



DORSET & WILTSHIRE
FIRE AND RESCUE

Annual overview of Service performance

April 2023 - March 2024



PASSIONATE ABOUT
CHANGING & SAVING LIVES

MAKING SAFER AND HEALTHIER CHOICES

Priority 1



Understanding and preventing risk



	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

Safe & Well visits in the home



Savings from safe and well visits



Societal savings	£4,697,080
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For us:

Non-cashable savings	£49,507
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Cost avoidance	£40,018
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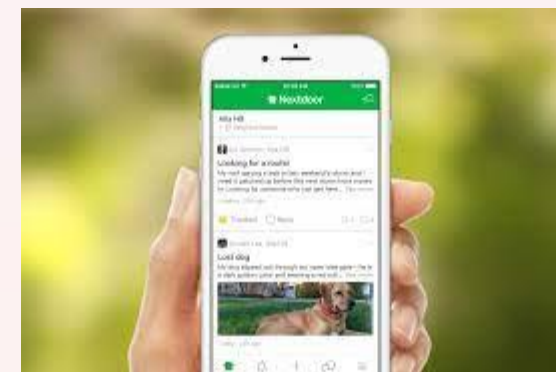
Based on 1% impact on accidental dwelling fires
economical cost of fire report adjusted for inflation
and internal unit cost averages

Prevention campaigns

April	Smoking
May	Escape Routes Deaf Awareness Week Dementia Action Week Mental Health Week
June	Outdoor Fire Safety Child Safety Week NFCC Home Safety week
July	Cooking
August	Smoke Alarm Purchasing
September	Home Fire Safety Chimney Safety Week Gas Safety Week Student Fire Safety Week
October	Smoke Alarm testing Candle Safety Week
November	Electrical Safety Electrical Safety Week
December	Christmas
January	Smoke Alarm testing Register My Appliance Safety Week
February	Cooking
March	Smoke Alarm Purchasing

	Social media reach
Apr - Jun	175,790
Jul - Sep	108,377
Oct - Dec	188,757
Jan - Mar	318,449

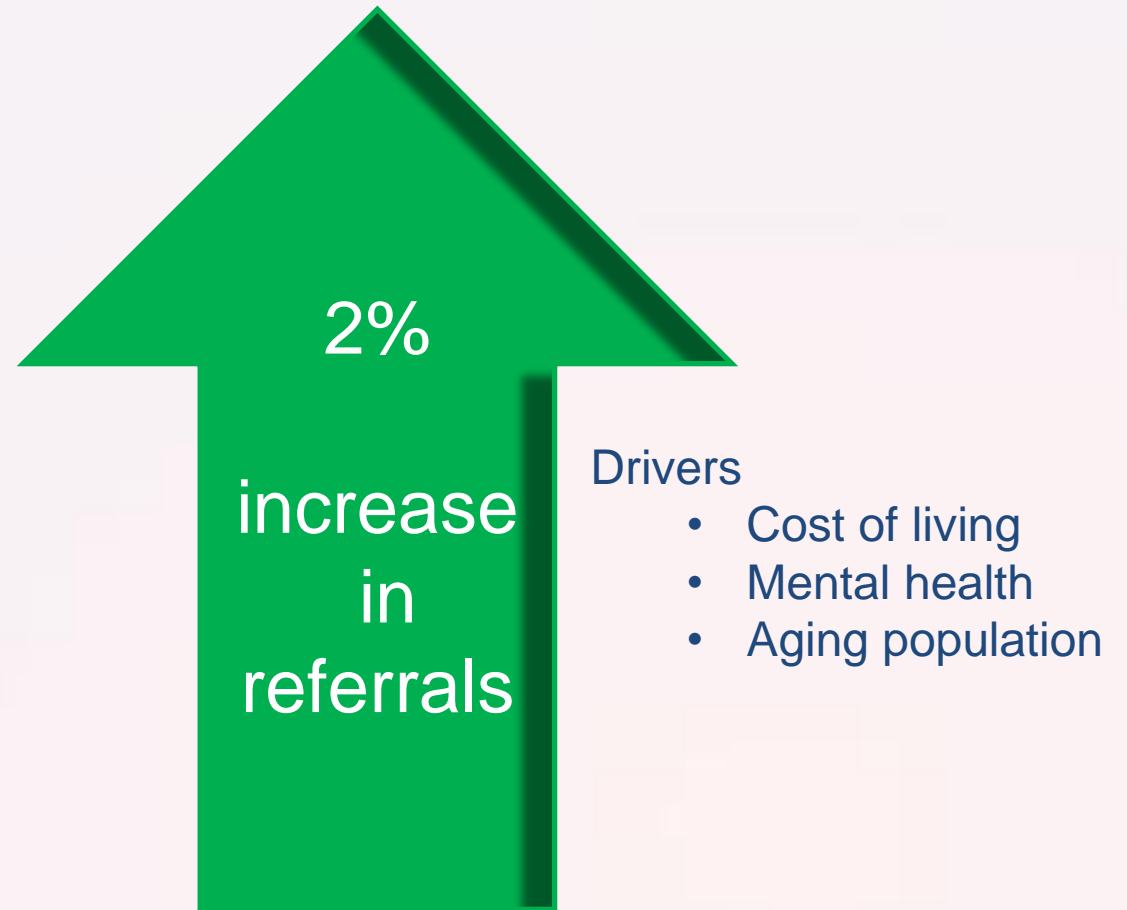
**Now using
Nextdoor.com, a
platform to engage
on a local level to
issue safety
messages and advice.**



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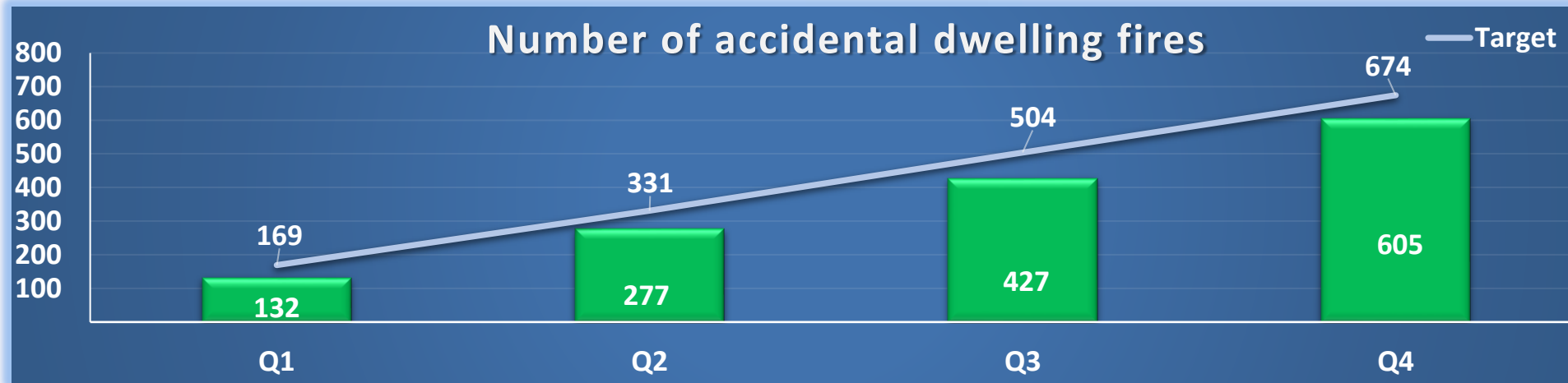
Safeguarding activities

- Last year we...
 - raised 561 safeguarding referrals
 - an increase of 13 on the previous year
 - majority of referrals involved concerns for poor mental health in adults, and self-neglect

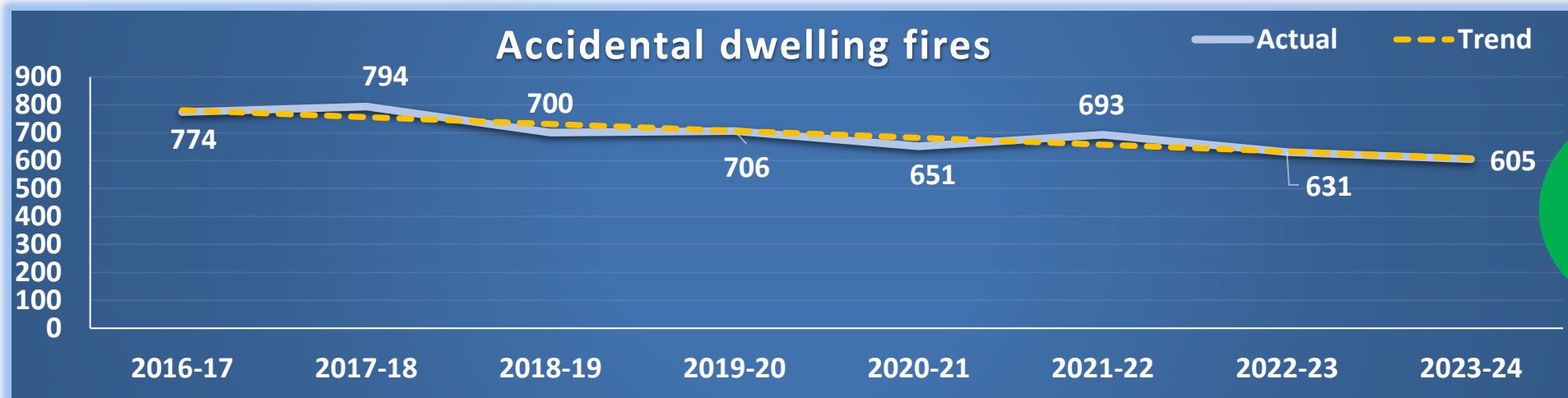


Accidental dwelling fires

We will reduce the number of accidental dwelling fires, compared to the average attended during the last five years



88.5%
confined to
the room of
origin



10%
reduction
against
5-year
average

Fire related deaths

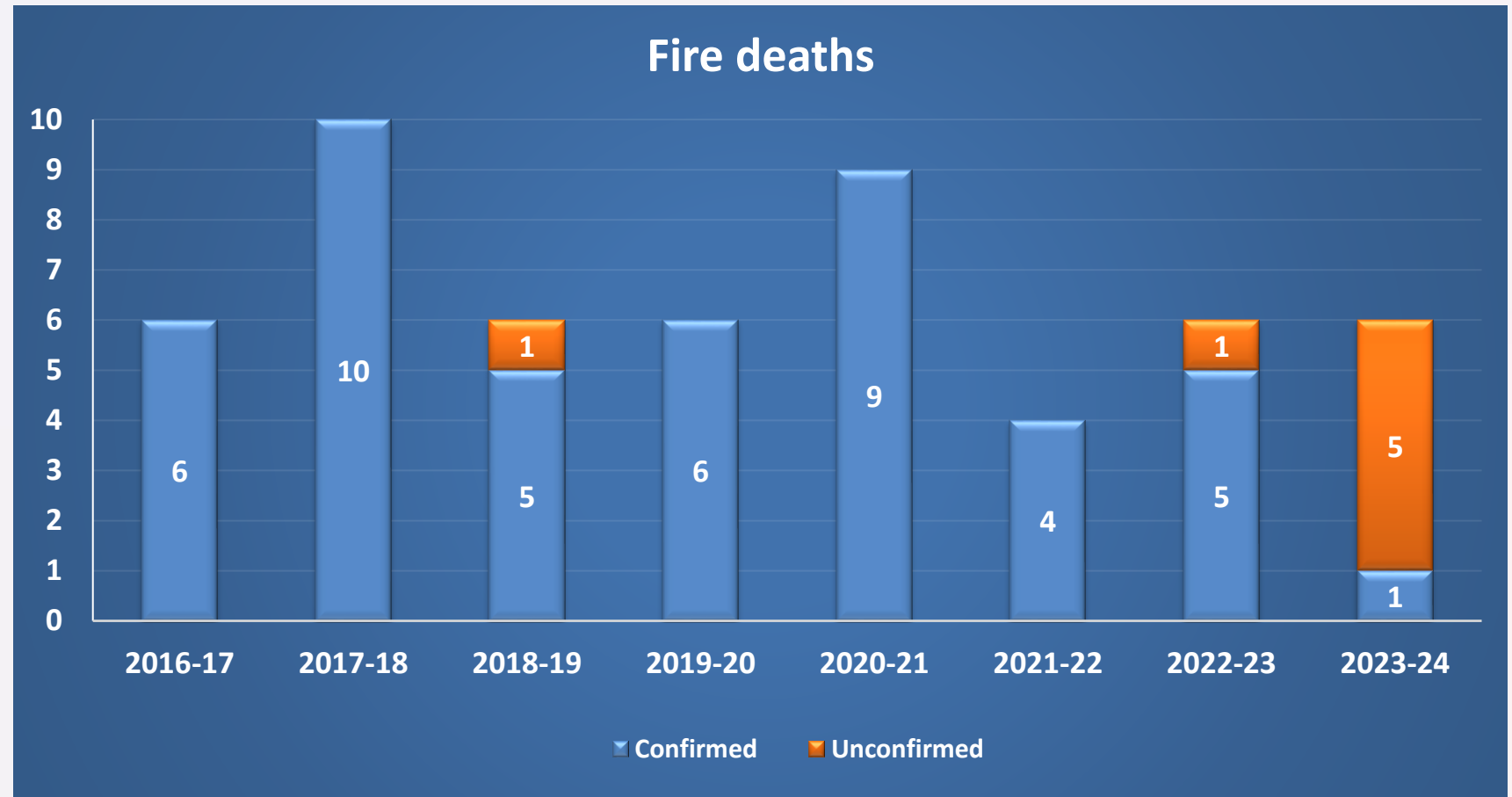
1

Fire
death confirmed
to date

5

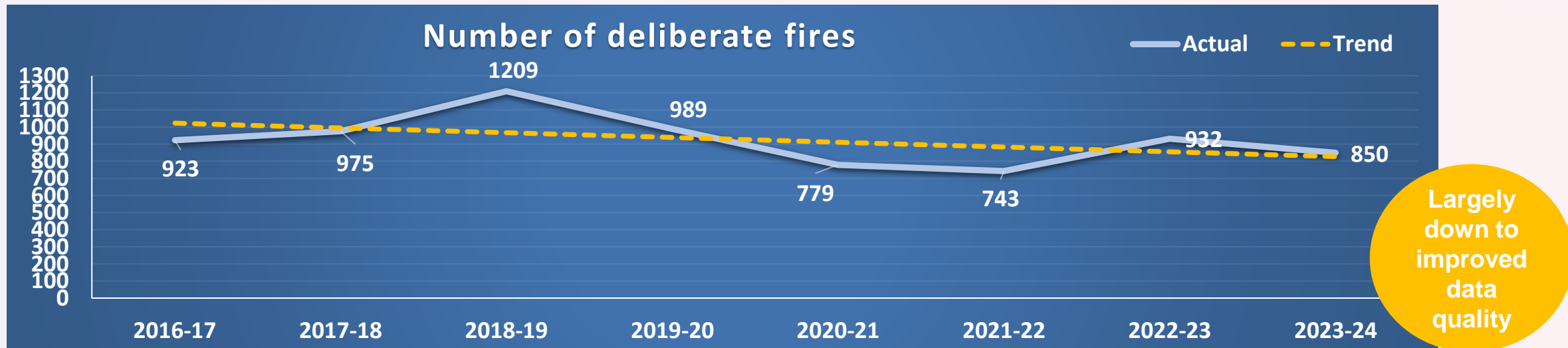
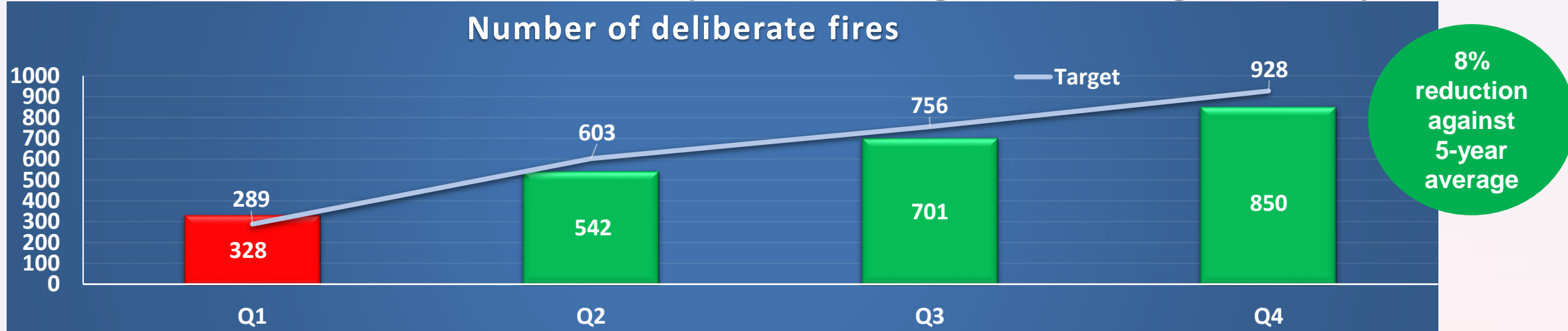
Deaths at fire
related incidents
awaiting
Coroner's
verdict

