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# Appendix B – Dorset Local Performance and Scrutiny Committee

Dorset and Wiltshire Fire and Rescue Service

Dorset

01/04/2016 - 30/06/2016



**DORSET & WILTSHIRE**  
**FIRE AND RESCUE**

# Dorset

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

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

**Headline:** We are delivering a range of safety education programmes directly through our School visits , visits to Weymouth Safety Centre, and during our Youth Intervention Programme -SPARC

#### Actions

Action Code	Action Name
1.1.1.7	How are we delivering education programmes In Dorset which support families, children and young adults to achieve their potential and strengthen our communities?
<p><b>Progress comment:</b> We are delivering a range of safety education programmes directly through our School visits, visits to Weymouth Safety Centre and during our Youth Intervention Programme - SPARC.</p> <p>In addition, we continue to run our Fire Cadet programme, which has been in place every year since 2011. Between February 2016 and July 2016, 13 cadets spent one evening per week at Weymouth Fire Station for 20 weeks as part of this year's course and 4 of these cadets went to Germany as part of the European Cadet Exchange.</p> <p>Because of anticipated capacity issues for the 1st Quarter, no 5 day SPARC courses were run, although a course was completed in July at Weymouth.</p> <p>In addition to the SPARC and Fire Cadets programmes we run SPARC Plus programmes (through the Job Centre Plus) for Jobseekers. Four of these ran in 2015 and there are two scheduled for 2016 in Weymouth and Dorchester.</p> <p>We continued with a programme of school visits at pre-school level (for example at Barn Owls at Hazlebury Bryan) and also working with older children and young adults (for example at Purbeck School Science Day).</p> <p>In addition, we undertook fire safety education with community groups, including working with older people and those with special needs. One Safe Drive Stay Alive course took place in 1st Quarter at Woodroffe School Lyme Regis, but the opportunity to run this type of course in this quarter is limited due to examination pressure on Year 12 students.</p>	

## 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 well being

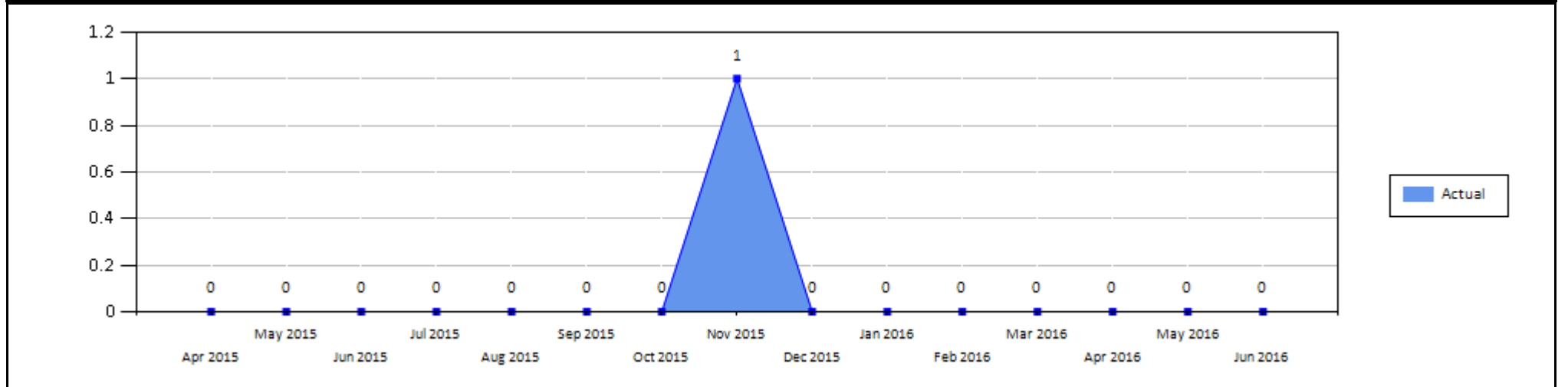
**Headline:** The annual Sloppy Slipper event will be held in the autumn where those eligible can be fitted with a pair of slippers with the aim to reduce slips, trips and falls in their home in return for completing a SAIL form

