# Appendix B – Bournemouth and Poole Local Performance and Scrutiny Committee

Dorset and Wiltshire Fire and Rescue Service

Bournemouth and Poole

01/04/2016 - 30/06/2016



# **Bournemouth and Poole**

### Priority : Help you to make safer and healthier choices

# KLOE: How are we delivering education programs which support families, children and young adults to achieve their potential and strengthen our communities?

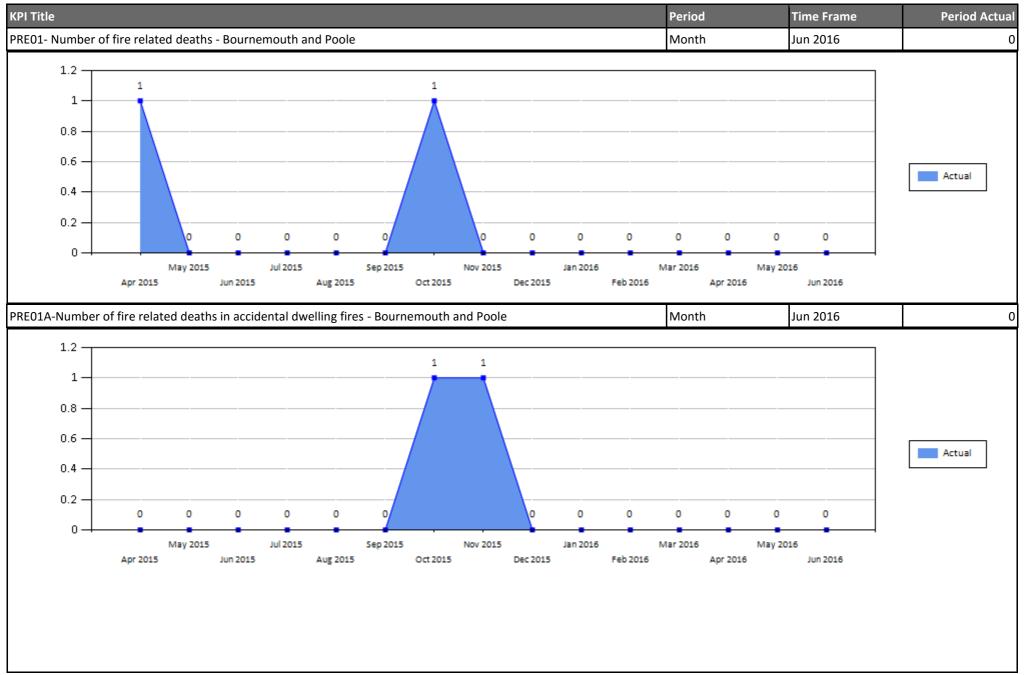
*Headline:* We are delivering a full range of safety education programmes directly through our School visits, visits to Safewise in Poole and during our Youth Intervention Programme -SPARC

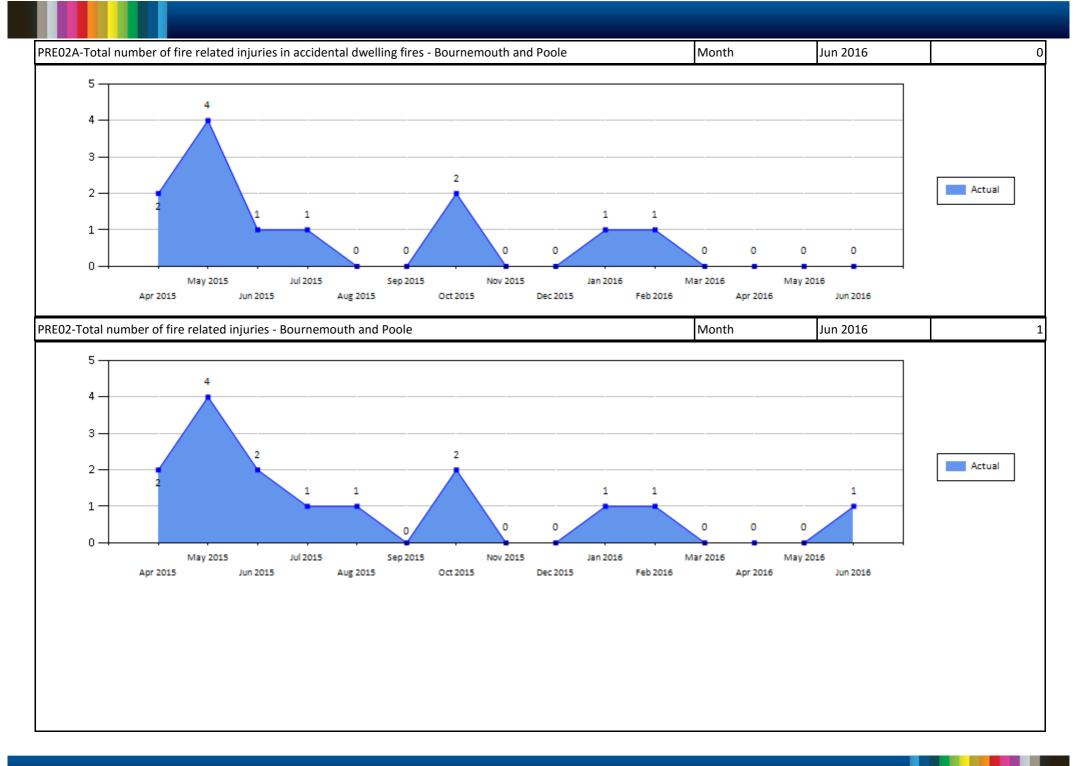
Action Code	Action Name
1.1.1.8	How are we delivering education programmes in Bournemouth and Poole which support families, children and young adults to achieve their potential and strengthen our communities?
<b>Progress comme</b> We are delivering	nt: g a range of safety education programmes directly through our School visits, visits to Safewise in Poole, and during our Youth Intervention Programme - SPARC.
Because of antici course.	pated capacity issues for the 1st Quarter, no 5 day SPARC courses were run, although a course was completed in March at Redhill Park where 9 students finished the
	C Plus programmes (through the Job Centre Plus) for Jobseekers. Four of these ran in 2015 and there is one scheduled for 2016 at Springbourne. We undertook two vonbourne School in May and Glenmoor School also in May.
We continued wi	th a programme of school visits and also working with young adults (for example at Winton Arts and Media College in May).
	ndertook fire safety education with community groups, including working with older people and those with special needs, (for example with the Poole Dementia Group Iomestart Group in Winton in June). Three child safety events took place at various locations in Bournemouth and Poole, including in Falkland Square in Poole in June.

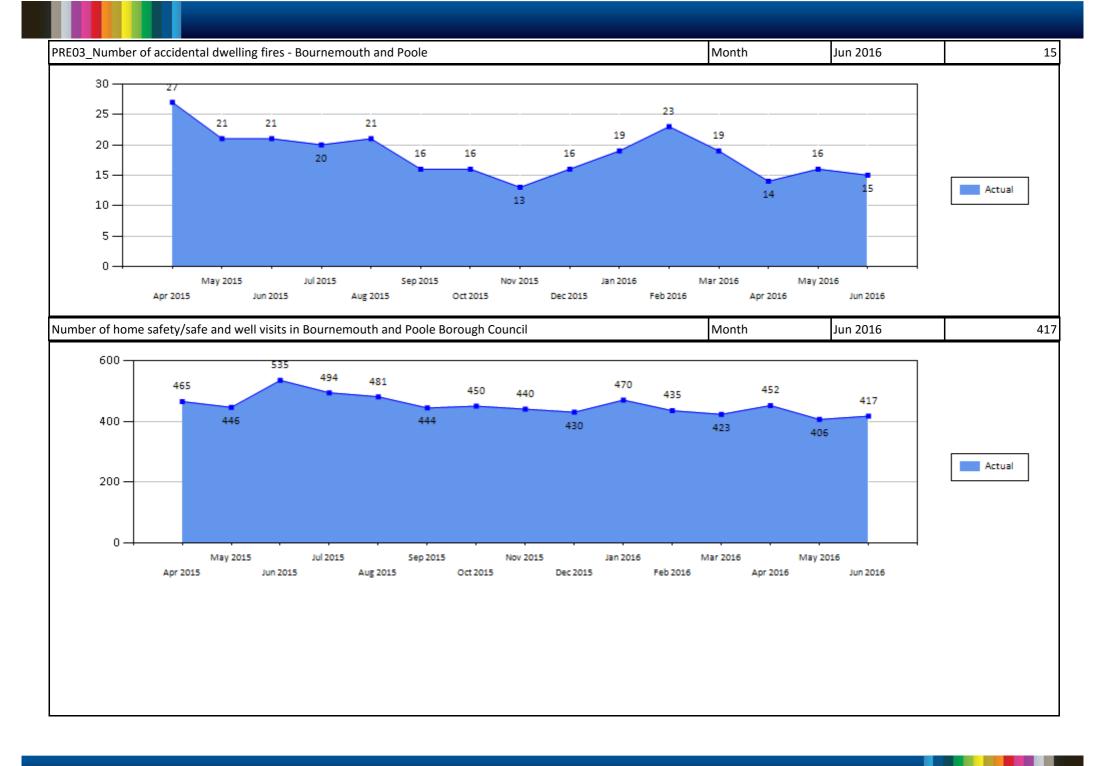
# KLOE: How are vulnerable people receiving the level of support advice and information they require to drive down their risk of fire and improve their health and wellbeing?