2023-24

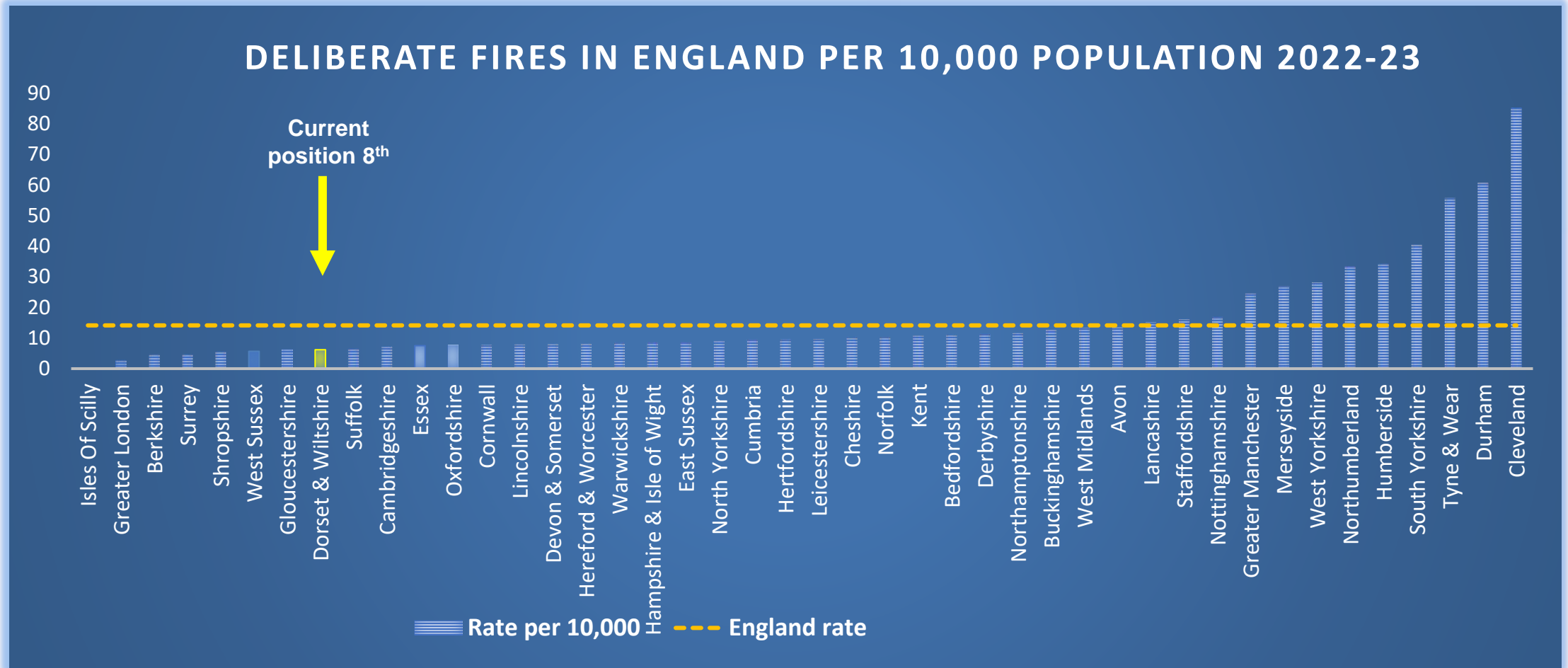


Deliberate fires

We will reduce the number of deliberate fires, compared to the average attended during the last five years



Deliberate fires- all England



Savings from deliberate fires



Societal savings	£572,715
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For us:

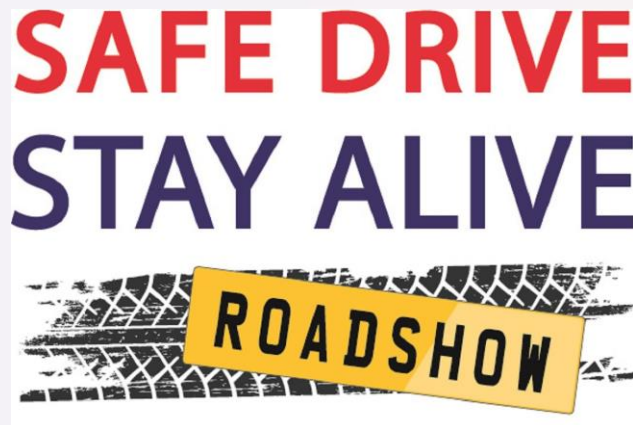
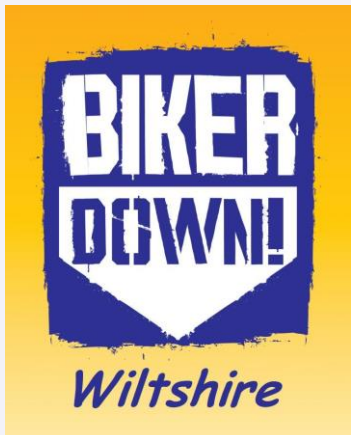
Non-cashable savings	£8,269
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Cost avoidance	£6,015
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Road Safety

In the last 12 months:

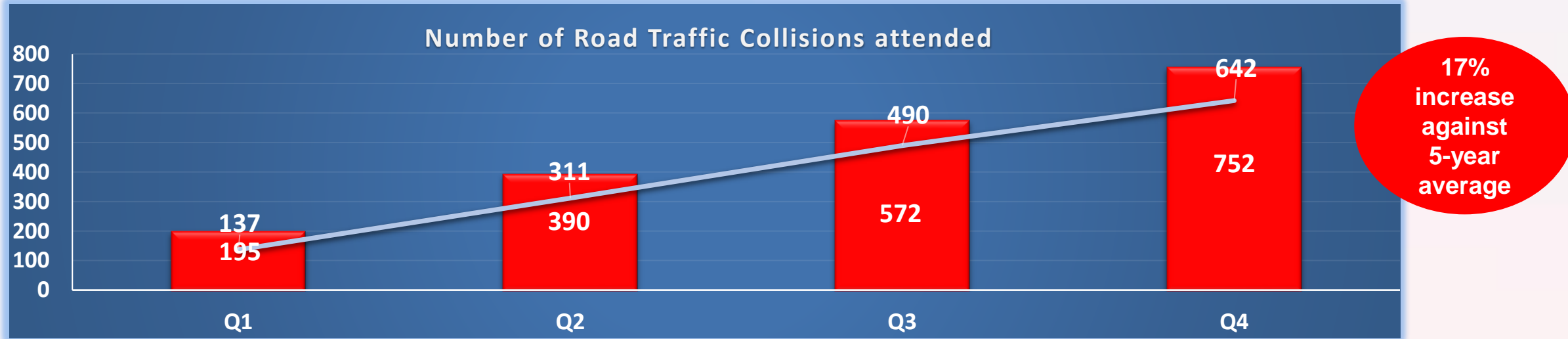
- 47 Safe Drive Stay Alive events
- 43 digital road safety education events
- 23 Ministry of Defence Survive the Drive events
- 12 Biker Down sessions



Alignment with National Campaigns	
Motorbike Safety Campaign	Apr
NPCC National Seat Belt Campaign	Jun
Commercial Vehicle Week	Jul
Drug Driving Week	Aug
Vulnerable Road Users	Sep
National Speed Operation and Tyre Safety Week	Oct
Brake Road Safety Week	Nov
Alcohol and Drug Operation	Dec
National Using a Mobile Phone Whilst Driving	Feb

Road Safety

We will reduce the number of road traffic collisions compared to the average attended during the last five years



Currently reviewing target and definition:

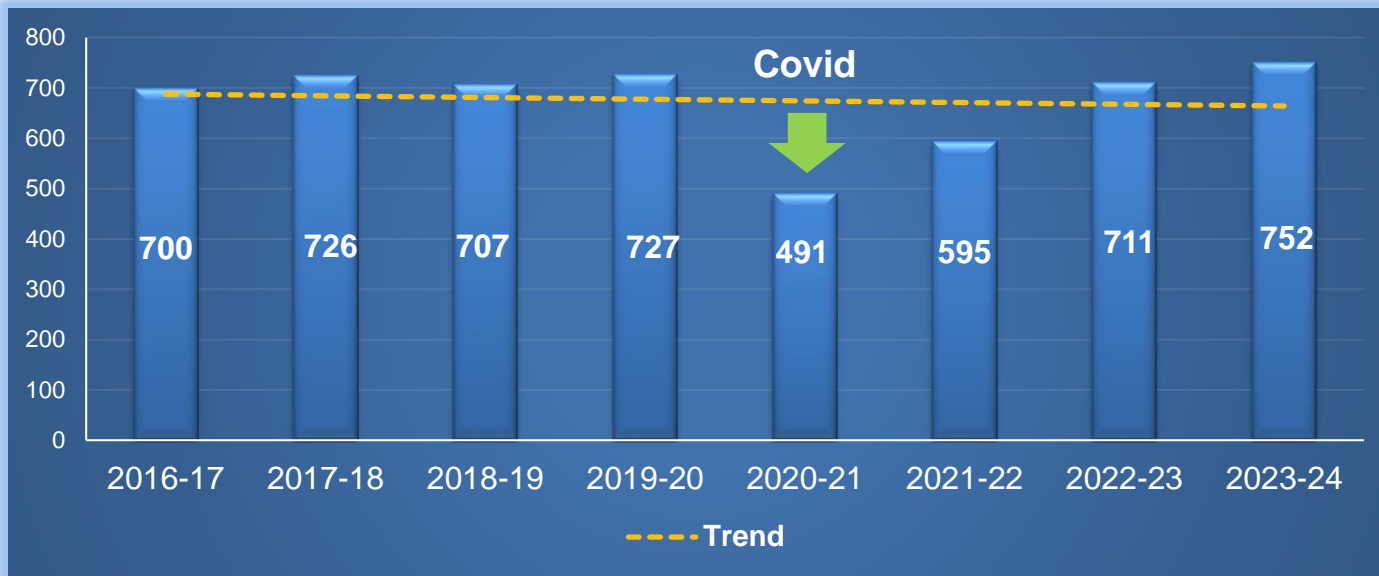
- Target needs more refinement (scene safety vs extrications (killed and seriously injured))

First appliance in attendance at RTC's

We will achieve a 15-minute response time for the first appliance in attendance at confirmed road traffic collisions
(This includes call handling, turnout and travel time)

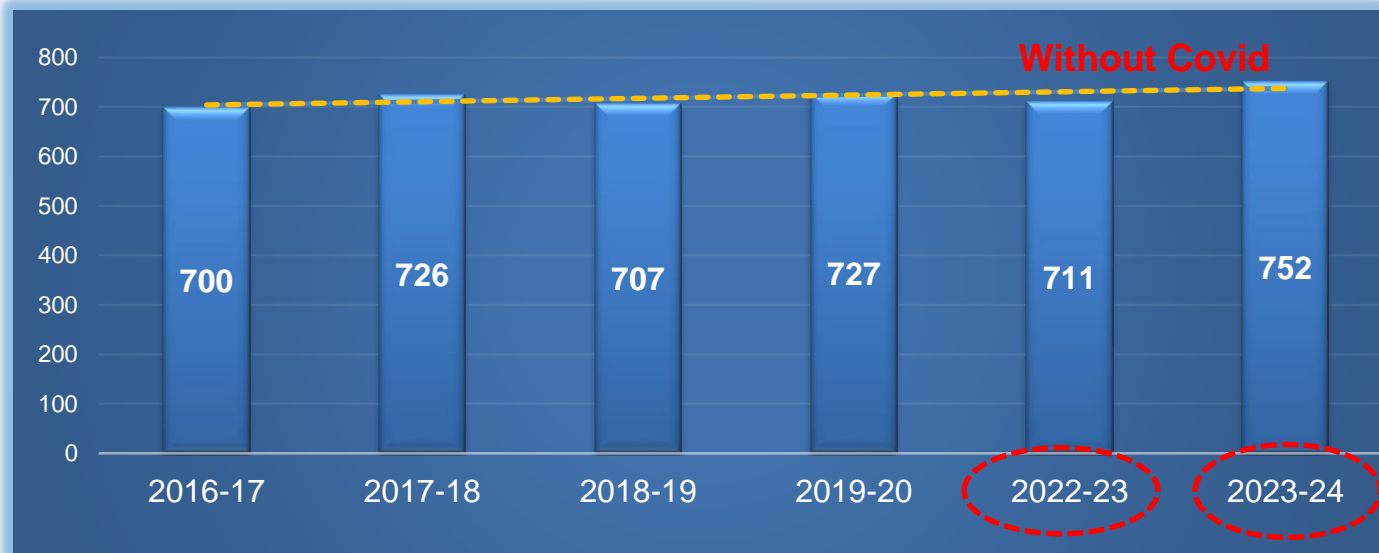


Road traffic incidents attended



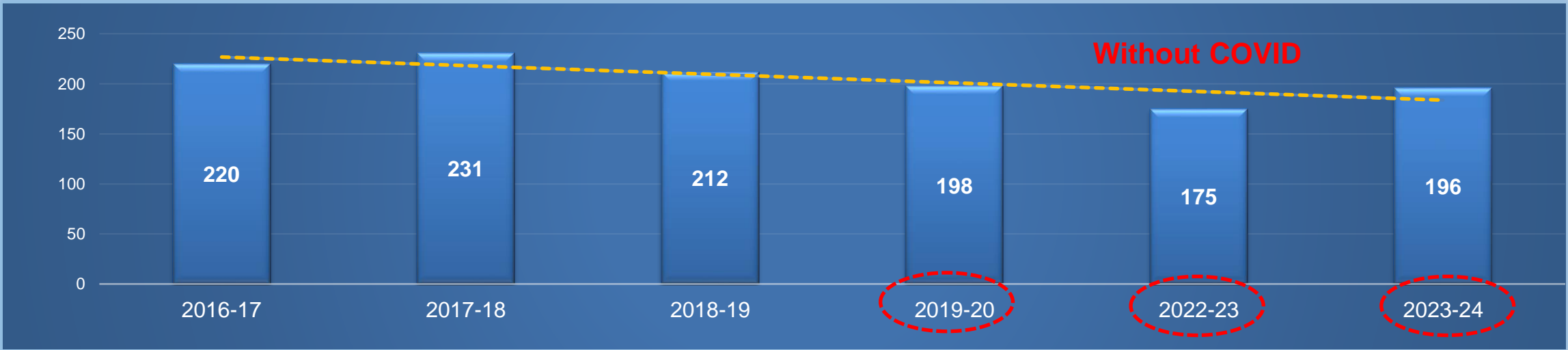
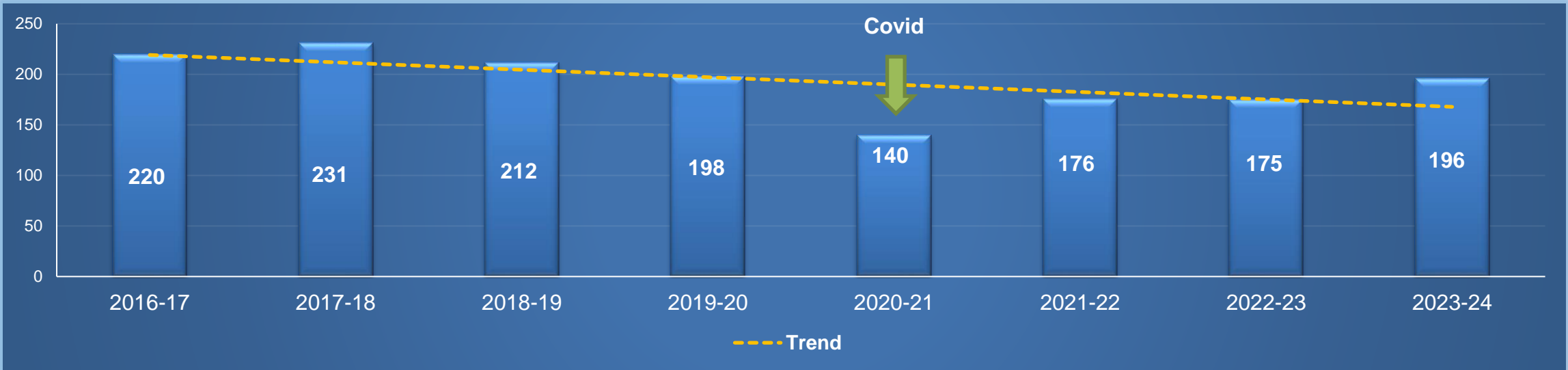
Typically attending around 700 RTCs a year

Trend line skewed by C-19 lock downs



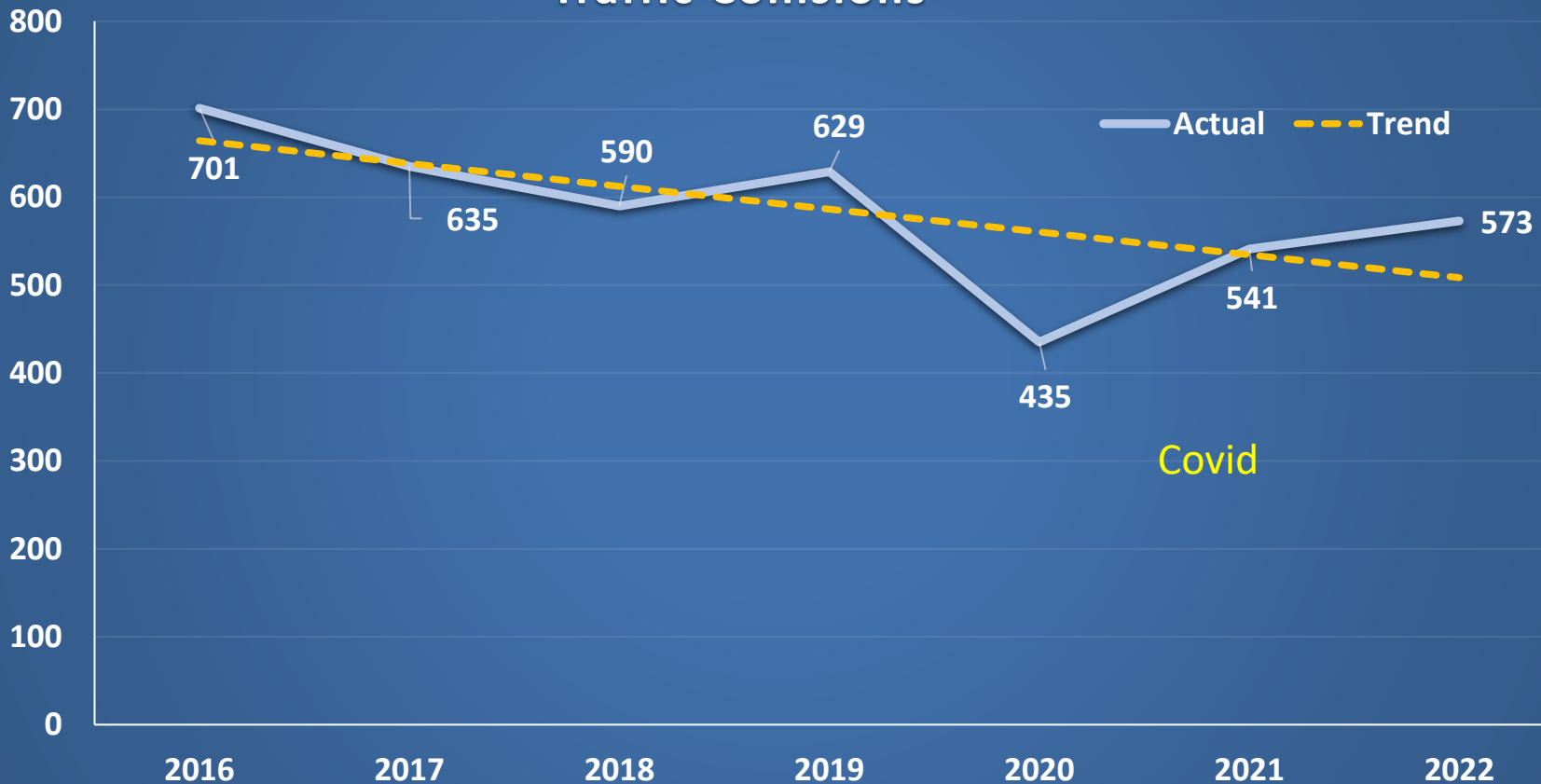
Without C-19 - long term trend flat-lining

Road traffic incidents resulting in extrication and rescue



Road safety- long term trends

Number people killed or seriously injured in Road Traffic Collisions



N.B Partnership data by calendar year and always with a reporting lag

- C-19 data issues
- Dorset Police data for 2023 calendar year shows a reduction in people killed or seriously injured (from 329 To 296, a reduction of 33)
- Awaiting Wiltshire Police data

Savings from road safety education



Societal savings	£13,256,631
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For us:

Non-cashable savings	£40,327
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Cost avoidance	£56,846
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Based on economic cost of fire report adjusted for inflation, internal unit cost averages, 1% success rate of attendees at Safe Drive Stay Alive roadshow, and 0.5% for digital delivery.