### Actions

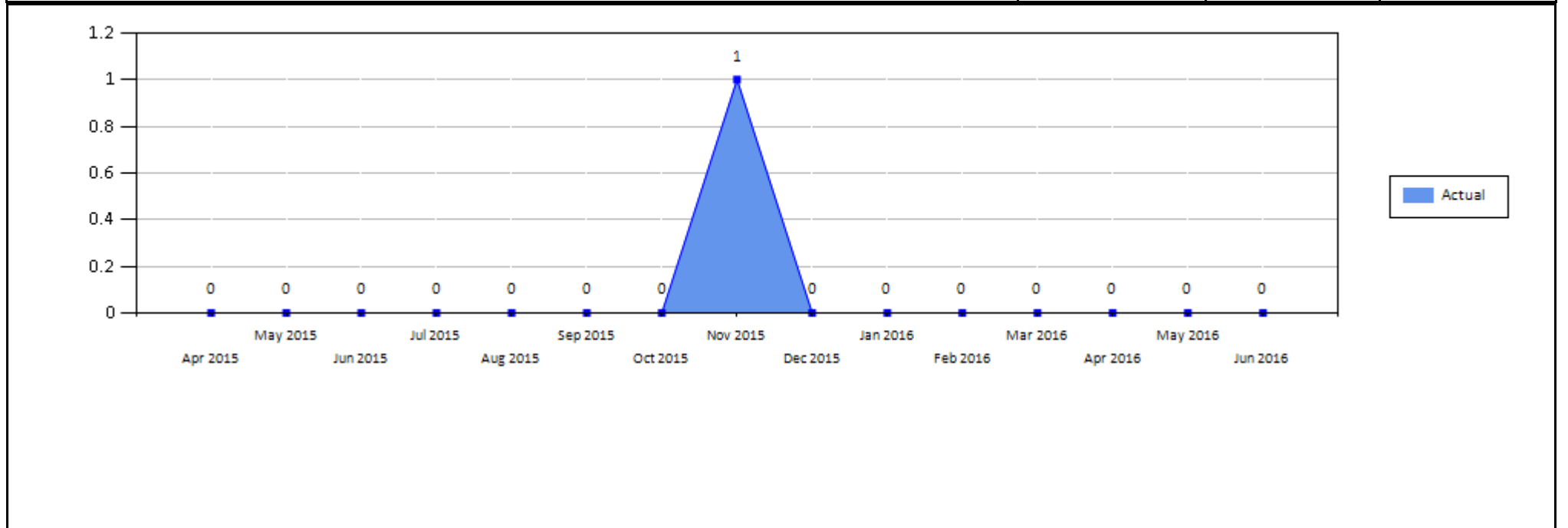
Action Code	Action Name
1.1.2.6	How are vulnerable people in Dorset receiving the level of support, advice and information that they require to drive down their risk of fire and improve their overall health and well-being?
<p><b>Progress comment:</b> Vulnerable People are being supported by receiving Safe and Well visits delivered by both Safe and Well Advisers and Operational Crews, where advice and information to drive down the risk of fire and improve health and well-being is given. The Safe and Well visit delivered by advisors in this area has been expanded to include additional health and well-being questions, which have been devised and are being evaluated by Public Health. In addition the SAIL form is widely used to signpost people to the most appropriate source of help they may need in terms of their Health and well-being.</p> <p>The annual Sloppy Slipper event will be held in the autumn, 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.</p> <p>We are working with our partners in the Districts to focus on delivering information and support to the most vulnerable in our communities. This is a coordinated approach through partnership working in the local community with Safe and Well Advisers, local fire and rescue service staff and community groups.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Dorset Area	Month	Jun 2016	0



KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Dorset Area	Month	Jun 2016	0