*Headline:* Vulnerable People are being supported through Safe and Well visits delivered by both Safe and Well Advisors whilst Operational Crews continue to deliver Home Fire Safety Checks

Action Code	Action Name
1.1.2.7	How are vulnerable people in Bournemouth and Poole receiving the level of support advice and information they require to drive down their risk of fire and improve their overall health and well-being?
	nt: e are being supported by Safe and Well visits delivered by Safe and Well Advisors, while Operational Crews continue to deliver Home Fire Safety Checks. Both types of more vulnerable members of our community with advice and information to drive down their risk of fire and improve their health and well-being.
	l visit, delivered by our advisors, has been expanded to deliver a wider range of subject areas which have been devised with Public Health. Following a process of xpanded training will be delivered to operational crews as an extension to the Home Fire Safety Check which they currently deliver.
	process continues to be widely used to signpost people to the most appropriate agency to get help and support. Looking forward, the annual Sloppy Slipper event will tumn, where those eligible can be fitted with a pair of slippers with the aim to reduce slips, trips and falls in their home in return for completing a SAIL form.







# KLOE: How are we working with our partners to use a wider range of information to improve the wellbeing and independence of vulnerable people?

*Headline:* We continue to work and build on partnerships across the area, particularly though both the Bournemouth and Poole Community Safety partnerships

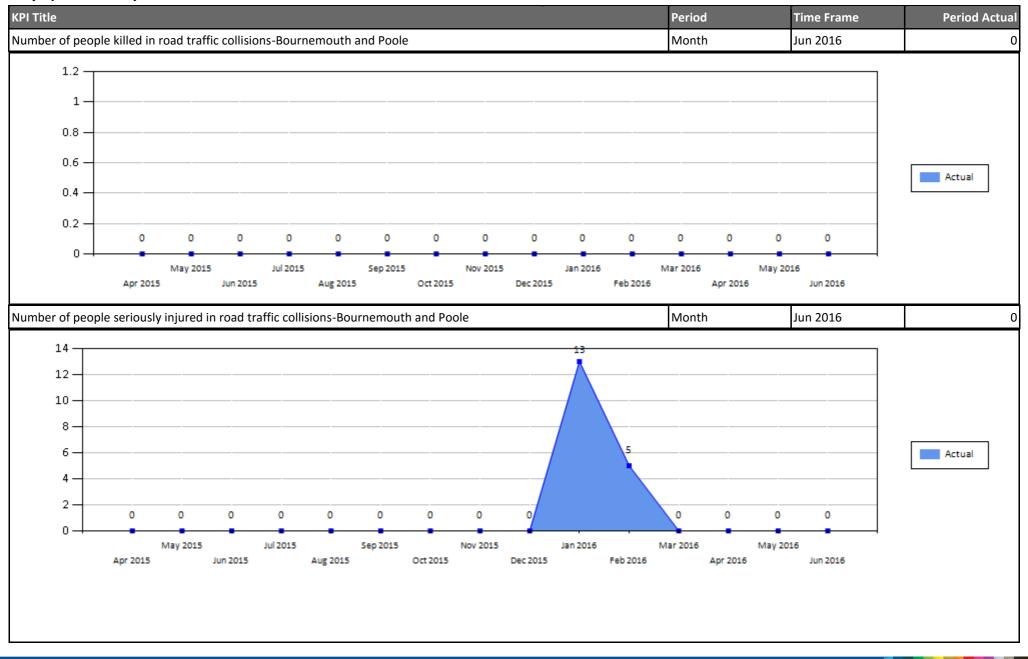
Action Code	Action Name
1.1.3.7	How are we working with our partners in Bournemouth and Poole to use a wider range of information and technology to improve the well-being and independence of vulnerable people?
<b>Progress comme</b> There are a numb	<b>nt:</b> per of areas we are working with our partner agencies within Bournemouth and Poole.
We continue to work and build on partnerships across the area, particularly though both the Bournemouth and Poole Community Safety Partnerships meeting frameworks. DWFRS a supports the Bournemouth 2026 Trust and we have area representation on pan-Dorset groups, such the Strategic Road Safety Board and the Drug and Alcohol Governance Board.	
District Commanders within the area continue to work with sub-groups of the primary partnerships to continue to help make a real difference for the communities of Bournemouth a Poole.	

### KLOE: How are we delivering effective road safety education to reduce the risk of road traffic deaths and injuries?

Headline: We are targeting young drivers at Bournemouth Girls School and Poole High School during October

Action Code	Action Name
1.1.4.7	How are we delivering effective road safety education in Bournemouth and Poole to reduce the risk of traffic deaths and injuries?
Death Overview casualties. This is motorcyclists acc	ent: high priority for DWFRS and as such we have been a key partner for the pan-Dorset Road Safety groups. A direct result of our participation and chairing of the Road Panel, is Operation Wheels, which Dorset Police will run throughout the summer period. This operation is a preventative campaign designed to reduce motorcycle s because riders are recognised as being the most at risk road user group. While motorcycles account for only one per cent of the total road miles travelled, count for nearly 25 per cent of those seriously injured or killed on our roads during 2010-2014. This has a particular importance to the area as riders gather in Poole on s and where much of the education work can be undertaken.
	essment outlines the approach Officers are following across the whole of the areas covered by the Service and we have judged that we have reached the Established within Bournemouth and Poole we are looking to further develop and deliver road safety education through:
L. Targeting your	ng drivers at Bournemouth Girls School and Poole High School during October with the Safe Drive Stay Alive Roadshow.
2. Officers are als	so working with Poole Council to develop a road safety scheme to improve safety outside schools at pick-up drop off times.
	Bournemouth Road Safety Officers have informed us that it is very difficult to get into secondary schools with road safety education. Officers will be investigating this prove the situation, but it appears that road safety education is not seen by some schools as a priority within the school curriculum and therefore not viewed as se schools.

# Note: Data for these indicators is supplied by the Police only up to February 2016



## Priority : Protect you and the environment from harm

### KLOE: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

*Headline:* The Safeguarding Coordinator and Safeguarding Officers are available during normal working hours and the Duty Area Manager is available to deal with concerns out of hours, providing safeguarding guidance and support 24/7

#### Actions

Action Code	Action Name	
1.2.1.7	How are we effectively working with our partners in Bournemouth and Poole to safeguard the vulnerable people we come into contact with?	

#### Progress comment:

To effectively safeguard staff and the communities, we have a Safeguarding coordinator, two deputies and a team of Safeguarding Officers in place, all of which have received specialist training, with the majority being trained to Level 3. The Safeguarding coordinator has completed additional training, including IAO, Serious Case Review and Managing Incident training. Training is carried out via a constituent local authority and programmed training will ensure that, by the end of the year, all key personnel dealing with young people and the public will have carried out bespoke safeguarding training. This will ensure that all staff are trained to a similar and consistent level. There is also work taking place to develop an e learning package. Once developed, this will be revisited every by all staff every 2 years as a refresher to confirm that safeguarding is everyone's responsibility and will keep all staff up to date with changes, for example with self-neglect and hoarding which are now covered in the Care Act 2014.