Education



- 28,710 children received safety messages
- 20,508 children in schools and colleges.
- 4,156 children in organised groups, such as cubs/brownies
- 2,507 children in pre-school/nursery
- 1,354 operational crew sessions
- 55 referrals for Fire Safety Intervention



PROTECTING YOU AND THE ENVIRONMENT FROM HARM

Priority 2

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?	ON TRACK

Changes to Fire safety

New legislation now in force

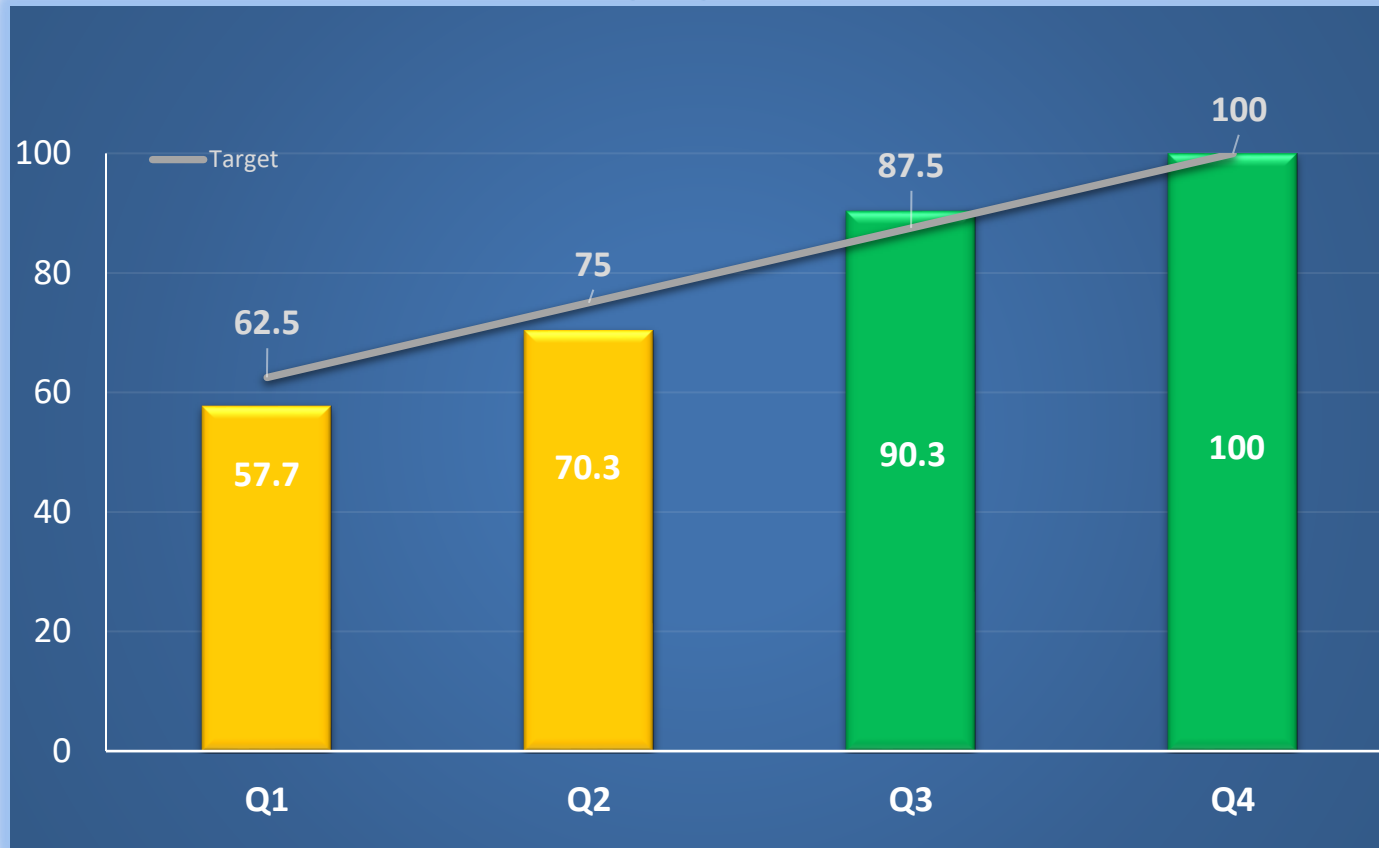
- Fire Safety Act
- Fire Safety (England) Regulations 2022
- New independent regulator (HSE) to enforce the Building Safety Act 2022 (supported by FRS)

Locally significant....

- Currently recruiting fire safety officers to meet team establishment
- BSR team formed to deliver Building Safety Act work in our high-rise buildings
- Training against revised competency framework
- Training for firefighters to extend our reach and deliver more fire safety advice to businesses



“Another busy year for the fire safety department...”



- 920 Fire Safety Audits
- 1,645 Building Regulation consultations
- 6,787 positive engagements with business

Percentage of buildings that fall within our risk-based inspection programme for the year

Fire Safety Enforcement



- Further strengthened legal training to meet our aim of more cases going to prosecution
- Taken up the role of Chair for the South West Region Enforcement Working Group and continue to support the NFCC Strategic Enforcement Group
- Carried out joint investigations with Police and partners
- Served 29 enforcement notices and 36 prohibition notices

Business Support Advisors



They have engaged with over 100 businesses through:

- presentations
- attendance at exhibitions
- advice and information

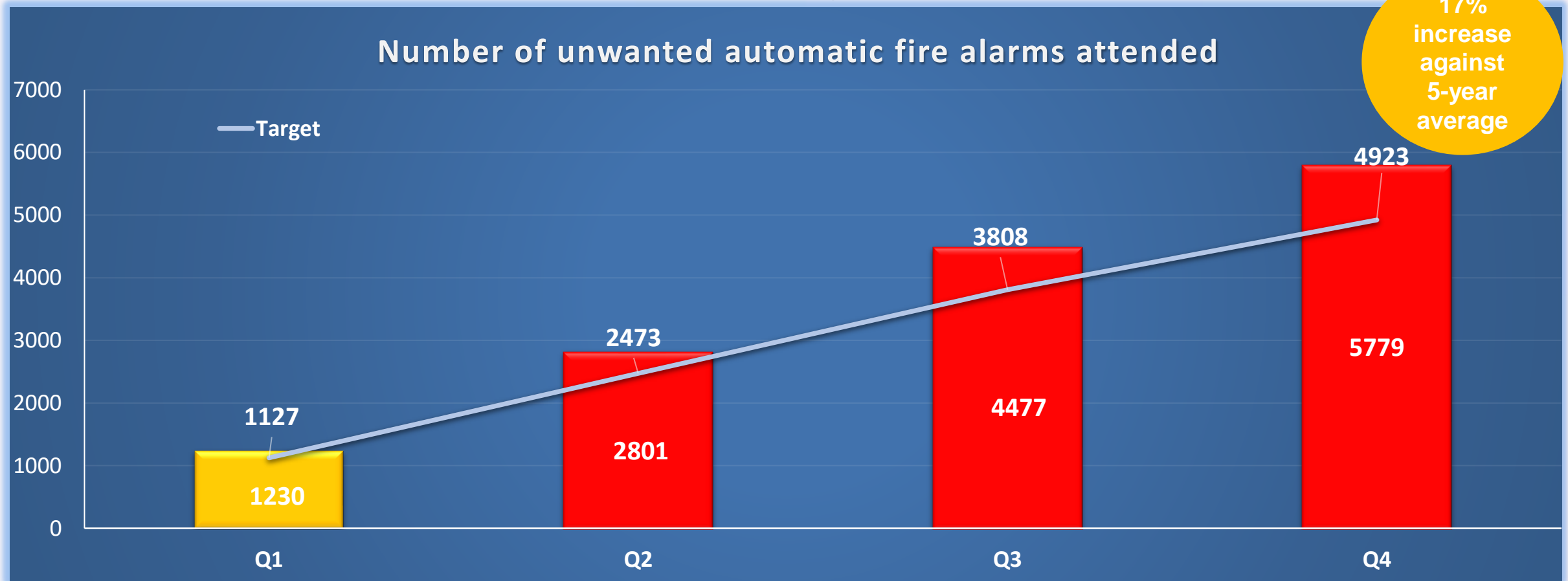
Business Fire Safety Checks by stations



- Crews continue to deliver Business Fire Safety Checks to local businesses
- In 2023/2024 800 checks were delivered

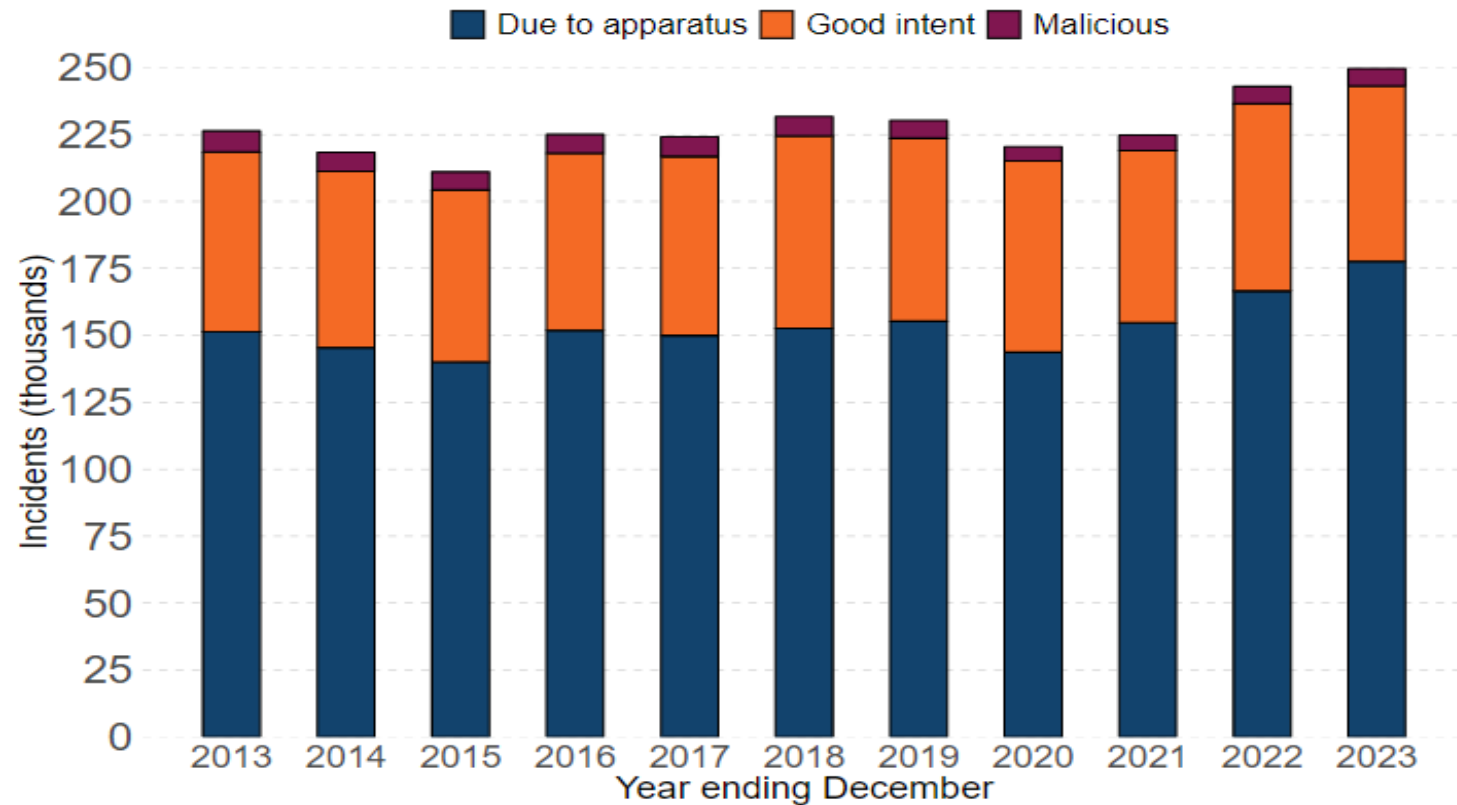
Unwanted automatic fire alarms

We will achieve a reduction in our attendance at unwanted automatic fire alarms, compared to the average attended during the last five years

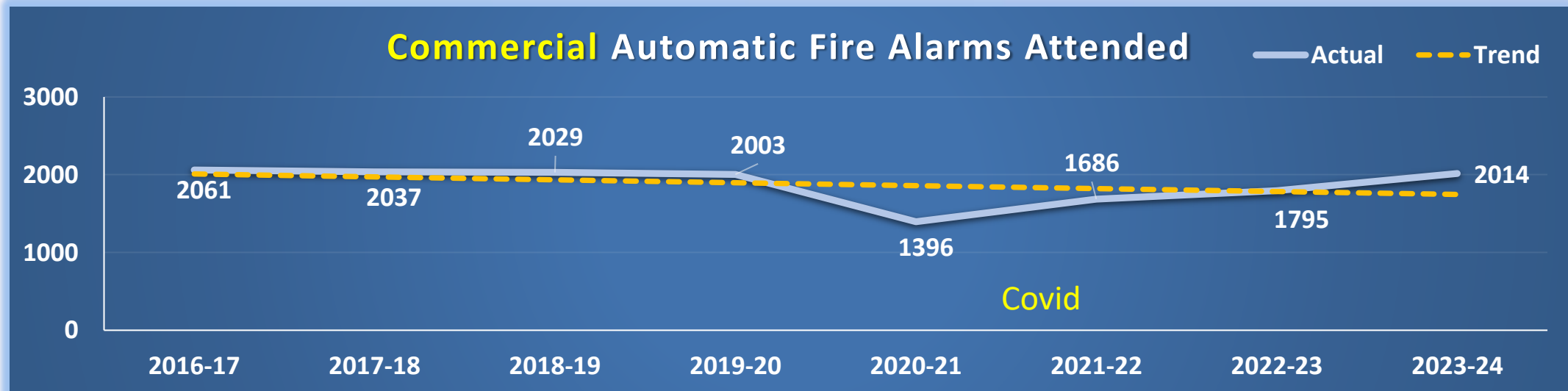
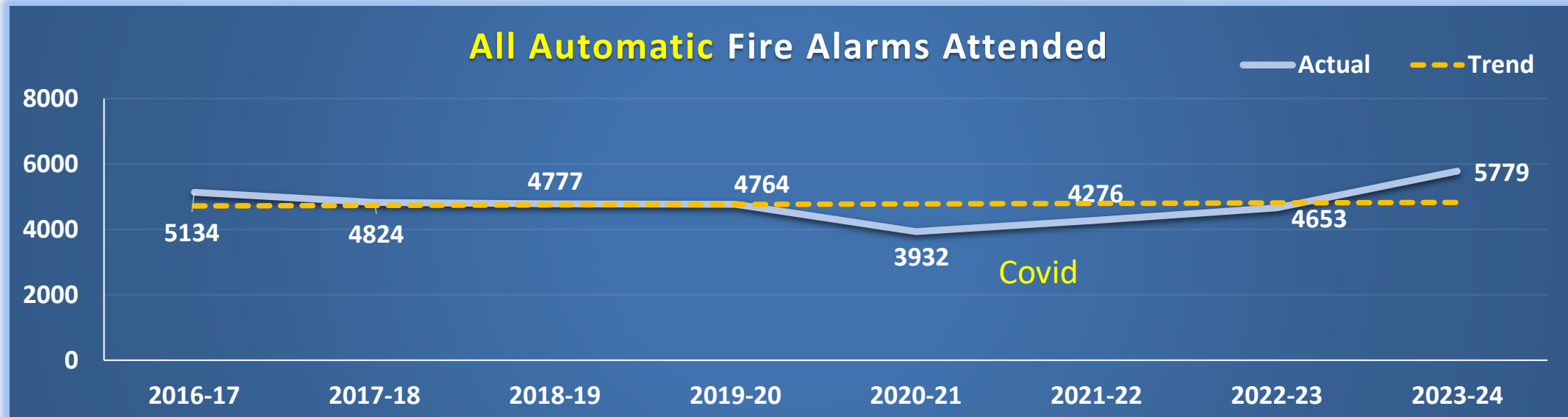


Home Office statistics

Figure 3.1: Total fire false alarms by type of false alarm, England; year ending December 2013 to year ending December 2023



Unwanted automatic fire alarms - Trends



Savings from non-attendance at Commercial Automatic Fire Alarms



Non-cashable savings £61,712

Cost avoidance £21,150

Based on economic cost of fire report adjusted
for inflation and internal unit cost averages