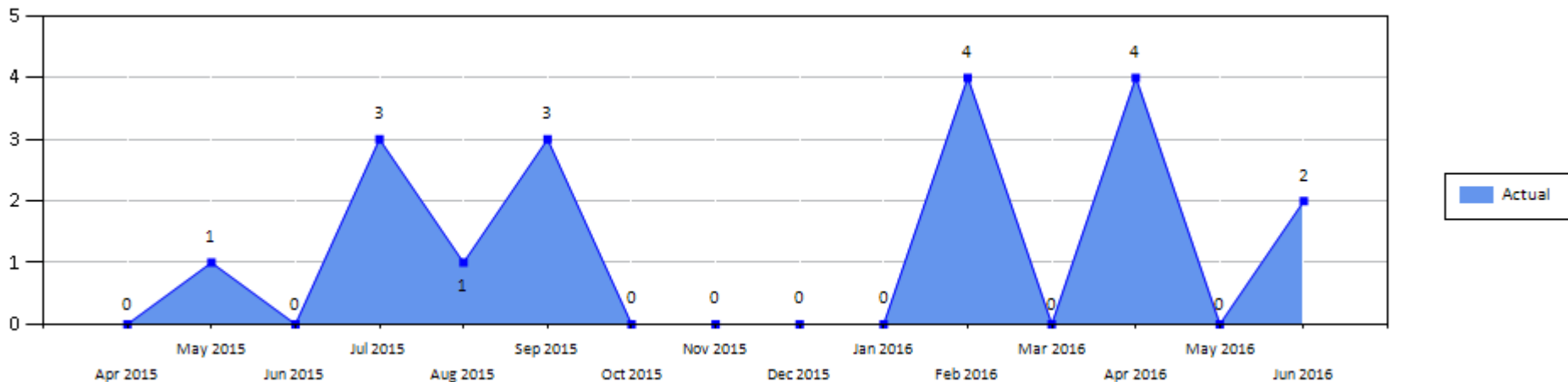


PRE02A-Total number of fire related injuries in accidental dwelling fires - Dorset Area