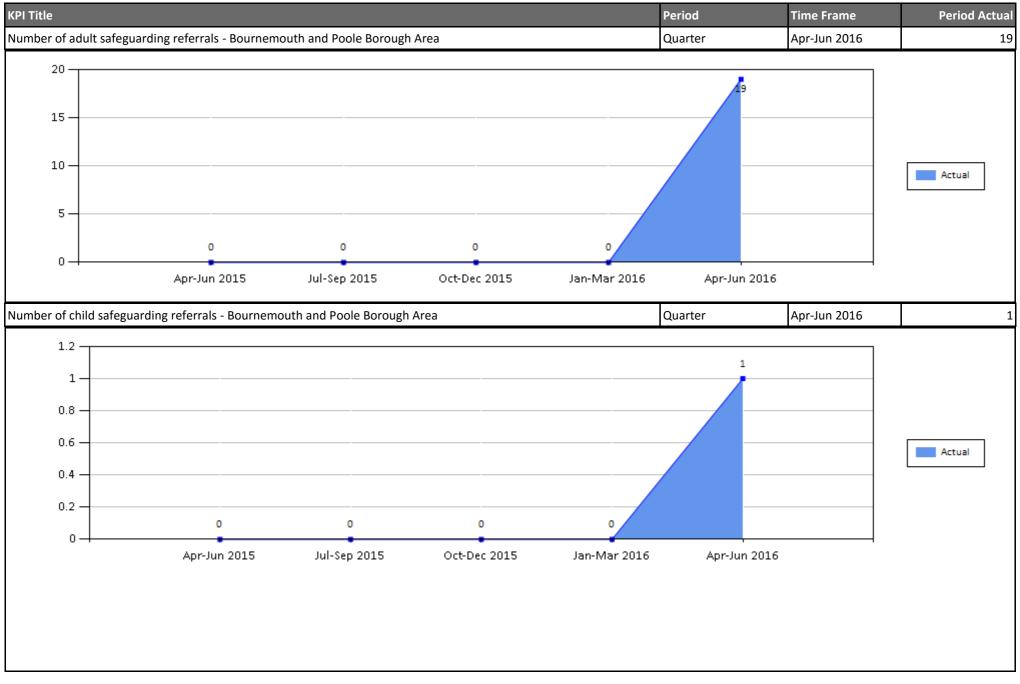
The Safeguarding coordinator and Safeguarding Officers are available during normal working hours and the Duty Area Manager is available to deal with concerns out of hours, providing safeguarding guidance and support 24/7. DWFRS also has policies and procedures, which provide guidance to all staff and service volunteers and procedures are currently being reviewed.

Safeguarding staff offer advice and guidance to all DWFRS personnel and other multi agencies. Their responsibilities include raising safeguards with local services and arranging extra support for the referrals that do not meet the safeguard thresholds, knowing when to sign post and when to call 999. With the Safeguarding coordinator also giving strategic management representation on Local Safeguarding Board in Wiltshire, as well as local sub groups such as the Clinical Commissioning Group (CCG). All staff will share information and work in partnership with other agencies to ensure appropriate and proportionate safeguarding of children, young people and adults at risk. If a safeguarding concern is raised internally the Safeguarding coordinator and Senior Point of Contact (SPOC) work in conjunction with the Local Authority Designated Officer (LADO).

Following the implementation of the Care Act 2014, all Safeguarding Adult Boards (SAB) have been required to establish and agree a framework and process, for any organization under the SAB, to respond to allegations and issues of concern that are raised about a person who may have harmed or may pose a risk to adults. The Safeguarding Co-coordinator is responsible for the management and oversight of complex cases and co-ordination where allegations are made or concerns raised about a person, whether an employee, volunteer or student, paid or unpaid. The Safeguarding coordinator also represents the service at Multi-Agency Risk Management meetings and sits on a local safeguarding leads board, also networking with surrounding authorities. Hampshire, Devon and Somerset and Avon sharing best practice.

We work in partnership with South West Ambulance and the Police. If either visit a property and think that there is a fire risk or some fire intervention is required this comes to the safeguarding coordinator to disseminate and feedback any outcomes. We also worked with local authority social workers on domestic violence cases organising fire proof letter boxes. Working with other agencies allows better access and management of fire risks for individuals with care and support needs, raises the awareness and training around identifying and managing fire risks in domestic dwellings/environment.

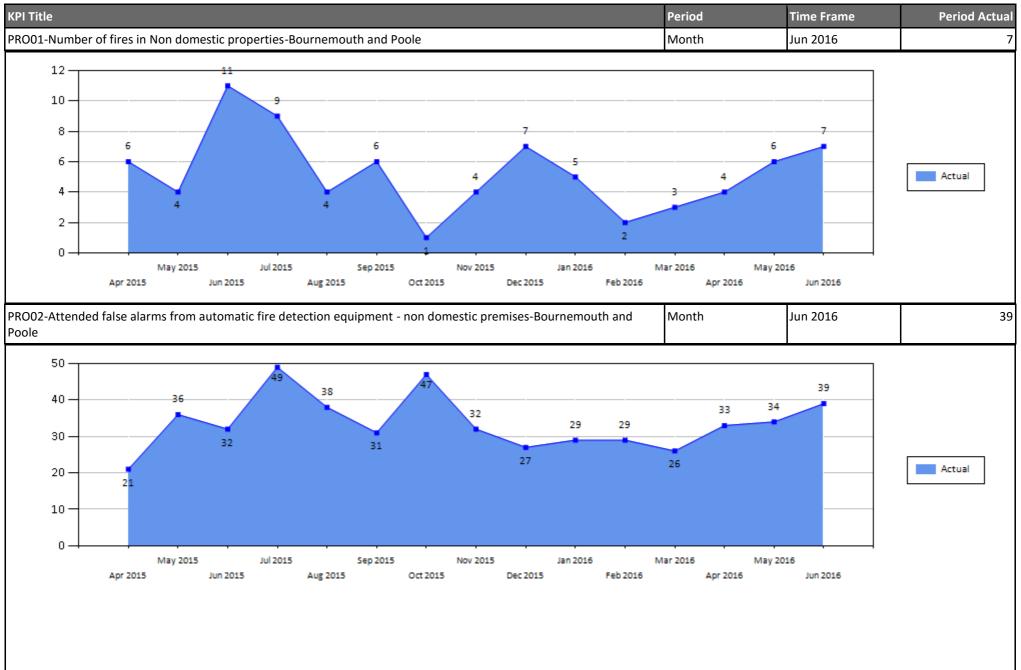
Local organisations are regularly looking to us for help, support and guidance daily and at Multi Agency Meetings. We are also seen as the friendly service and can gain access to properties where other agencies have failed. Then, by working in conjunction with other agencies, we can keep vulnerable people safe, in some cases allowing quicker interventions. We also worked with local authority social workers on domestic violence cases organising fire proof letter boxes. Working with other agencies allows better access and management of fire risks for individuals with care and support needs, allowing the raising of awareness and training around identifying and managing fire risks in domestic dwellings/ environment.