BEING THERE WHEN YOU NEED US

Priority 3

Performance against key lines of enquiry

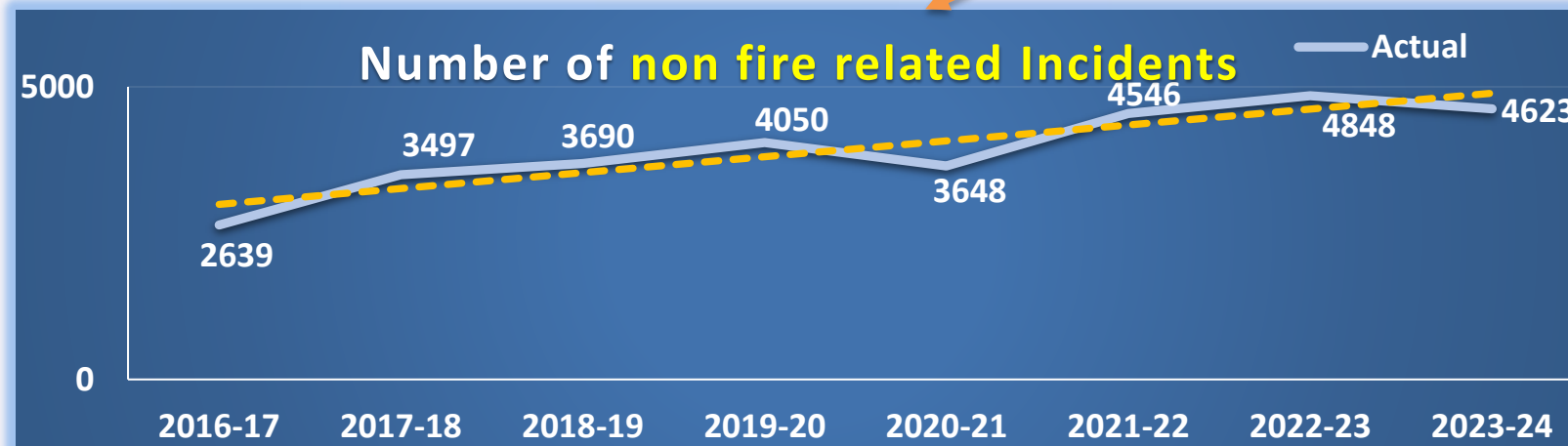
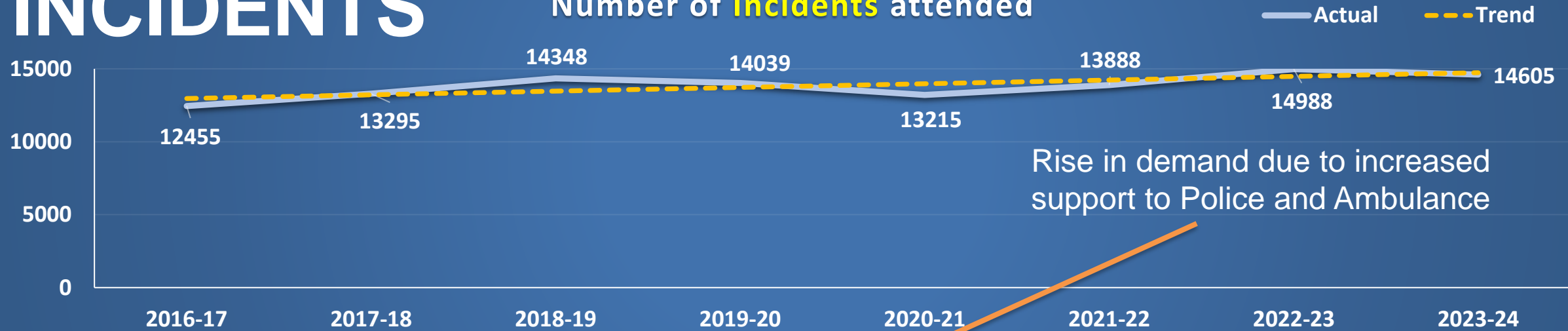


	Key line of Enquiry	Progress
KLOE 4	How effective are we at responding to fires and other emergencies?	ON TRACK
KLOE 5	How well prepared are we to respond to major and multi-agency incidents?	ON TRACK

Operational demand

INCIDENTS

Number of **Incidents** attended

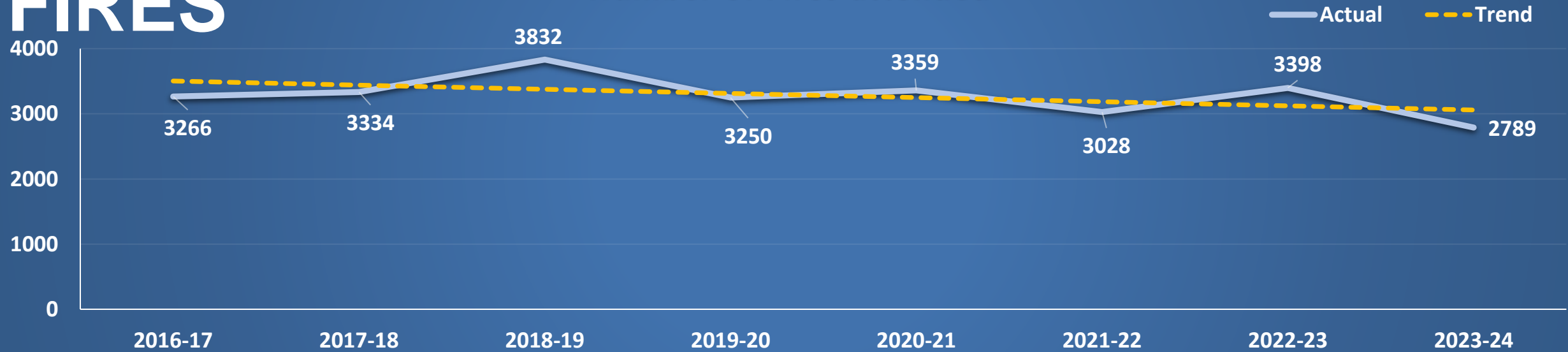


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Operational demand

FIRES

Number of **Fires** attended



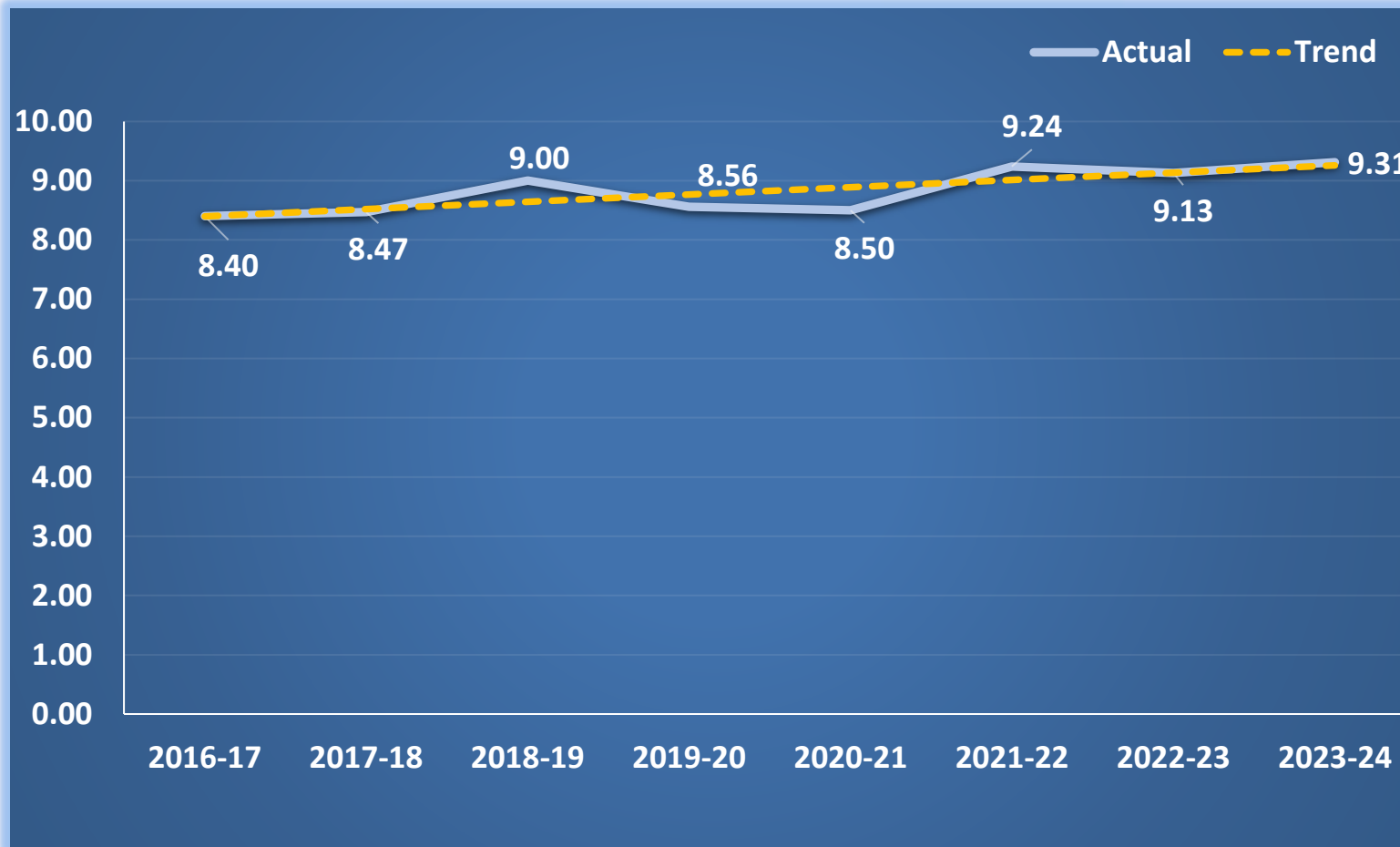
First appliance in attendance - sleeping risk premises

We will achieve a 10-minute response time for the first appliance in attendance at confirmed fires in sleeping risk premises. (This includes call handling, turnout and travel time)



First appliance in attendance - **sleeping risk premises** – long term trend

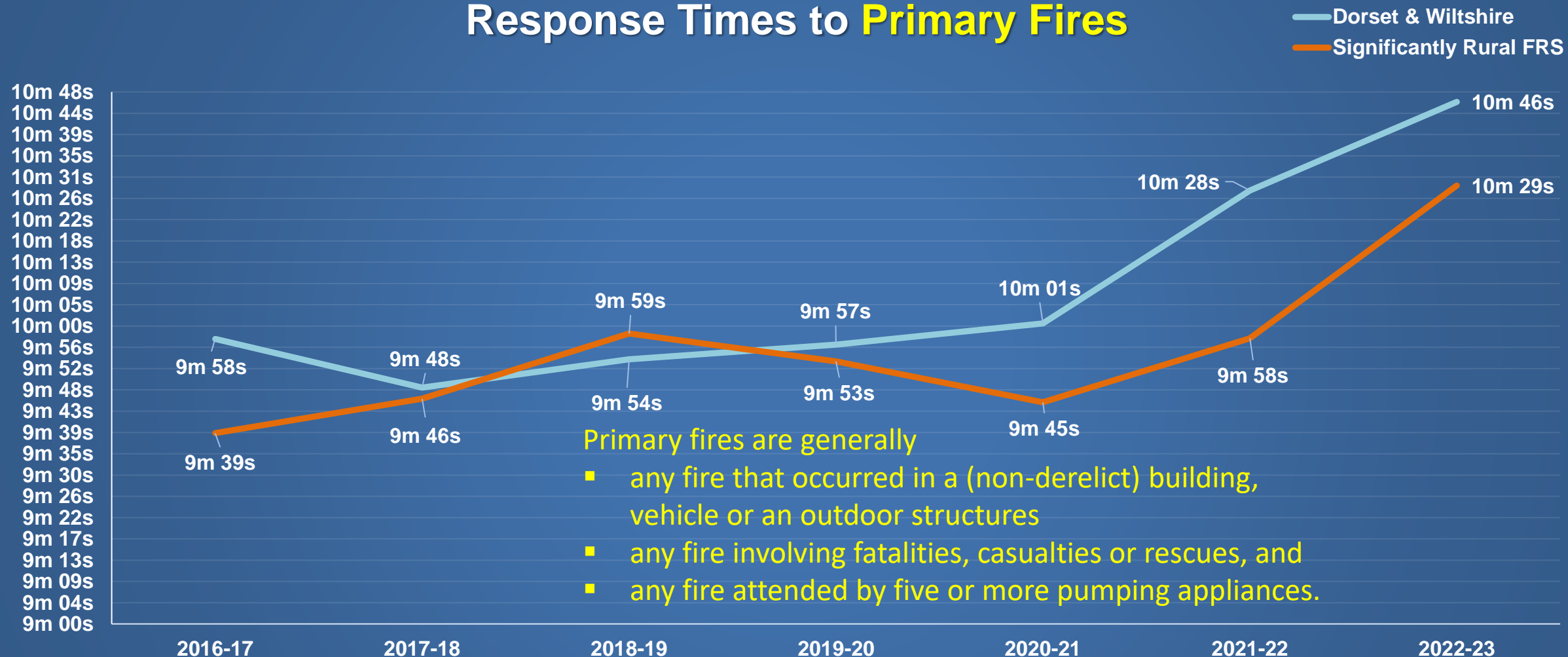
We will achieve a 10-minute response time for the first appliance in attendance at confirmed fires in sleeping risk premises. (This includes call handling, turnout and travel time)



- Affected by location of fires
- Recruitment of on-call firefighters now further away from station to help maintain fire engine availability
- Increased traffic

