fire. These form the core of our Risk Based Inspection Programme (RBIP), which is a three-year pro-active audit schedule with premises selected based on a range of factors.

Operational crews at wholtime stations are trained to complete lower-level fire safety activity known as Business Fire Safety Checks - 171 have been completed across the Service area this quarter.

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. Where informal action, advice or education is considered suitable, we will adopt this approach through our interactions with business owners and by means of informal Fire Safety Matters (FSM) letters (of which a total of 173 such informal notices were issued across the Service during the quarter). Of the FSM letters issued following audits, 42 were assessed as requiring a revisit to check compliance and 131 did not require a follow up visit.

The Service uses and shares intelligence with a range of partner agencies including Building Control, Local Authorities, Housing providers, Food Standards,

Care Quality Commission, Ofsted, Trading Standards and Border Agency to jointly visit premises that present a high risk.

**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. The Service has a bespoke Operational Effectiveness Database (OED).

Across the group, His Majesty's Coroner has, to date, confirmed zero fire deaths in 2024-25. There remain zero incidents with the potential for further fire deaths that are awaiting a Coroner's verdict.

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

The Service is an active member with the two Local Resilience Forums within our Service area. This includes their training and exercise groups. Involvement with these groups helps to ensure that the Service plays an active part in the multi-agency exercises, including those at major incident level.

To strengthen our preparedness, the service has completed 15 cross-border exercises, 10 further multi-pump exercises and a National Resilience exercise.

Over this quarter the Service has been involved with more multi-agency exercises (19 across the service), these always include Joint Emergency Services Interoperability Principles to ensure a coherent and co-ordinated response.

Through Resilience Direct, the Service shares site-specific response plans and cross-border risks to enable an effective multi-agency response in the event of a cross-border major incident.

**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 3 performance report for 2024-2025 will be provided to the Wiltshire Local Performance & Scrutiny Committee on the 27 February 2025.

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