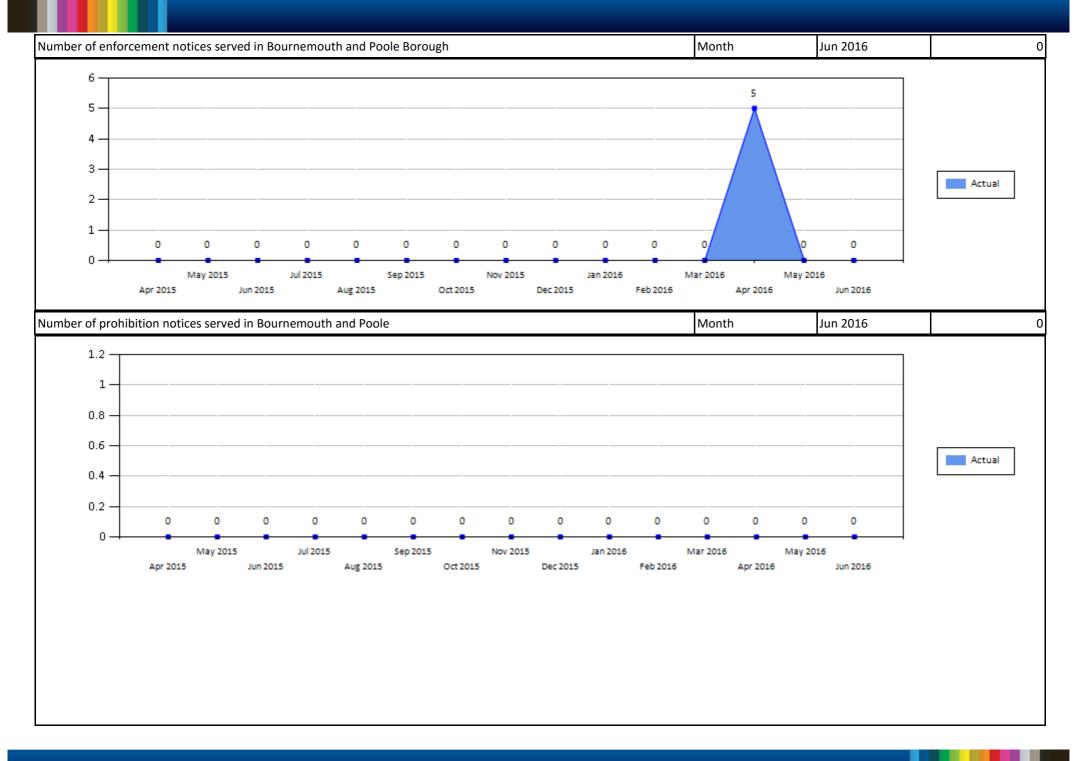


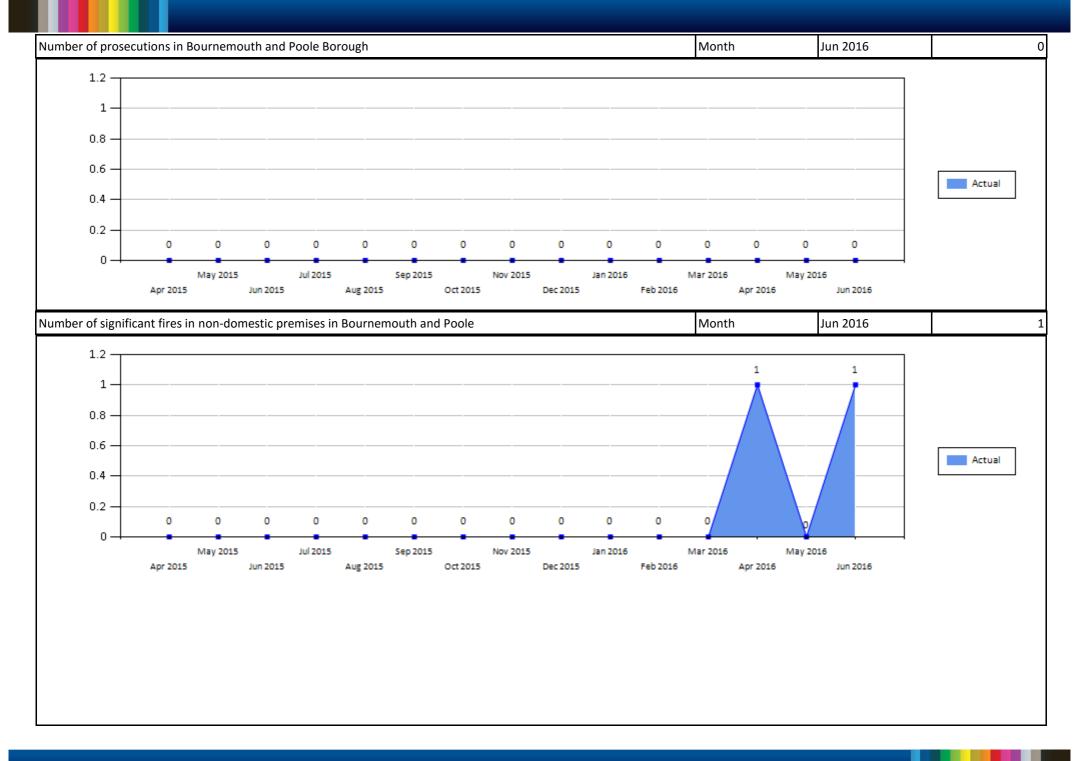
# KLOE: How are we providing better support for local business so they can meet their legal fire safety obligations and add to the economic growth of our communities?

*Headline:* We have supported a high profile, targeted programme delivered by Environmental Health and Police, to address compliance issues in HMO's and to protect vulnerable people

Action Code	Action Name
1.2.2.12	How are we providing better support for local business in Bournemouth and Poole so that they can meet their legal safety obligations and add to the economic growth of our community?
	ent: rategy is clearly defined, planned and implemented, and is linked to the IRMP. The inspection programme is focused on targeting priority areas and is risk based. Liaisor with business and the third sector meets all statutory requirements.
Supported a key Educated Domic	gement and effective joint working with partner agencies such as Care Quality Commission and Clinical Commissioning Group in relation to (jointly) regulated premises. housing and support services provider in achieving greater Fire Safety compliance in their premises. iliary Care Providers on their fire safety responsibilities, supported by Prevention. eted programme of proactive visits to local and small high street businesses to raise awareness of their fire safety responsibilities.
Providing (ongoi	liver a targeted programme of Care Home audits on premises identified as higher risk ng) support to a Local Authority moving forward with Independent Living scheme us events (conferences, consumer days) run by partners such as Trading Standards, Clinical Commissioning Group and Bournemouth Borough Council.
We have: Supported a high	n profile, targeted programme delivered by Environmental Health and Police, to address compliance issues in HMO's and to protect vulnerable people