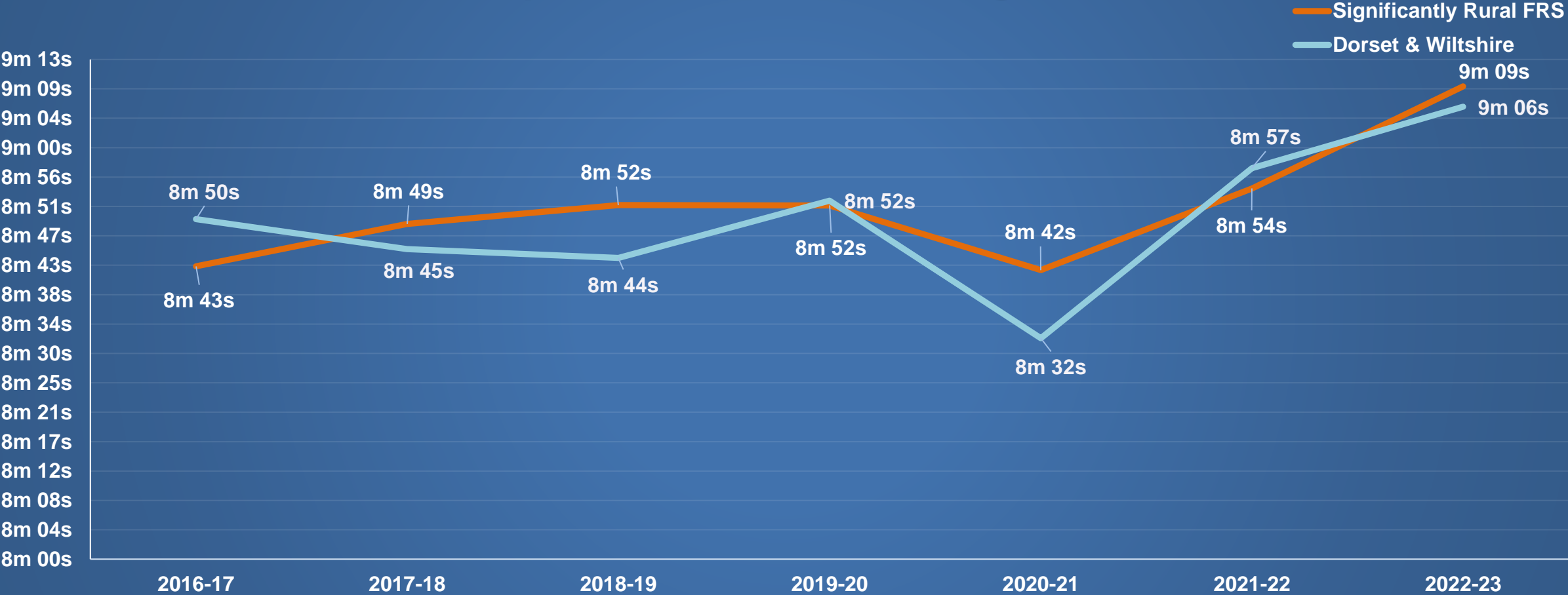
Response times – Home Office data

Response Times to **Primary Fires**

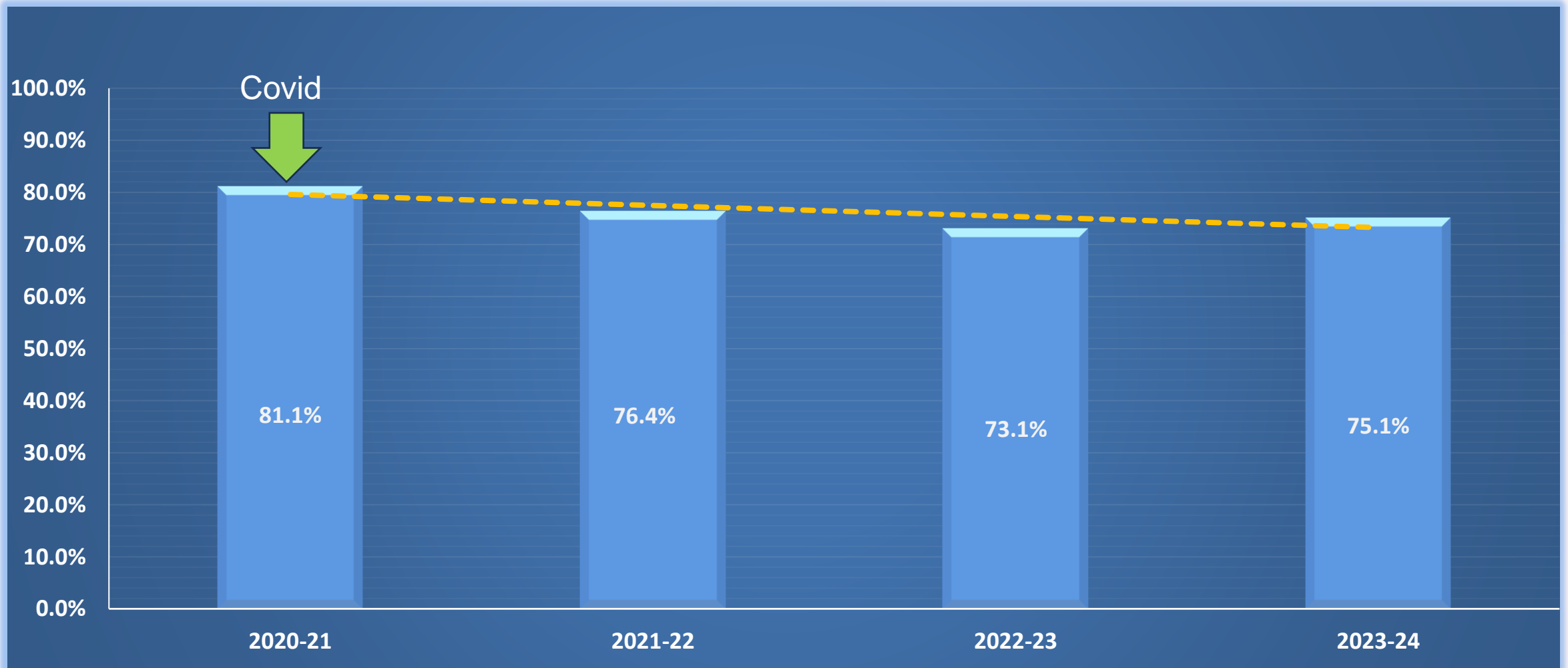


Response times Nationally – Home Office data

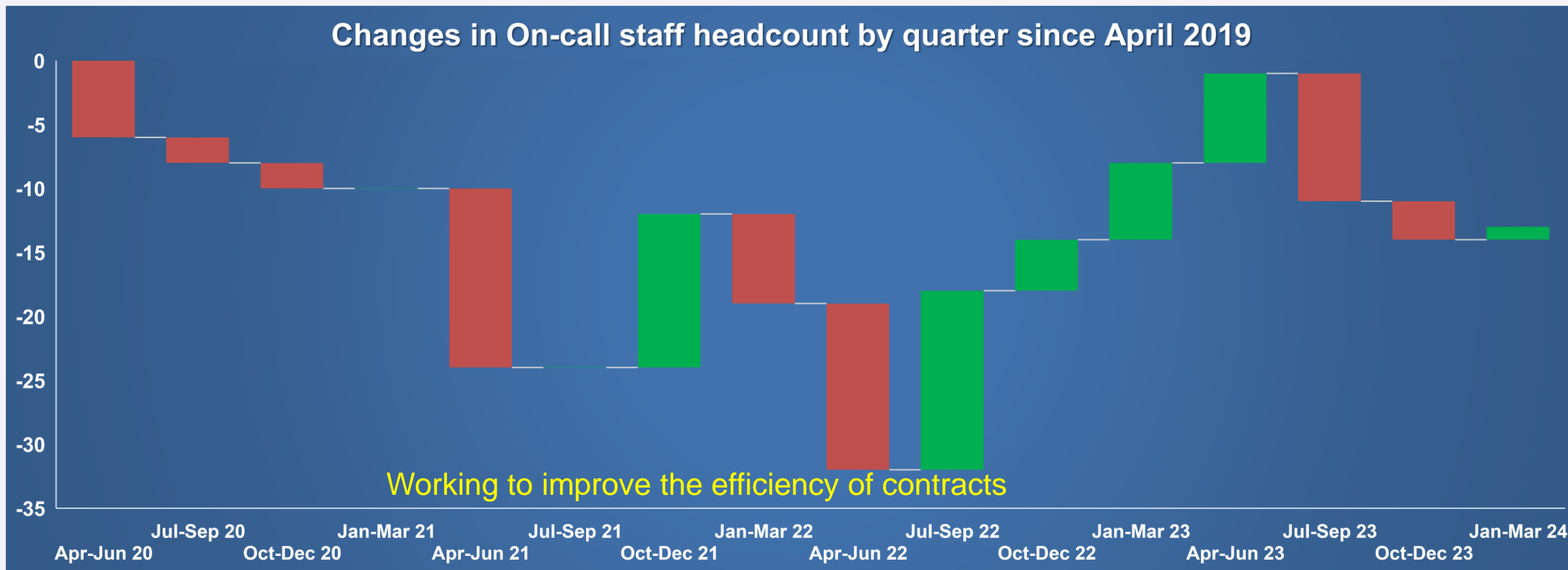
Response Times to Dwelling Fires



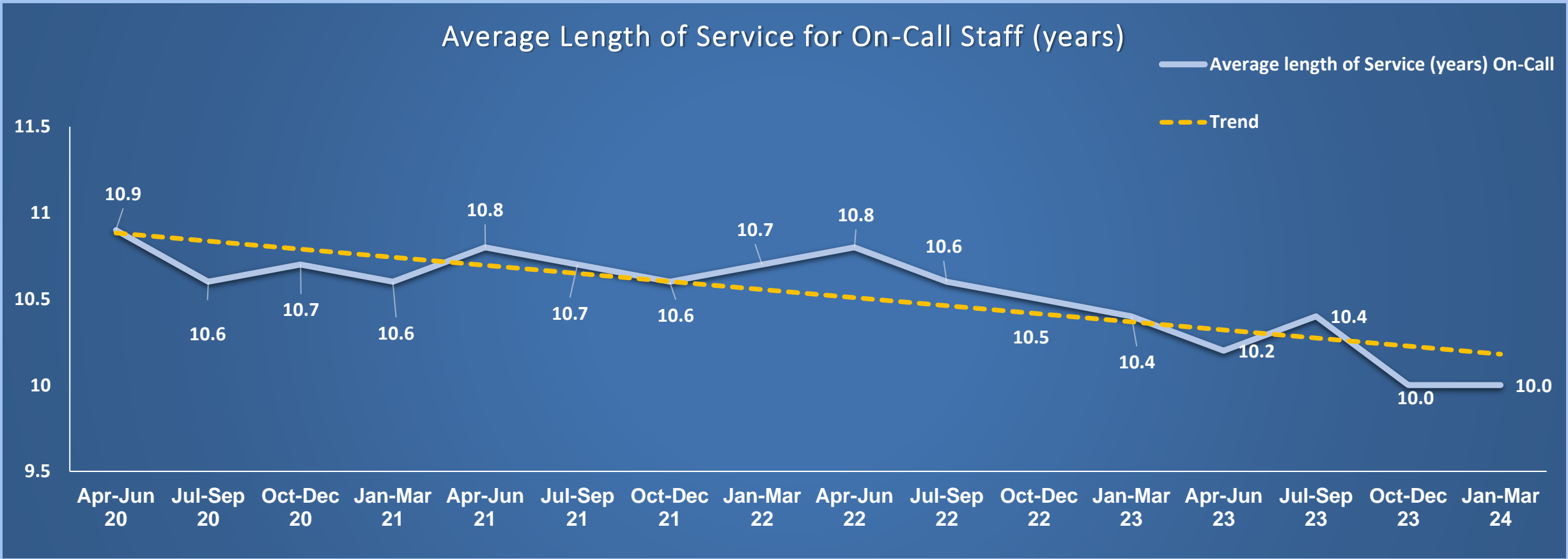
Optimum availability of On-call appliances



On-call duty system continues to be a challenge



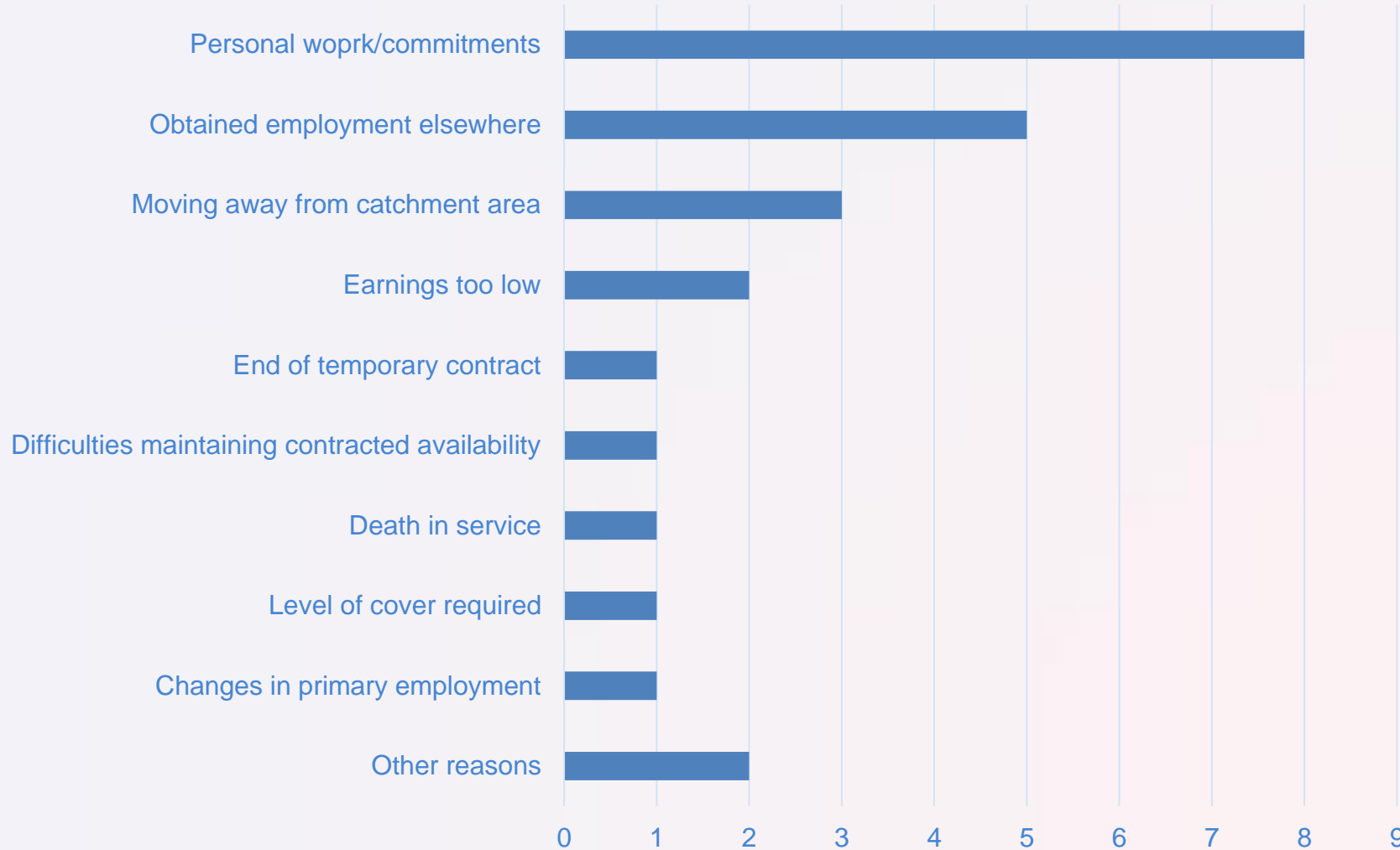
On-call duty system continues to be a challenge



For those On-call Firefighters that left in the last 2 years, their average length of service was 9.5 years

On-call duty system continues to be a challenge

Reasons for On-call firefighters leaving



For those that joined within 2 years but have now left the Service

£12,000 to train and provide PPE for a new firefighter;

- £2,500 PPE & equipment
- £9,500 Costs of training

Improving recruitment and retention of On-call firefighters

Steering group to involve those working the system

Quarterly phone in sessions

On-call impact assessments

Pay model to help incentivise availability

Action plans for each station to improve availability

Reviewing contracts to better optimise cover

Improved performance management dashboard

Social media to promote on-call recruitment

Streamlined the recruitment process

Employer engagement

More localised development and training sessions


Community profiling to target skills and work





	KLOE 6
	KLOE 7
	KLOE 12

	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?	ON TRACK
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

Question	This inspection	2018/19
 Effectiveness	 Good	Good
Understanding fires and other risks	 Good	Requires improvement
Preventing fires and other risks	 Good	Good
Protecting the public through fire	 Good	Good

Question	This inspection	2018/19
 Efficiency	 Outstanding	Good
Making best use of resources	 Outstanding	Good

Question	This inspection	2018/19
 People	 Good	Good
Promoting the right values and culture	 Good	Good
Getting the right people with the right skills	 Outstanding	Good
Ensuring fairness and promoting diversity	 Good	Good
Managing performance and developing leaders	 Good	Good



Best in South West

	Effectiveness	Efficiency	People
Avon	Requires Improvement	Requires Improvement	Requires Improvement
Cornwall	Requires Improvement	Requires Improvement	Requires Improvement
Devon & Somerset	Good	Good	Requires Improvement
Dorset & Wiltshire	Good	Outstanding	Good
Gloucester	Requires Improvement	Requires Improvement	Inadequate
Hampshire & IOW	Good	Requires Improvement	Requires Improvement

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Audit Regimes



Deloitte.

Audit Name	Status	Opinion
Industrial Relations	Final	Substantial
Cyber Security (Data Backups)	Final	Substantial
Secondary Contracts Monitoring	Final	Adequate
Grievance Arrangements	Final	Substantial
Short Term Absence Management	Final	Substantial
Payroll	Final	Adequate
P-cards and Fuel Cards	Final	Adequate
Business Continuity Arrangements	Final	Substantial

Clean bill of health from external auditors for financial management and value for money

Other audit and inspection regimes



Cyber security



Safeguarding



Health and safety



Asset management

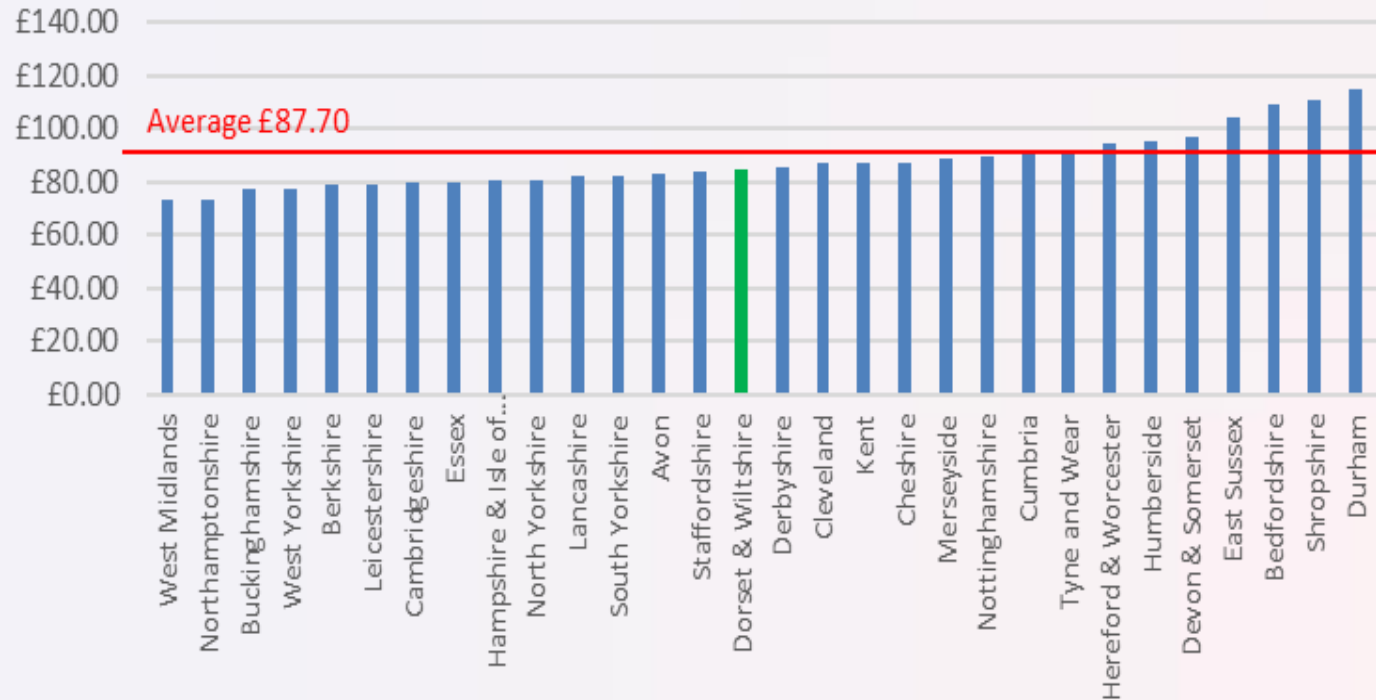


ICT health checks

Financial management

Below average precept

Band D Fire Precept 2023-24



Below average costs (England)

COST



£22.73

firefighter
cost per
person per
year

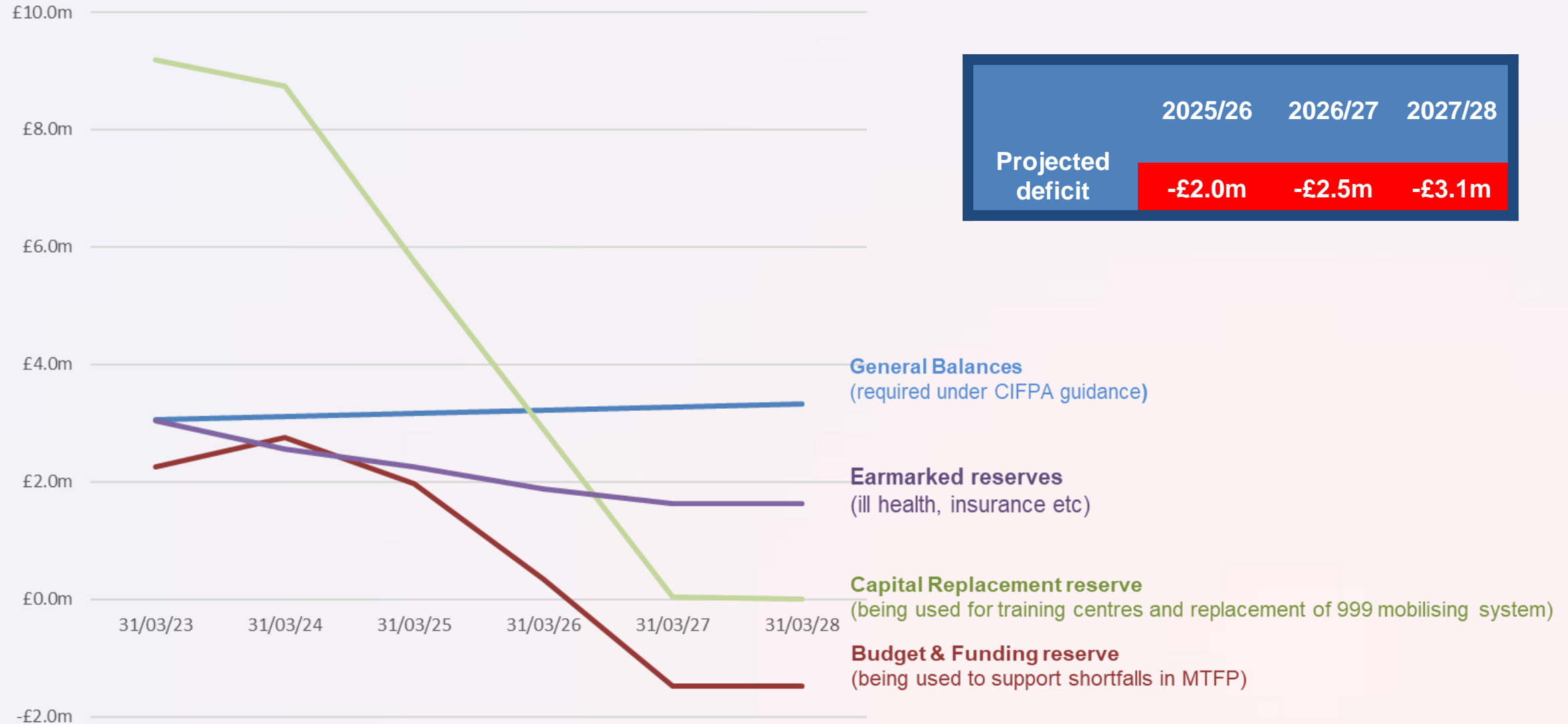
£25.22

firefighter
cost per
person per
year
(national)