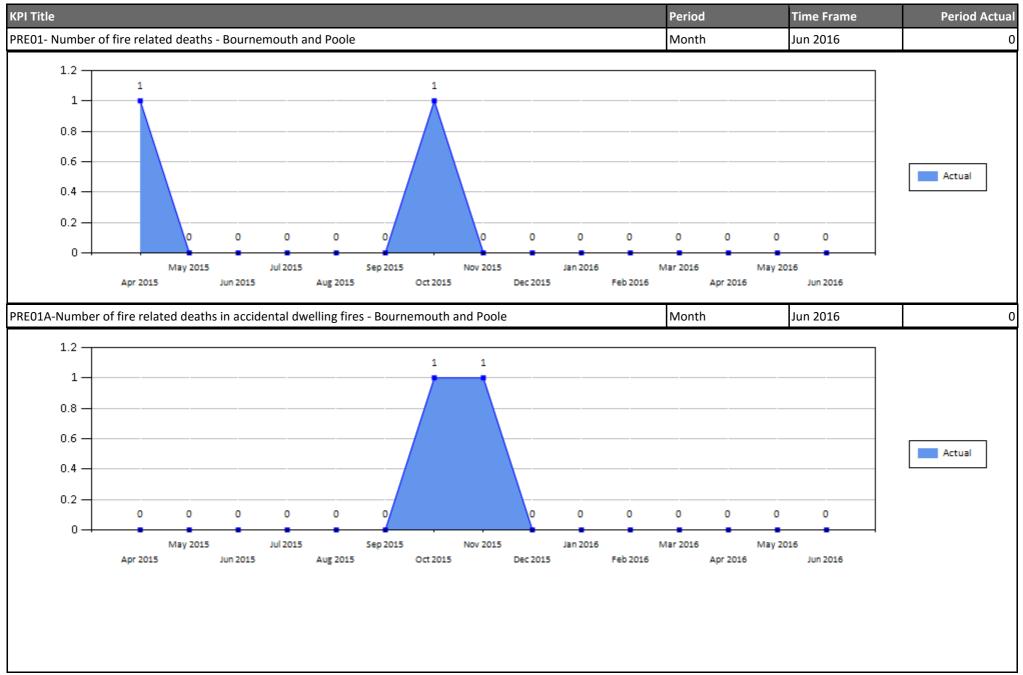


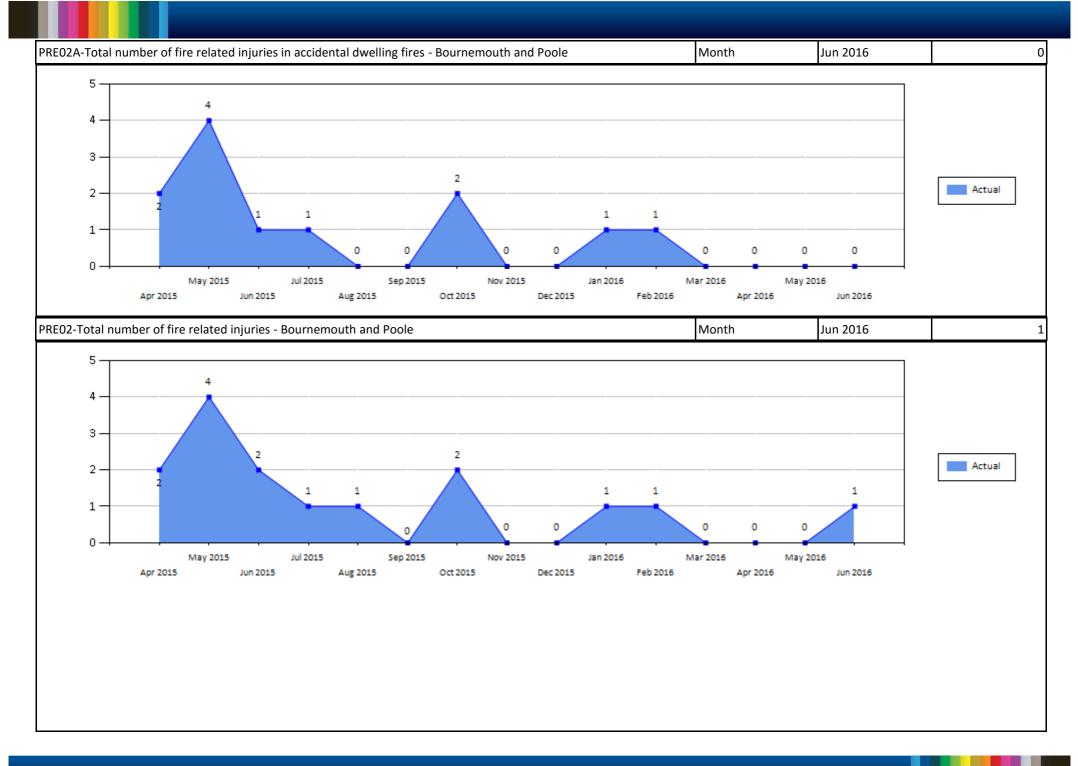


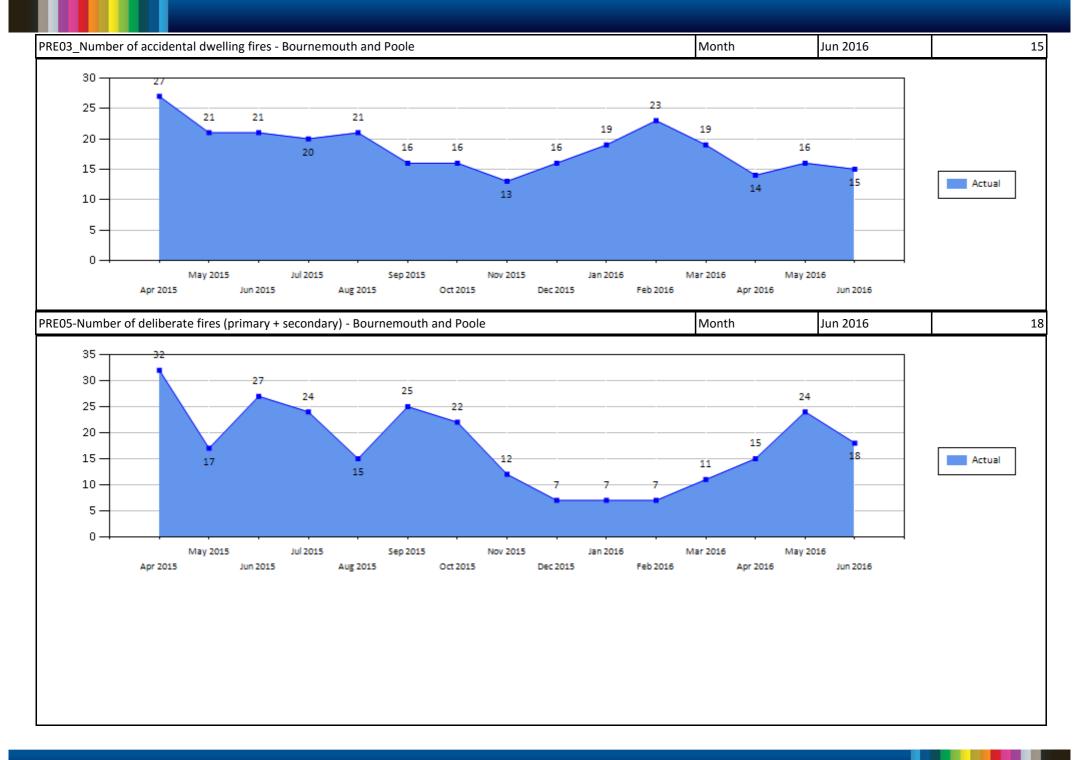
### KLOE: How are we identifying and driving down risk risks to the community, unique heritage and environment?

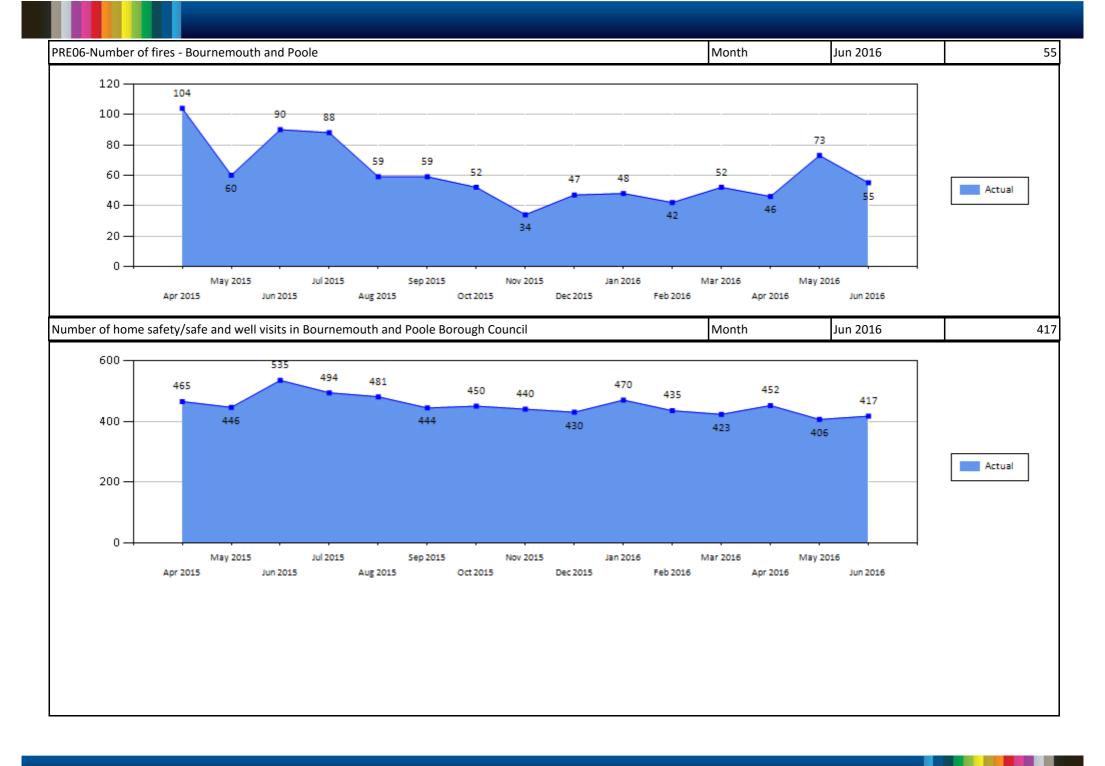
*Headline:* Sites of special scientific interest within the area are being protected through the Urban Heath Partnership, the Service is coordinating heathland patrols at high risk times. There will be a particular focus on this during the school holidays

Action Code	Action Name
1.2.3.12	How are we identifying and driving down risks to the community, unique heritage and environment in Bournemouth and Poole?
we are sighted on	nt: naintaining effective links with developments in our area. We continue to respond to local consultations, for example, the review of the Poole Local Plan, to ensure that n, and prepared for, how proposed developments may impact on DWFRS resources in the future. These plans are shared with IRMP team and will be supportive n considering emergency response options required in the future.
Operational crews	s continue to gather and review information on key risks within the area, to help ensure that they are prepared for emergency incidents should they occur.
	ientific interest within the area are being protected through the Urban Heath Partnership and the Service is coordinating heathland patrols at high risk times. There will cus on this during the school holidays.