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Financial outlook



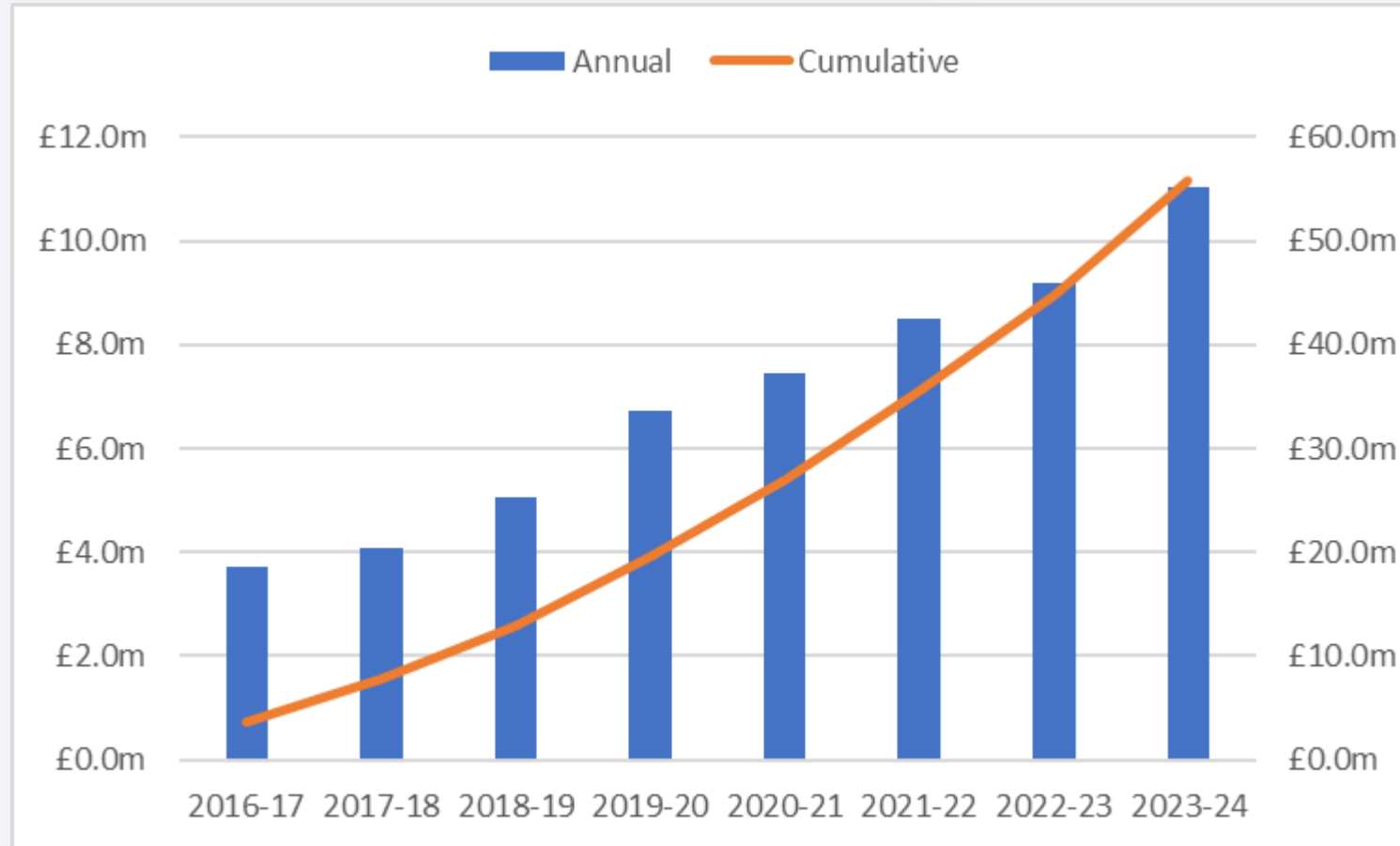
Grant income from partners for prevention

Income received to date:	
2017/18	£158,936
2018/19	£119,716
2019/20	£168,939
2020/21	£197,991
2021/22	£44,408
2022/23	£92,569
2023/24	£62,129
Total received to date	£844,688
Anticipated annual income to come *:	
Scotia Gas Networks & Wakes & West Utilities	£37,000
Arval (linked to road safety	£12,000
Hearing / vision equipment	£26,000
Total anticipated annual income	£75,000

Cashable savings

ANNUAL

CUMULATIVE



Cumulative savings now over £55m since 2016

Resilience and Business Continuity

Significant number of multi-agency exercises covering

- Marauding terrorist attacks
- Fires in tall buildings
- Cyber Attacks
- National Power Outage Exercises
- Ship firefighting
- Chemical, Biological, Radiological & Nuclear response
- Technical Rescue, including water rescue and working at height
- Road Traffic Collisions
- Requesting military assistance
- Control partnership resilience
- COMAH table-top exercises



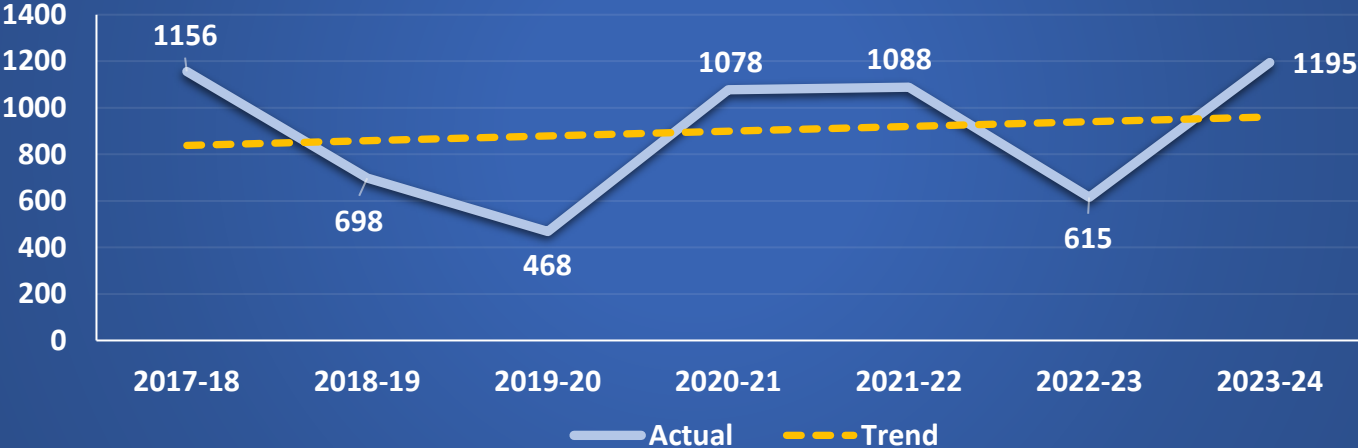
Health and Safety



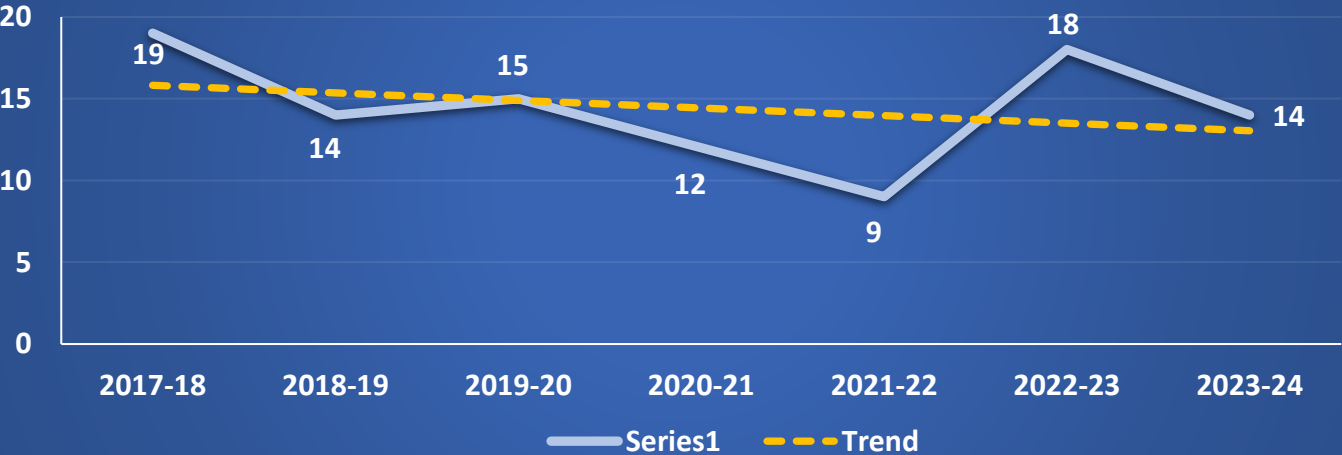
International
Organization for
Standardization

ISO 45001:2018

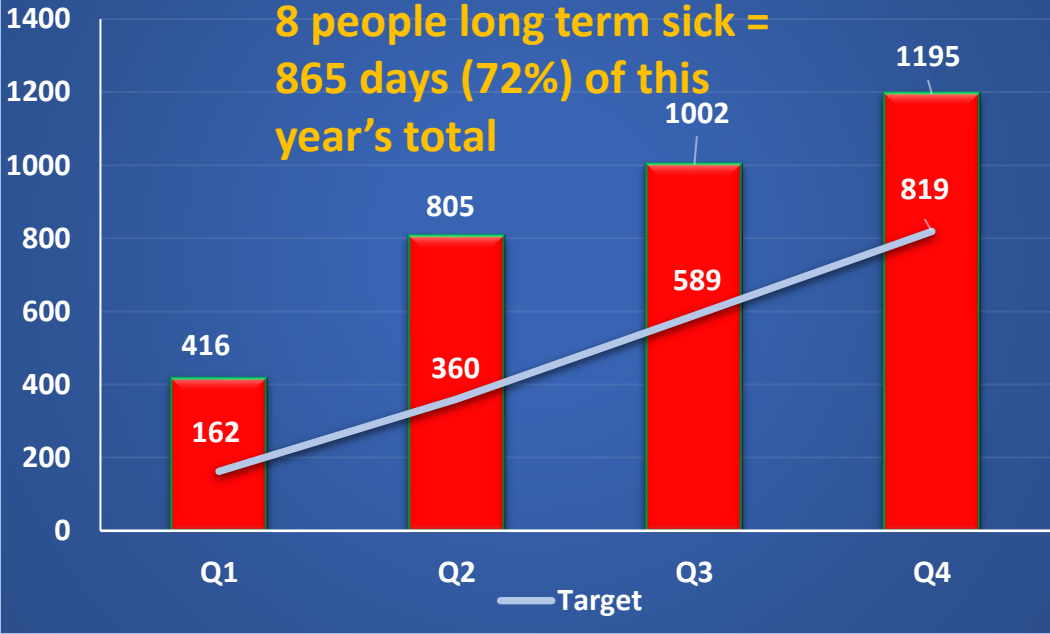
Number of working days lost through work related physical injuries and ill health



RIDDOR all categories



Number of working days lost through work related physical injuries and ill health 23-24



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Assets - vehicles and equipment



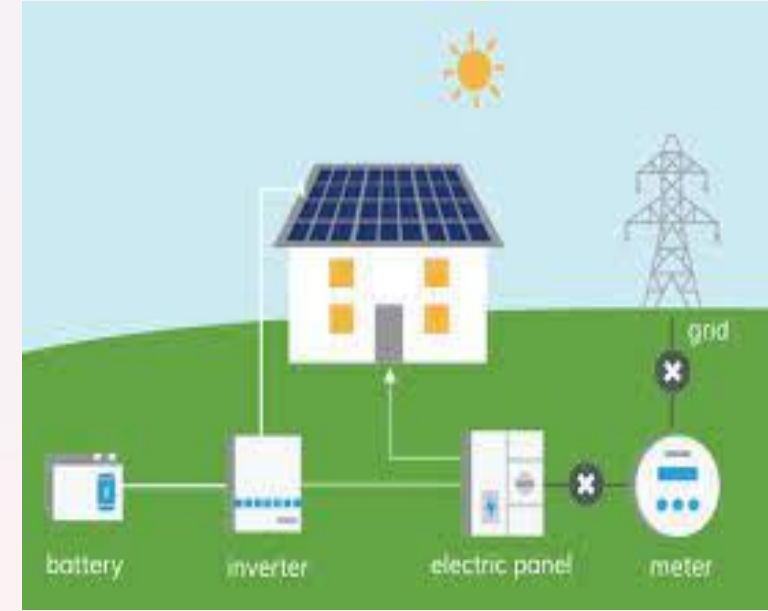
Achieved accreditation

Demonstrating DWFRS
ability to effectively
manage its assets



4 x P4 appliances, 1 x Electric Van, 5 x
P1 appliances, 6 x FDO cars

Vehicles & equipment replaced and
sold totalled over £200k of income

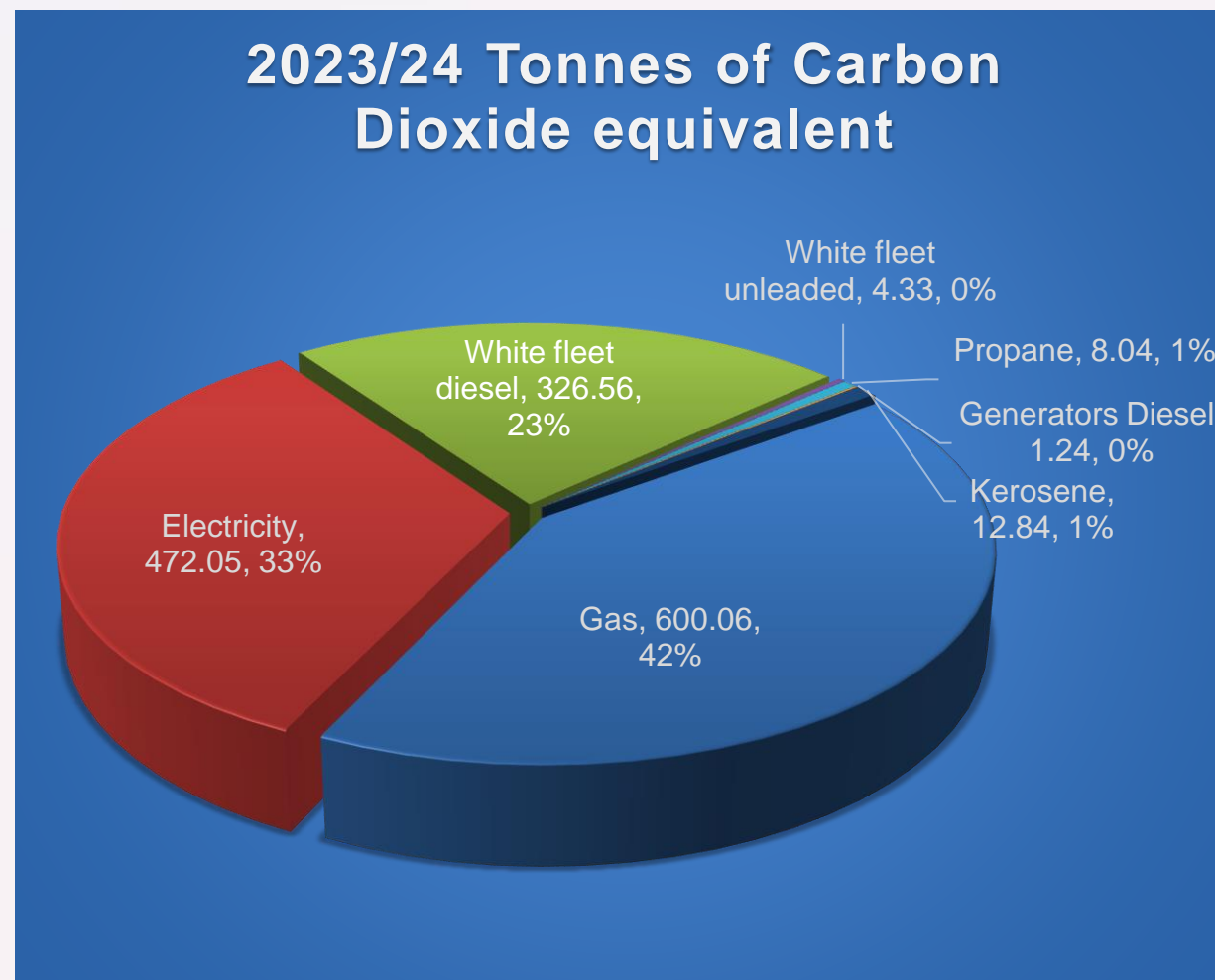


Solar panels installed at 5
locations

Our carbon footprint

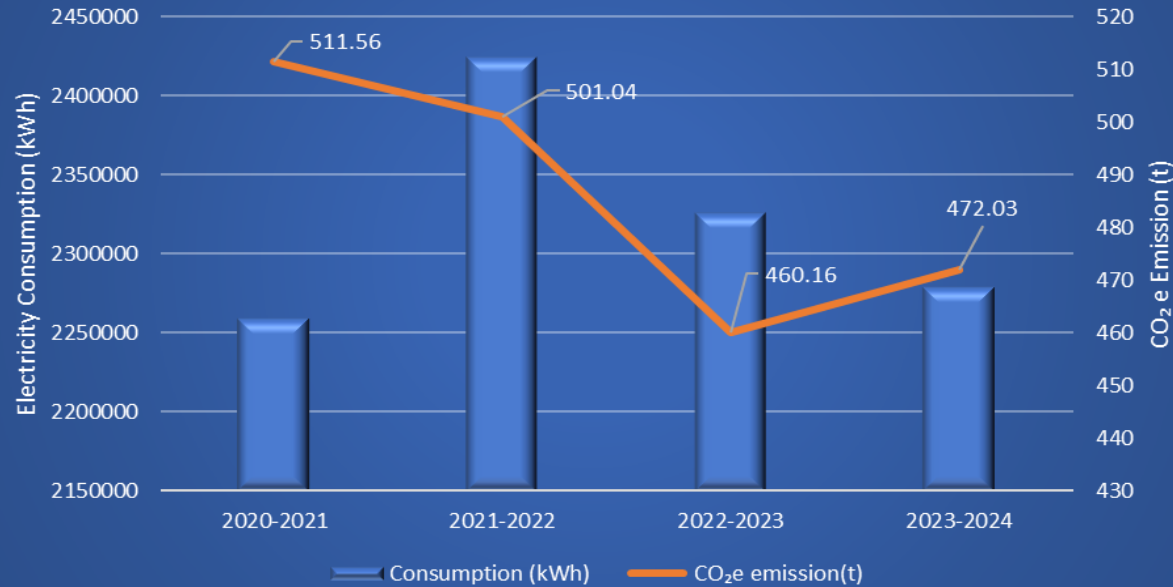
The 5-year average for DWFRS' CO₂ equivalent emission is 1604.20 Tonnes CO₂

The CO₂ emission for financial year 2023/24 was below this average by 10.3%

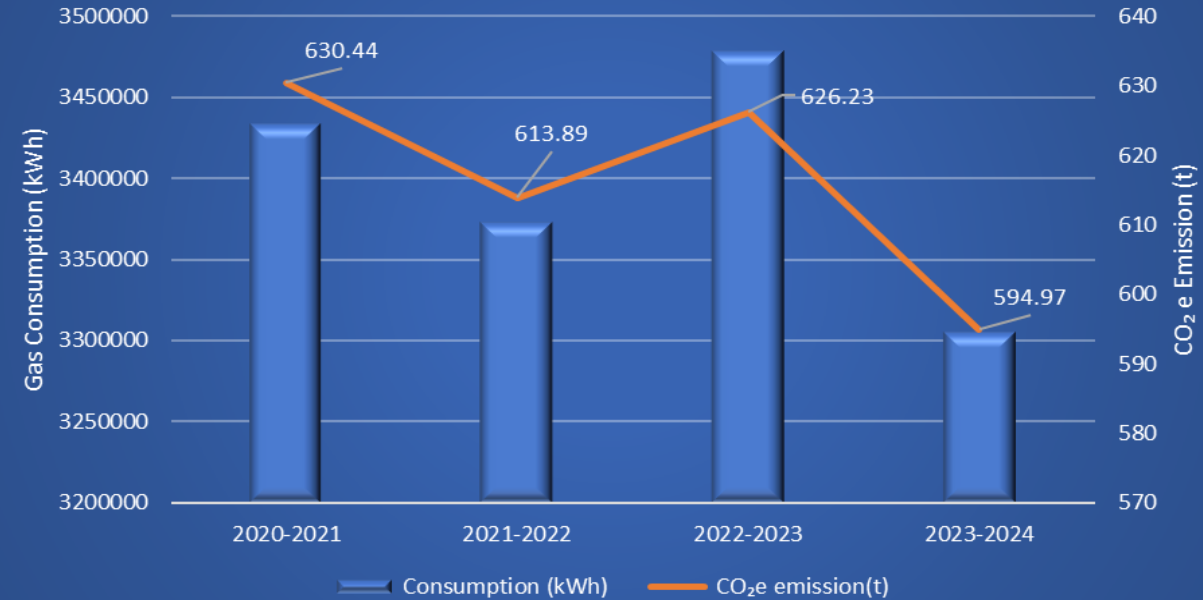


Electricity and gas consumption

Electricity Consumption



Gas Consumption



- 2% decrease in electricity consumption
- 5% decrease in gas consumption
- 2.6% increase in CO₂ electricity emission
- 4.2% decrease in CO₂ gas emission

Targeting Electricity consumption
Solar Panels fitted at
Warminster, Marlborough, Sturminster Newton,
Wareham, Blandford

Information governance

Good overall performance in meeting legal requirements



97% of FOI requests responded to within 20 days



2,307 security intrusion attacks detected



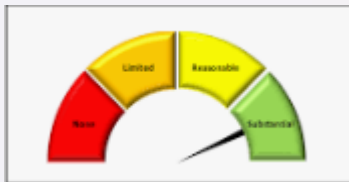
14 security incidents



87% of complaints resolved within 14 days



95% of subject access requests responded to within statutory time limits



Substantial assurance from the cyber/back up audit



The Digital Transformation Programme is maximising tools in Office 365, improving Service efficiency and records management

Cyber security

- Good progress made towards the NCSC's Cyber Assessment Framework
- Phishing simulation rolled out to all staff
- Ongoing monitoring of cyber threats
- Exercising of cyber incident response





SUPPORTING AND DEVELOPING OUR PEOPLE

Priority 5

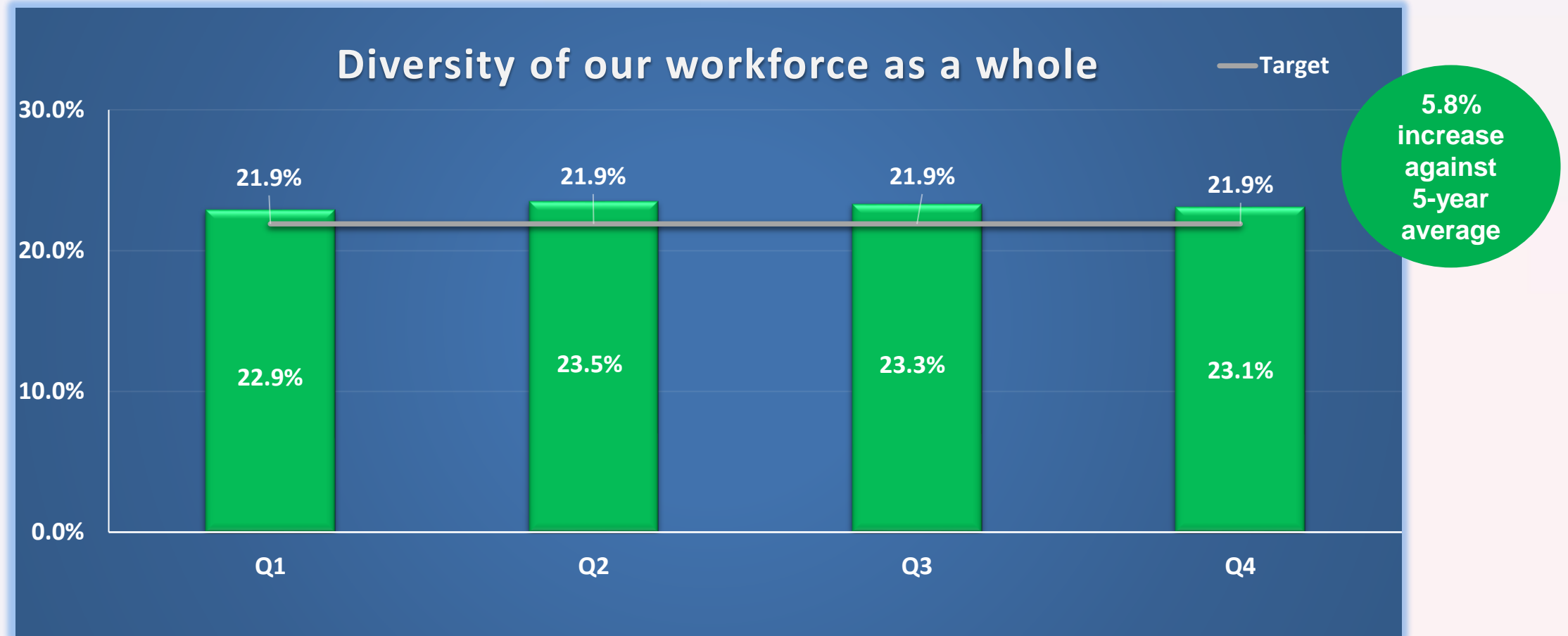


Performance against key lines of enquiry

	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

Workforce diversity

We will improve the diversity of our workforce as a whole compared to the last five years





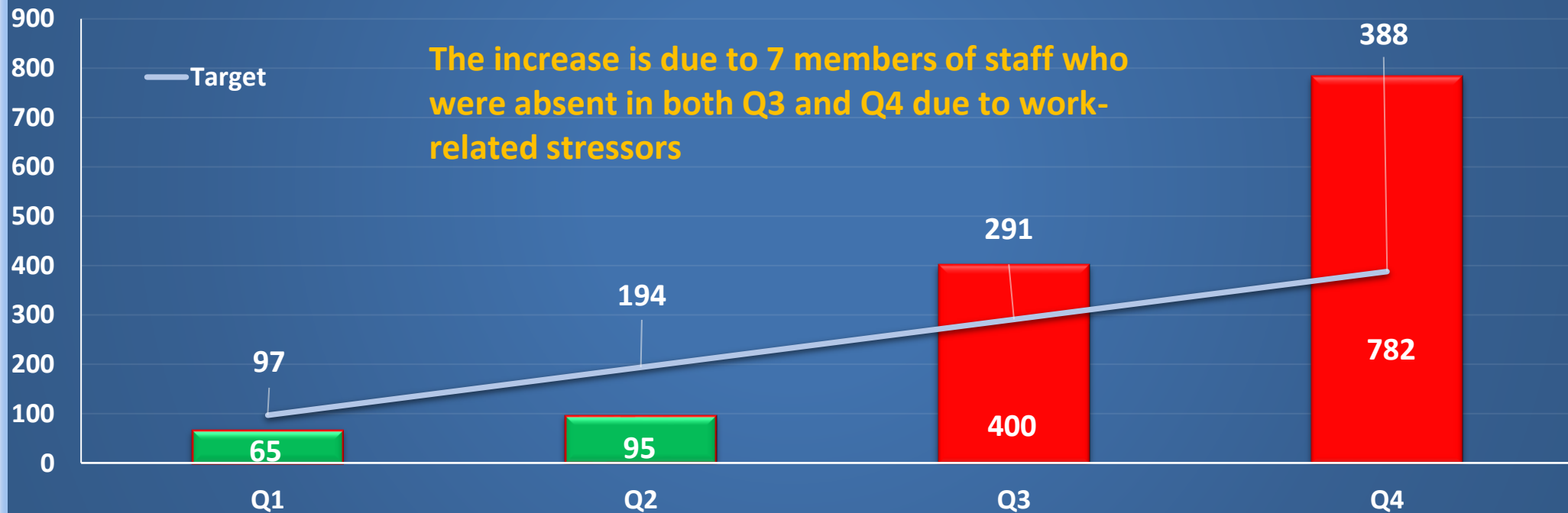
Wellbeing of staff

- The current pass rate for fitness for operational staff for 2023 to 2024 is 92%
- Work has been underway through the year with key stakeholders and Occupational Health provider for implementation May 2024 of the Corporate health Surveillance
- Introduction of Benenden Health from March 2024 with enhanced benefits for staff members and dependants
- Safe to (be) programme
- Bluelight Wellbeing Framework
- Signatory to the Mental Health & Work Commitment
- Delivery of Health clinics run by LiveWell Dorset

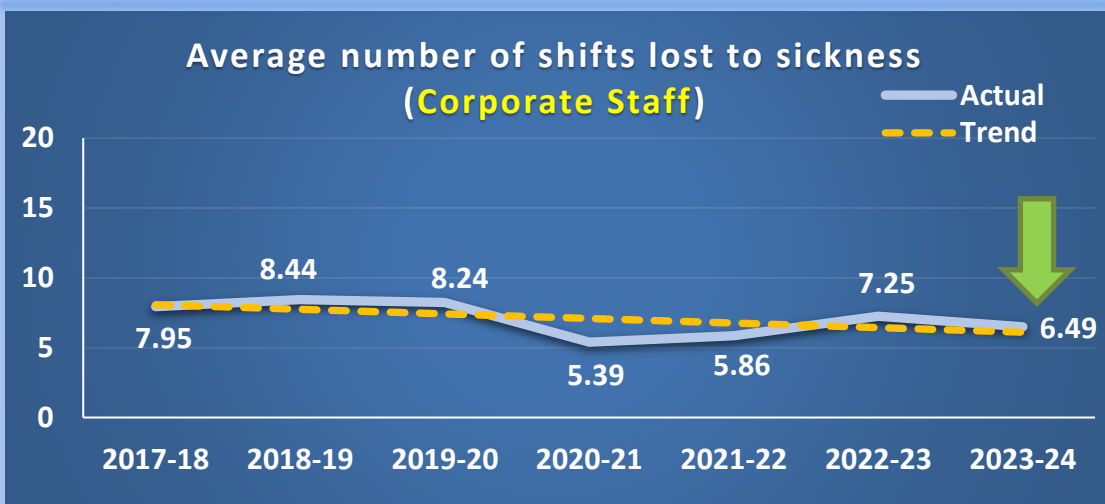
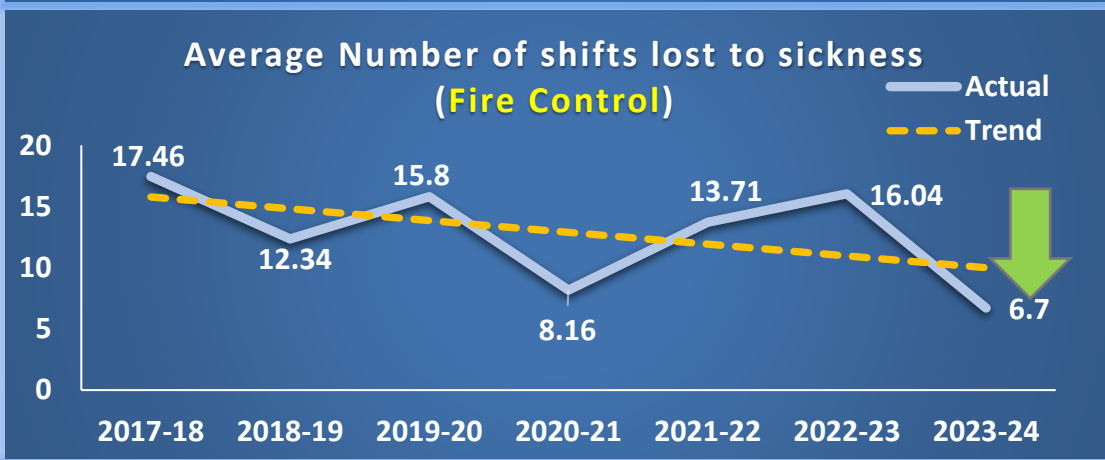
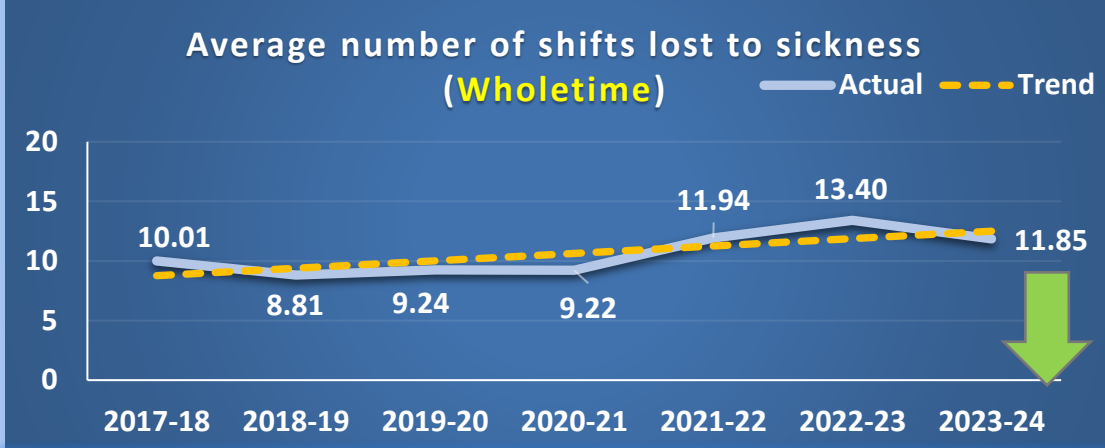
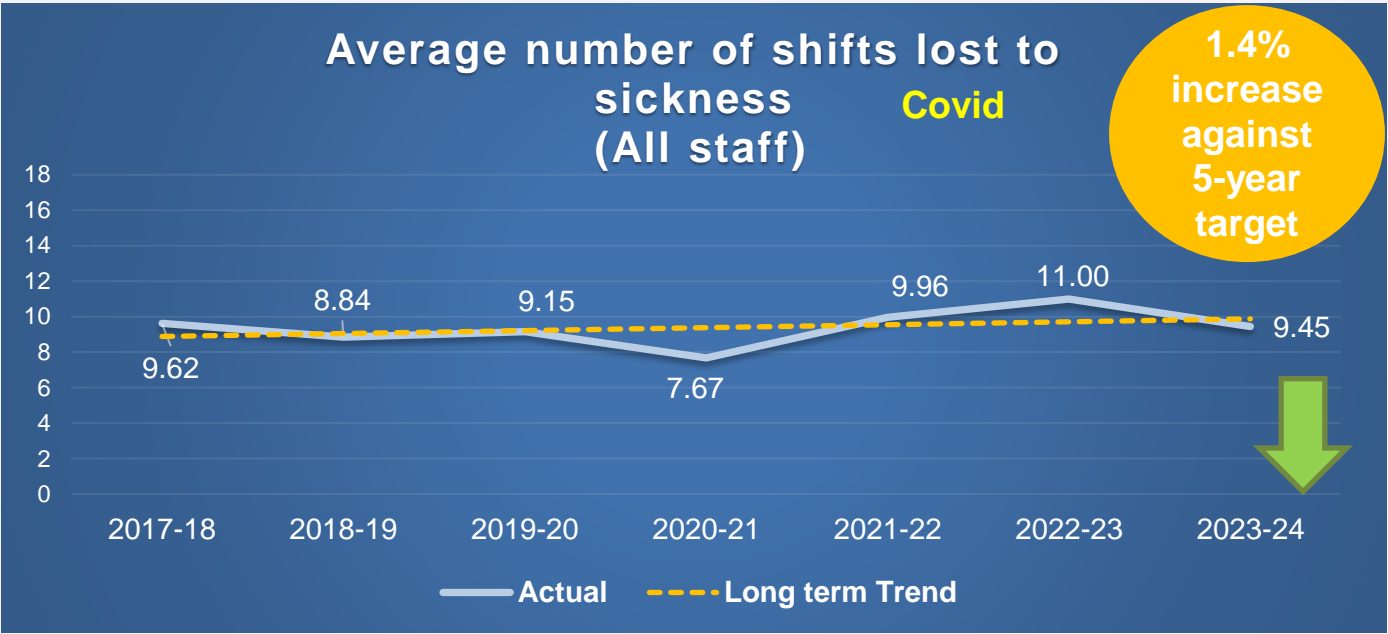
Non-physical sickness absence