### KLOE: How are our local resilience partnership arrangements providing effective support to improve community resilience?

**Headline:** Dorset and Wiltshire Fire are a statutory member of the Local Resilience Forum and are known as a category 1 responder under the Civil Contingencies Act. We play a leading role in the Local Resilience Forum

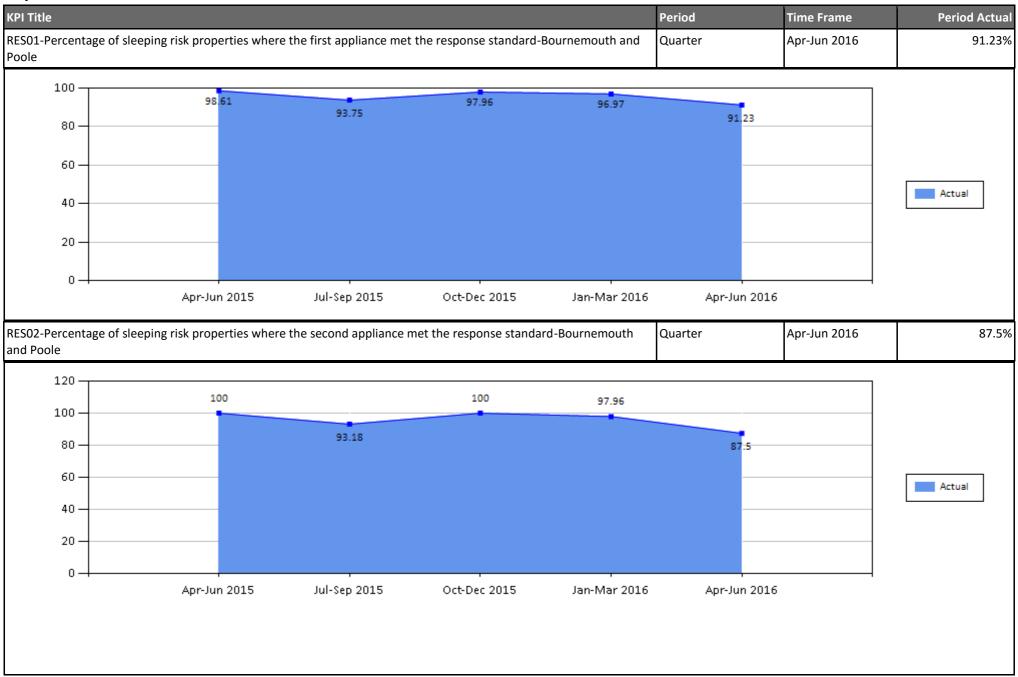
Action Code	Action Name
1.2.4.6	How are our local resilience partnerships arrangements in Bournemouth and Poole providing effective support to improve community resilience?
Progress comment: Dorset & Wiltshire F	Fire and Rescue Service is a statutory member of the Local Resilience Forum (LRF) known as a category 1 responder under the Civil Contingencies Act.
-	a as the civil contingencies unit (CCU), we contribute to the assessment of community risk based on national guidance. By understanding risk and the priorities for the to understand the impact of emergencies occurring and work with statutory partners to assess the gaps in our ability to respond.
Joint plans are creat	ed to respond to specific types of emergencies, as well as generic areas such as command and control.
LRF plans are suppo	rted through training and exercising, to provide assurance that plans are effective and that the capability to respond is in place.
Coordination of mes	ssages to the public is carried out through our warning and informing group.
Information can be s	shared securely among partners using the Resilience Direct platform, which holds copies of local plans, and can provide access to mapping.
Our LRF is overseen	and coordinated by a Business Management Group (BMG) and an executive group, which oversees the work plan and provides strategic or tactical direction.

# **Priority : Be there when you need us**

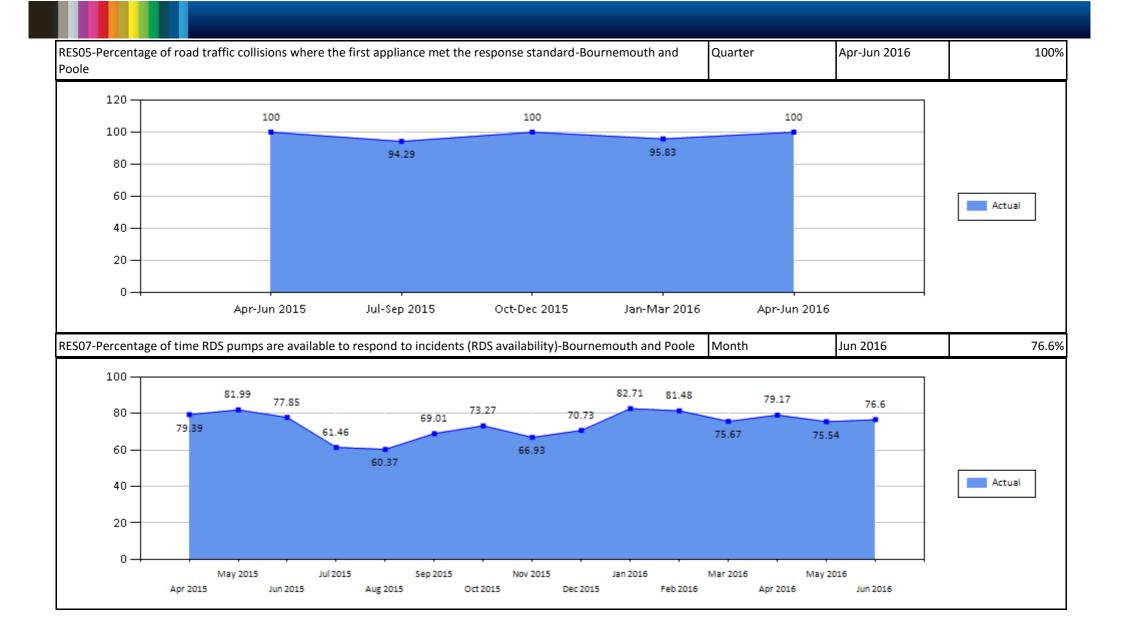
### KLOE: Are appliances available when we need them?

#### Headline: Appliance availability is consistently good

Action Code	Action Name
1.3.1.6	Are appliances in Bournemouth and Poole available when we need them?
<b>Progress commer</b> The Bournemouth	t: and Poole Area is predominately covered by wholetime duty system staff, therefore the appliance availability for these appliances consistently good.
Hamworthy fire st	ance at both Poole and Hamworthy fire stations that are crewed by retained duty staff. The Poole appliance has particularly high level of availability however, ation has experienced a higher than normal level of long-term sickness and a shortage of supervisory manager. This has led to a reduction in the average availability of District Commander and station staff regularly undertake recruitment activities and are managing each sickness case on an individual basis.