To reduce the number of working days lost to **non-physical ill health**

Number of working days lost

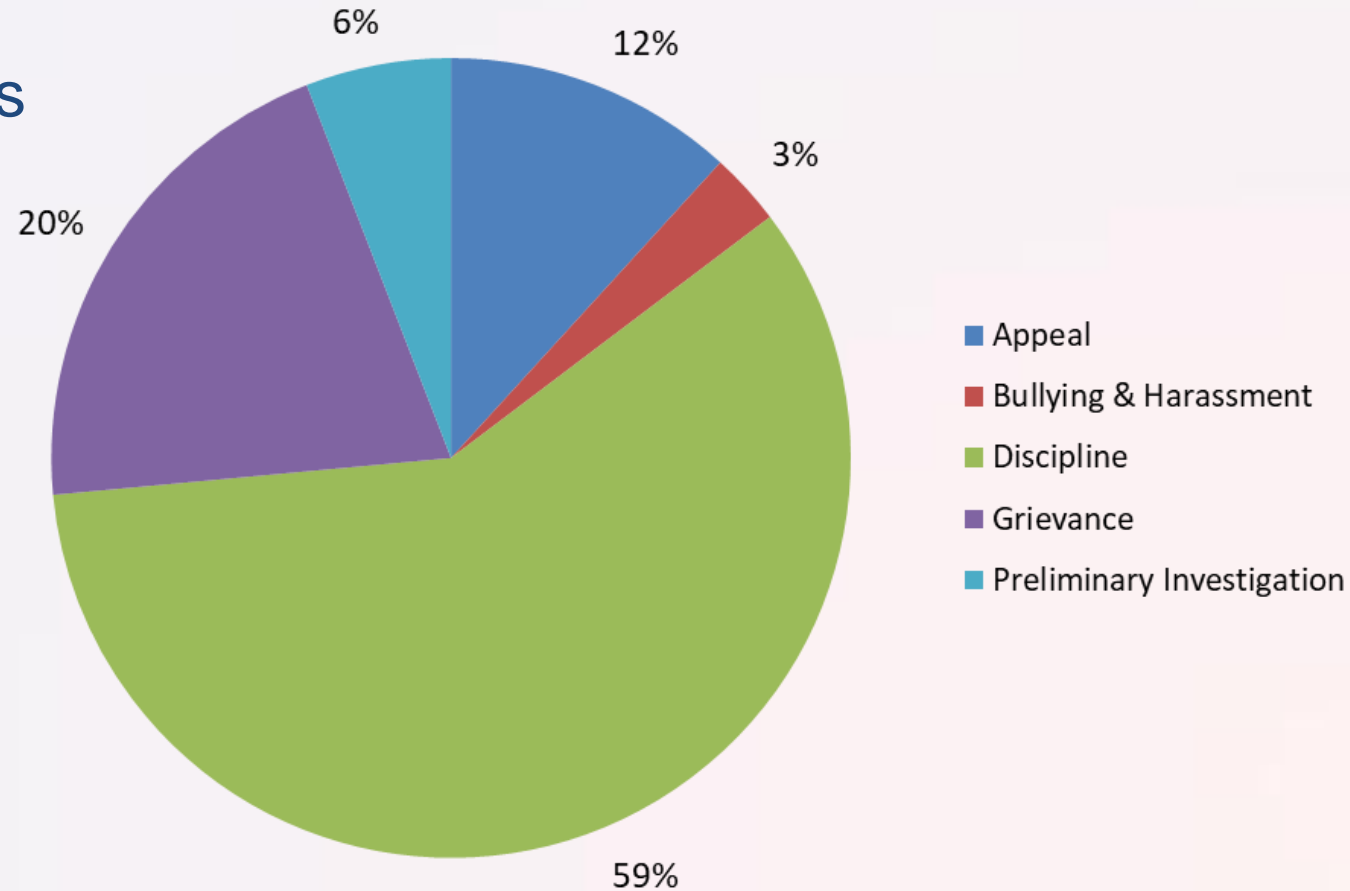


Absence management

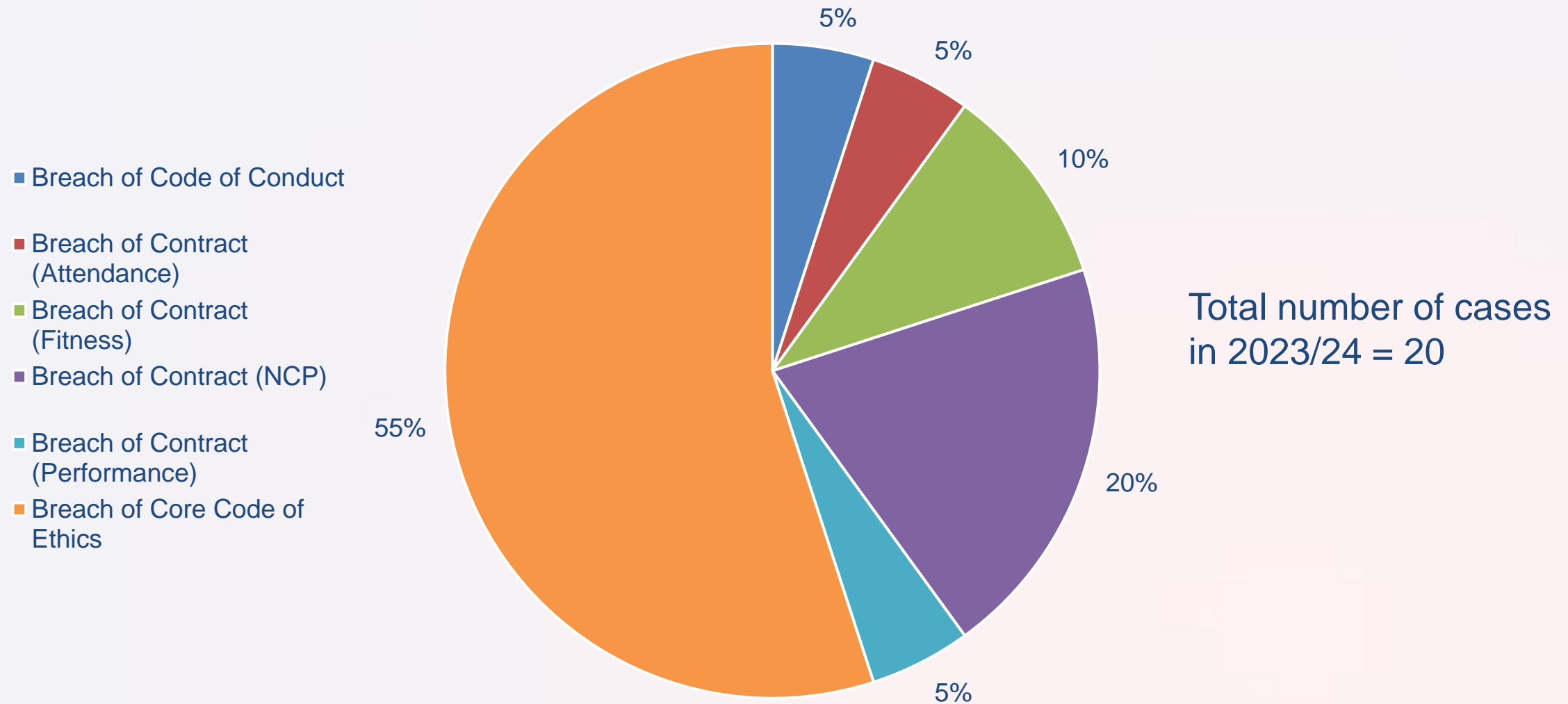


Discipline, Grievance, Bullying & Harassment investigations

Total number of cases
in 2023/24 = 34



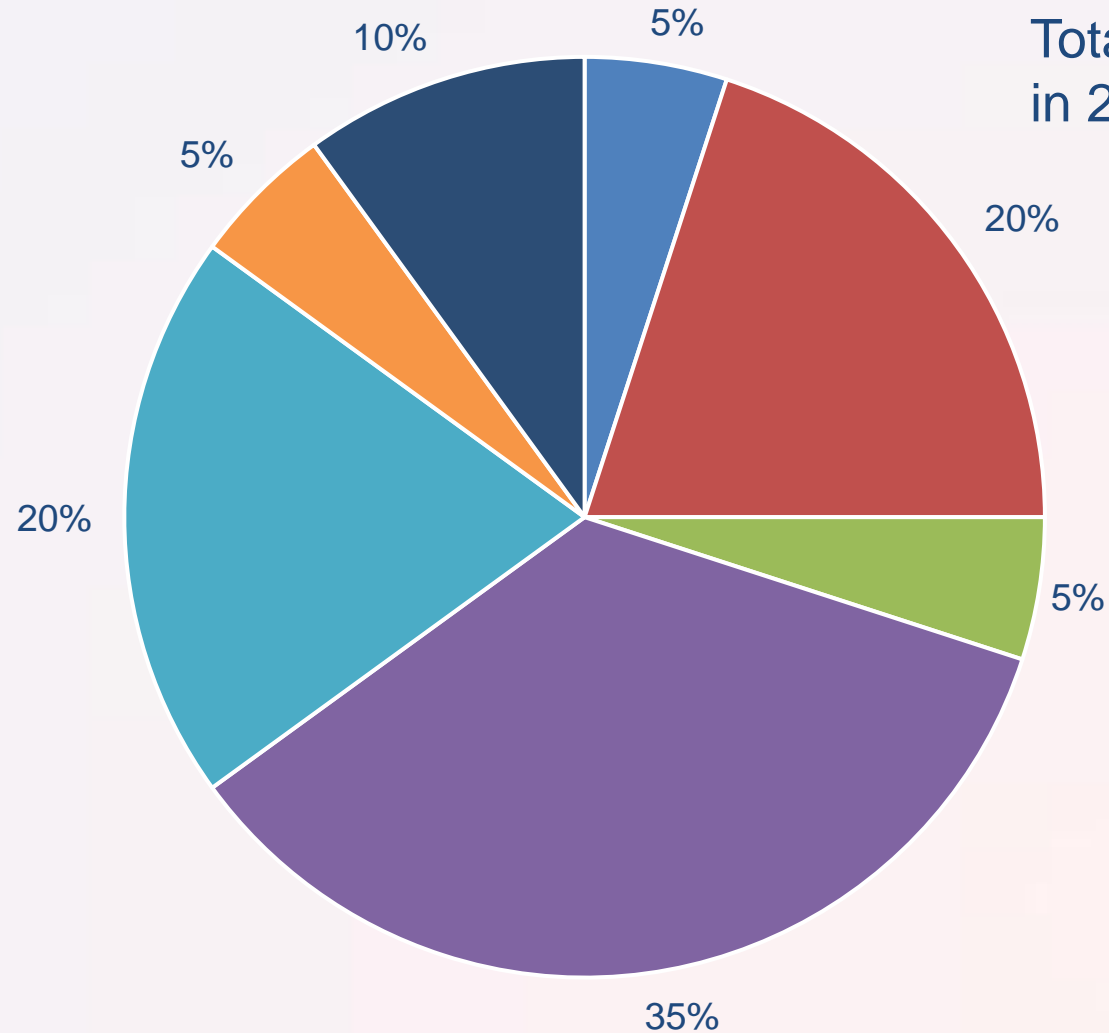
Discipline – nature of investigations



Discipline - outcomes

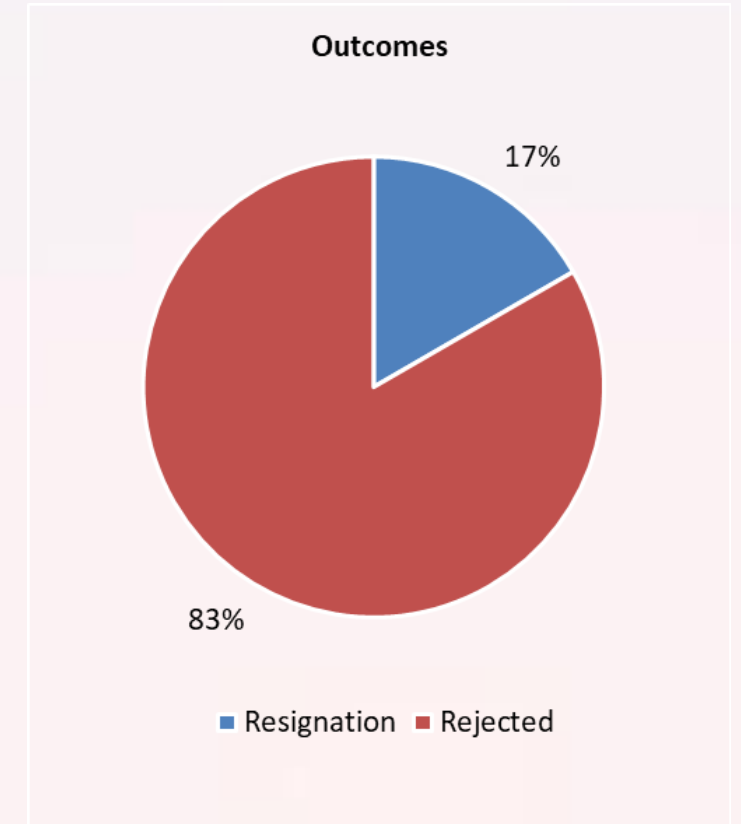
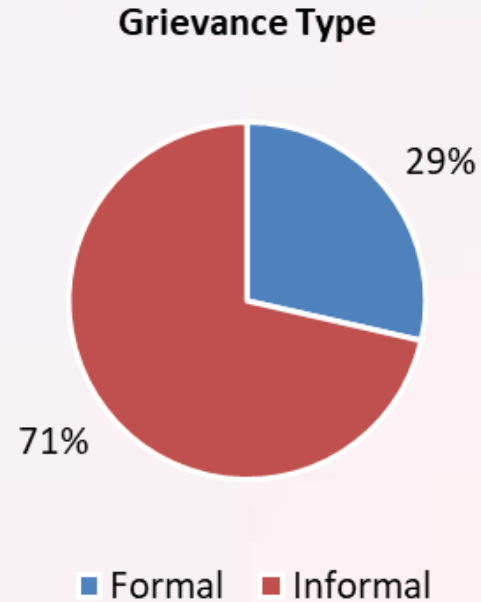
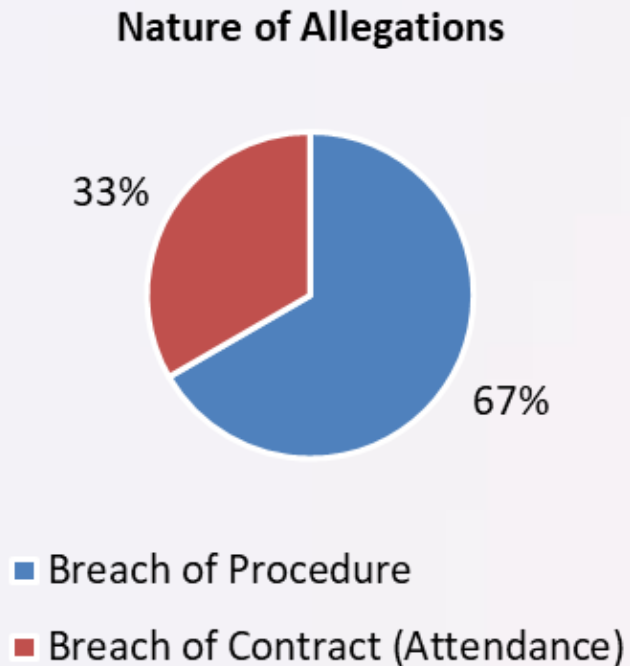
Total number of cases
in 2023/24 = 20

- N/A
- Local Management Action Plan/HR043
- No Case to Answer
- Outcome TBC
- S3 Dismissal
- S3 Final Written Warning
- Resignation



Grievance

- Total number of cases in 2023/24 = 7



Bullying & Harassment

- Total number of cases in 2023/24 = 1

Nature of Allegations



100%

■ Breach of Core Code of Ethics

Outcomes



100%

■ Local Management Action Plan/HR043

Discipline, Grievance, Bullying & Harassment investigations

- All investigating officers and hearing panel members receive training
- All cases are overseen by an HR case manager, who use timeline tracking
- Depersonalised data on the outcome is reported internally, helping transparency and building staff confidence
- Wellbeing support is offered to all parties involved
- Posters advertising how to raise a concern are displayed at all workplaces

Strengthening people processes



- Leadership development programmes in place for all supervisory and middle managers
- Senior leaders complete 360 feedback aligned to the code of ethics
- Development pathways in place supporting talent management and uniformed promotions
- Code of ethics embedded across the Service
- 'Not On My Watch' sessions delivered to all staff
- Competency recording system used by all staff
- Virtual Learning Hub provides blended learning and support
- 26 staff members are currently undertaking apprenticeships, and 19 staff members completed an apprenticeship in 2023/24
- Coaching and mentoring is available to all staff, with a recent focus on the 'Our Time' programme

What are we doing to strengthen EDI?



Embedding Code of Ethics

E – Learning and Learning Hub tools

Safe To (S2)

Social media campaigns

Positive Action

SLT reverse mentoring sessions

Networks and SLT champions

SLT & Leadership Development

Blue light Collaboration on progression

Reviewed and strengthened procedures

Community events calendar

Personal Safety Workshops

Community profiles

Menopause resources

Station facilities & welfare unit

People Impact Assessments

Website & Connect refresh

Leaders Forum

Greater support for operational women returning from maternity leave

WFS, AFSA & White Ribbon

Learning from community engagement

Not on my Watch sessions



**DORSET & WILTSHIRE
FIRE AND RESCUE**

Corporate targets

	2023/24	Target	
ACCIDENTAL DWELLING FIRES	605	674	10.2% reduction against 5-year average
ROAD TRAFFIC COLLISIONS	752	642	17.1% increase against 5-year average
DELIBERATE FIRES	850	928	8.4% reduction against 5-year average
INSPECTION OF HIGHER RISK BUILDINGS	100%	100%	Achieved
UNWANTED FIRE ALARMS	5,779	4,923	17.4% increase against 5-year average
RESPONSE TIMES TO SLEEPING RISK	09:31	10:00	Achieved
ABSENCE	9.45 shifts	9.32 shifts	1.4% increase against 5-year target
WORKFORCE DIVERSITY	23.1%	21.9%	5.8% above target



**DORSET & WILTSHIRE
FIRE AND RESCUE**



In summary

Another busy and challenging year

Positive outputs and outcomes

A strong and valued partner

Key challenges remain

finances & On-call