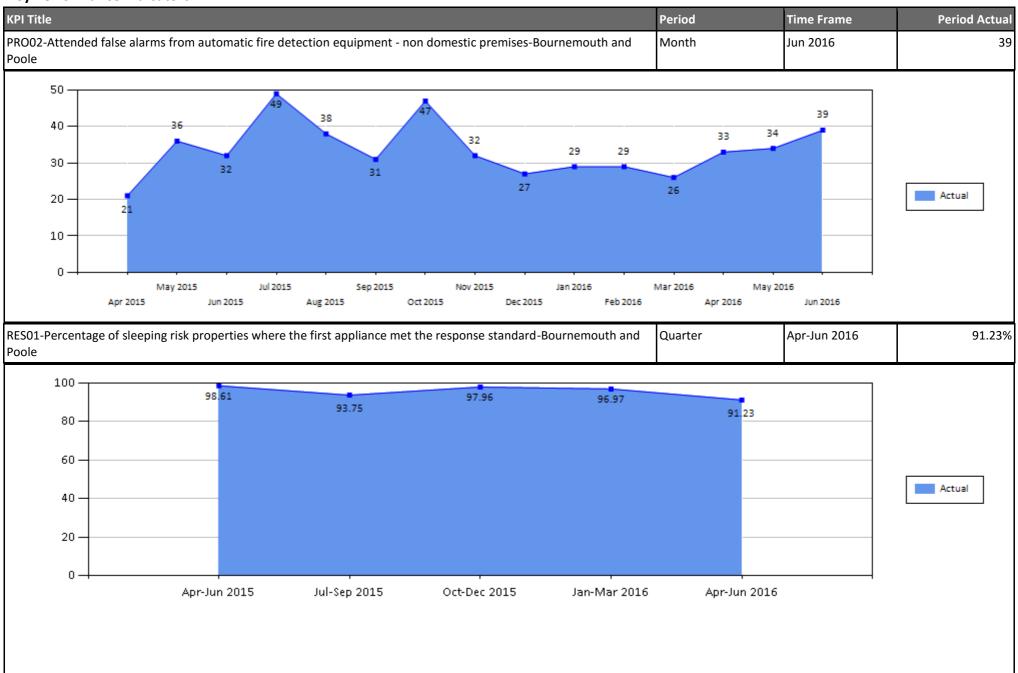


# KLOE: How effective and efficient are our response arrangements for dealing with the range of incidents and medical emergencies we attend?

*Headline:* Due to the crewing arrangements within the Area, we have a very high level of achievement of performance for the response standards set. Where the standard was not made for an incident within the response time boundaries, each case has been investigated to establish the facts with a view to improving performance wherever possible

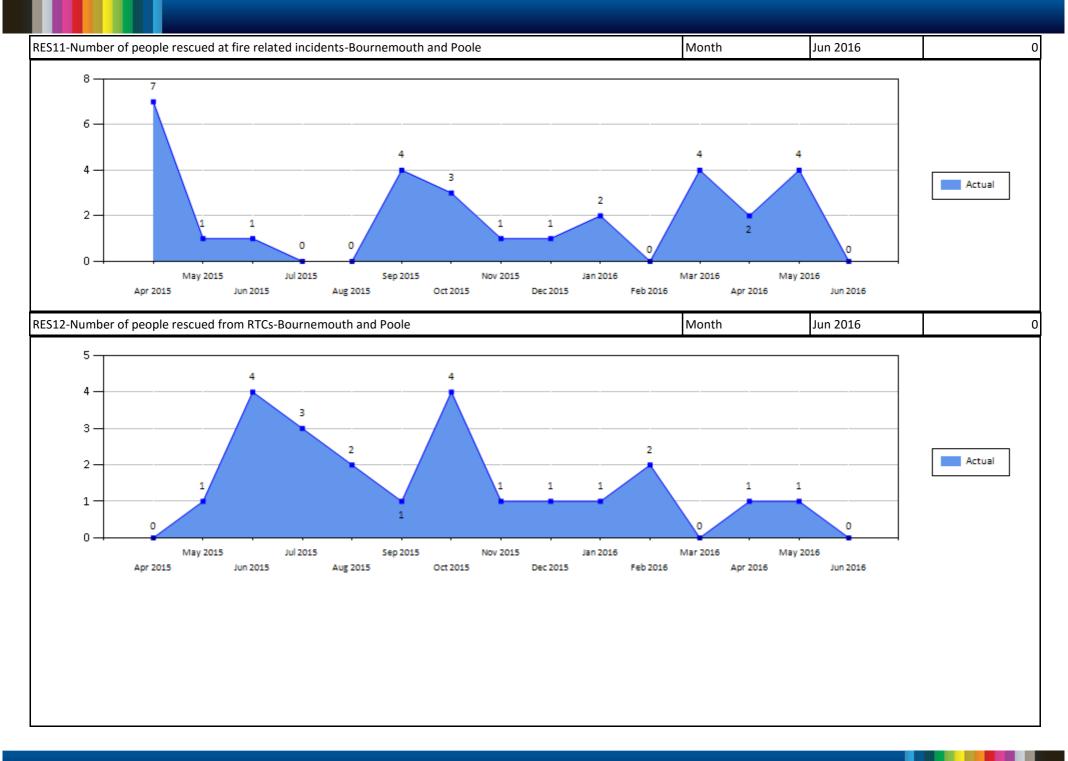
Action Code	Action Name
1.3.2.27	How effective and efficient are our response arrangements in Bournemouth and Poole for dealing with the range of incidents and medical emergencies we attend
traffic collisions f	nt: lesponse Standards introduced by the Fire and Rescue Authority are life-focused indicators setting challenging targets for a wider variety of incidents, including road or the first time. The response times commence when the caller is connected to Fire Control and are part of a focused approach to Integrated Risk Management where prevention and protection measures are considered for those at risk communities some distance from an operational response.
	cators measure the percentage of properties with a 'sleeping risk' (dwellings, hotels, prisons, caravan parks, etc.) where the first appliance attended a fire within 10 ne of call and the second appliance in 13 minutes on 80% of occasions.
Due to the crewin	ng arrangements within the Area, we have a very high level of achievement of performance for the response standards set.
Where the standa wherever possibl	ard was not made for an incident within the response time boundaries, each case has been investigated to establish the facts with a view to improving performance e.

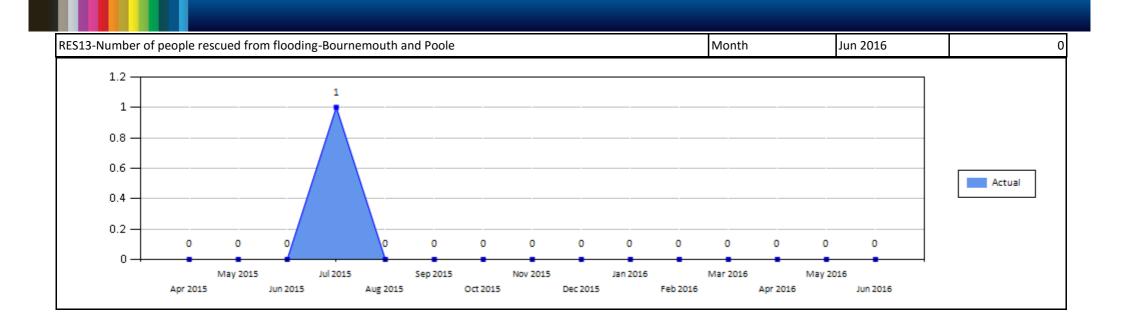








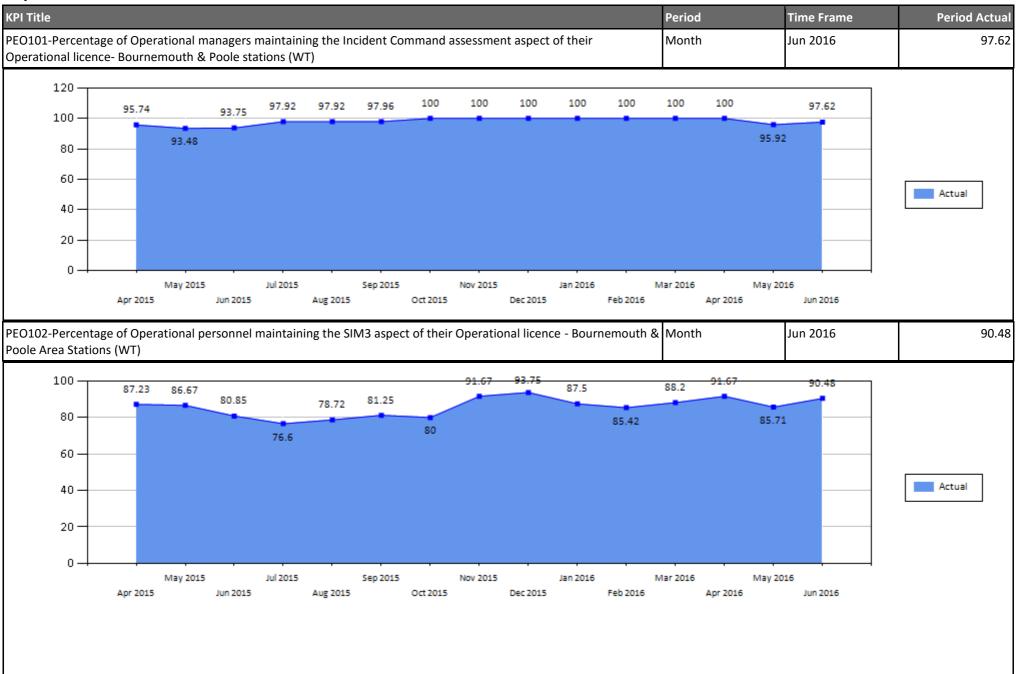




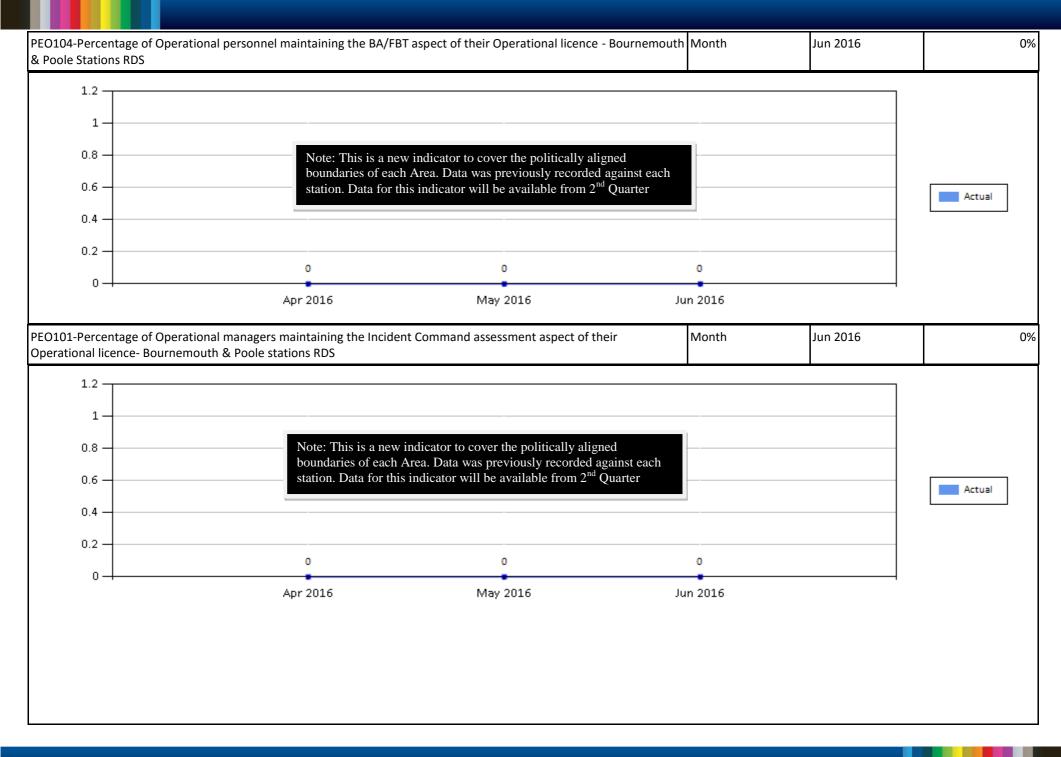
# KLOE: How are our operational staff safe and how do they maintain the required levels of competence needed for the range of incidents they attend?

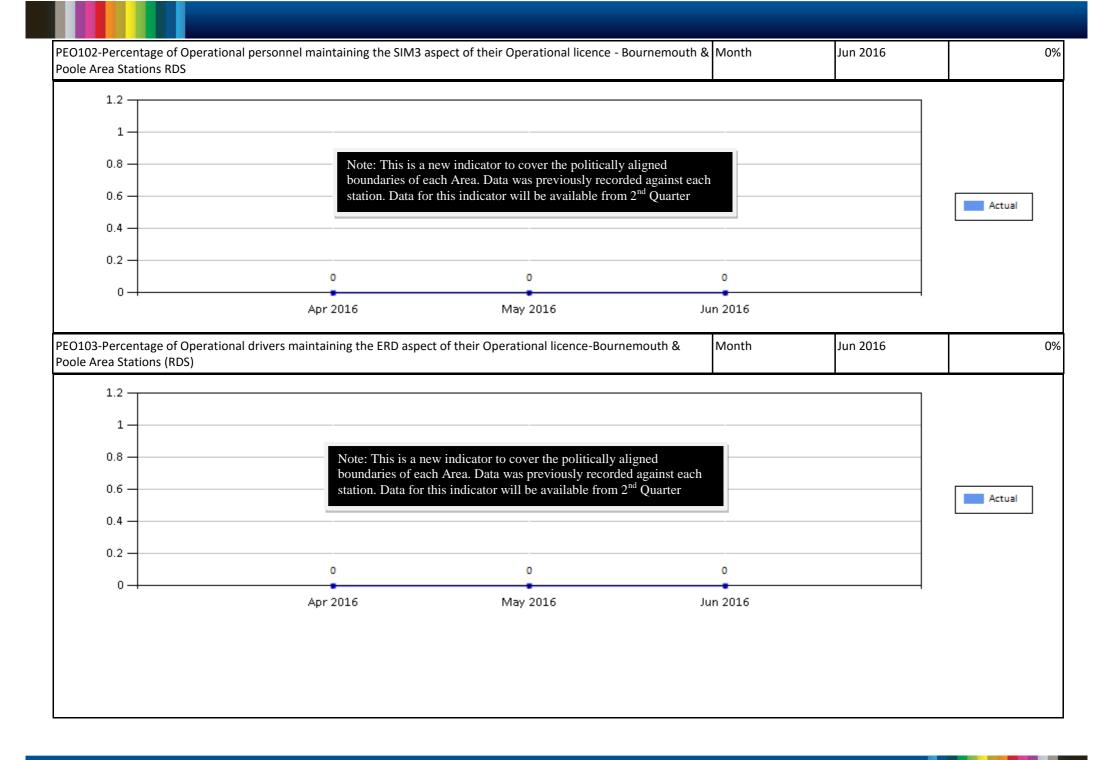
*Headline:* We have high levels of competency amongst the operational staff within the area. The competencies are looked at on a regular basis by the District Management Team

Action Code	Action Name
1.3.3.31	How are our operational staff safe and how do they maintain the required levels of competence needed for the range of incidents they attend in Bournemouth and Poole?
Progress comme Levels of operation	ent: onal competence remain high
We have high levels of competency amongst the operational staff within the area. The competencies are looked at on a regular basis by the District Management Team.	
The "Operational License" requirements remain central to the attainment of key competence standards and act as a benchmark. Operational managers and Fire-fighters across the ar maintain a high level of attainment to maintain their operational license.	









### KLOE: How do we learn from operational and community risks, to improve the response services we provide?

*Headline:* We learn from all the incidents we attend and on many occasions carry out debriefs immediately following the incident or will undertake more formal command debriefs which are carried out following larger incidents in which other agencies may also be invited to

Action Code	Action Name
1.3.4.9	How do we learn from Operational and community risks in Bournemouth and Poole to improve the response services we provide?
Progress comment: We learn from all the incidents we attend and on many occasions carry out debriefs immediately following the incident or will undertake more formal command debriefs which are carried out following larger incidents in which other agencies may also be invited to.	
Where a fire have involved a fatality, we will undertake operational debriefs ensure our fire-fighting actions have been to the highest levels and we will follow-up these incidents wit multi-agency fatal fire conference once the coroner has completed their inquest.	
We have had held	d command debriefs for two fires this quarter, one where a possible fire related fatality has occurred, but the Coroner has yet to hold an inquest.
We are also planı	ning command debriefs for significant fires at Trent's Scrapyard (Poole) and the Belvedere Hotel (Bournemouth).