Month

Jun 2016

2

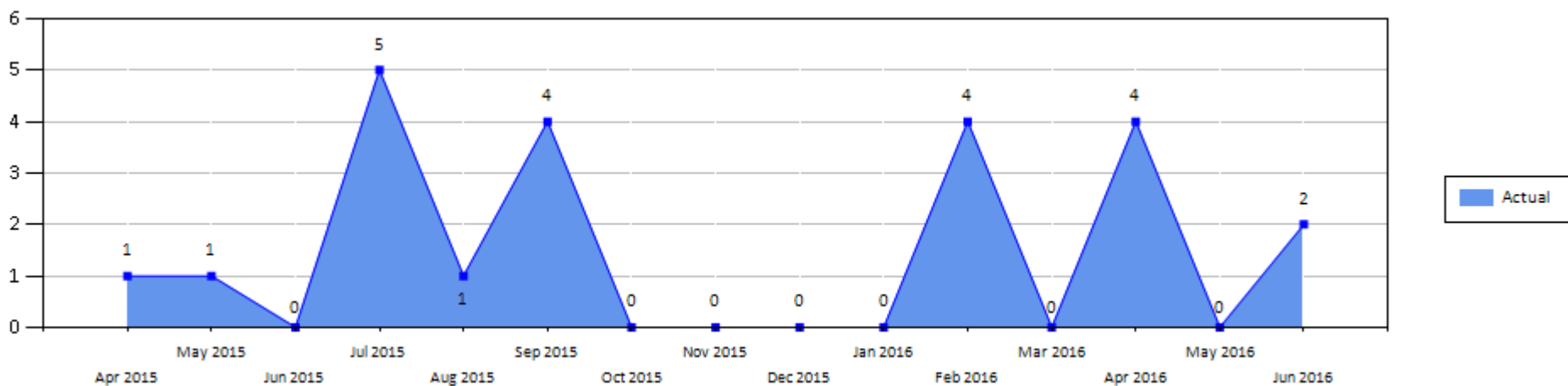


PRE02-Total number of fire related injuries - Dorset Area

Month

Jun 2016

2

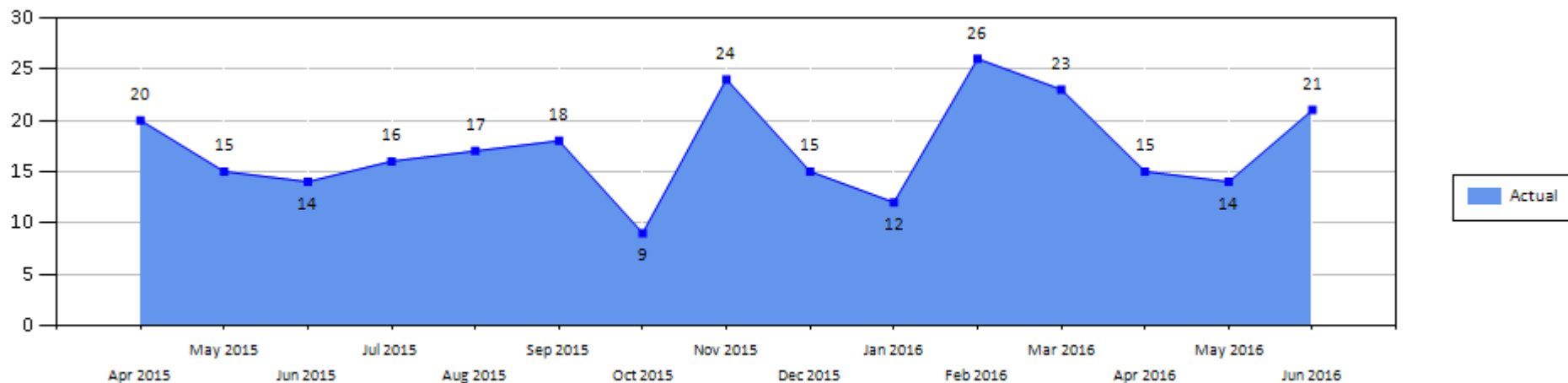


PRE03\_Number of accidental dwelling fires - Dorset Area

Month

Jun 2016

21

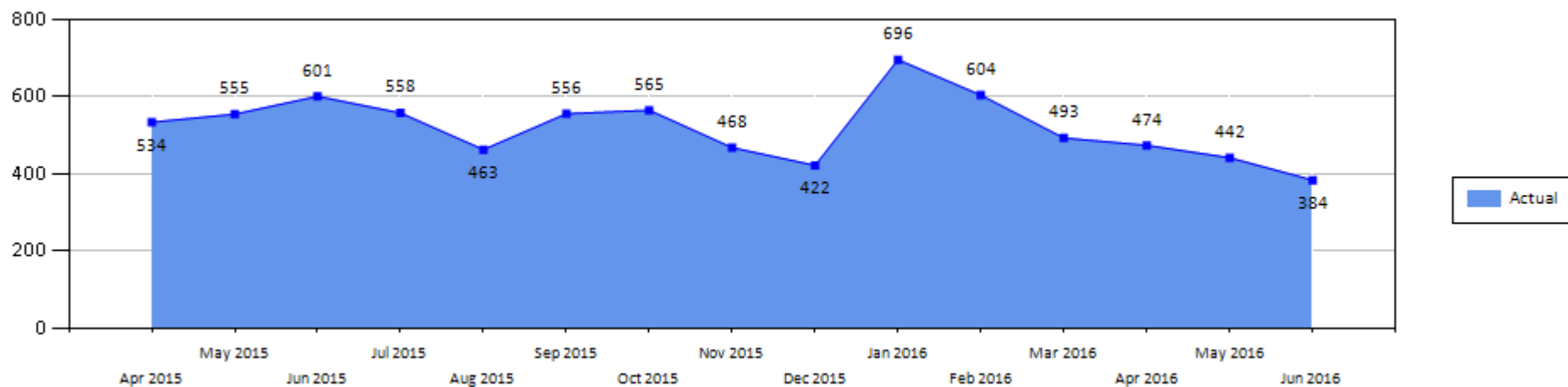


Number of home safety/safe and well visits in Dorset County Council

Month

Jun 2016

384



## 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 are working with partners such as Historic England to assess and identify operational community risk sites

### Actions

Action Code	Action Name
1.1.3.6	How are we working with our partners in Dorset to use a wider range of information and technology to improve the well-being and independence of vulnerable people?

#### Progress comment:

We have been working as part of the Telecare and assistive technology strategy group since the start of the year to; encourage partnership working and to streamline processes to optimise access to Telecare and Assistive Technology, challenge the delivery of services, seek sources of funding for these services, encourage take up of telecare and assistive technology, and to innovate and work to prevent the need to more intrusive forms of care and support.

This work has been undertaken in the Dorset County Council area and has involved the Chair of Dorset Health and Wellbeing Board, Dorset County Council Partnerships and Performance Team, DCC Operational Teams (including a Community Services Development Manager), Adult Access Team, Partnership for Older People Project (POPP) and Occupational Therapists, representative(s) of the Dorset Accessible Homes Service Provider (Millbrook Healthcare), Dorset Clinical Commissioning Group, DHUFT and NHS Occupational Therapists, Public Health Dorset, Representative(s) of Housing Authorities and others by invitation.

The outcome of this work to date has been the development of an outline strategy document which continues to be worked on collectively by the group. The practical outcome is also that a trial will start in the early part of the Autumn to enable Safe and Well Advisors who work in the DCC area, to refer medium and high risk individuals directly into Millbrook Healthcare's referral portal. These referrals will focus on identifying the outcome needs of the vulnerable people who have been visited and Millbrook will put in place the technological solution or solutions that are required. In the case of the risk of fire this would be a linked smoke detector as a minimum. The cost of the technology will be funded from the Disabilities Facilities Grant (DFG) This arrangement will be for a trial period to see what, if any, issues arise and whether the approach will be sustainable.

There is no arrangement in place at this stage to trail a similar approach in other areas as there are differing arrangements for the provision of telecare. However, if the model is successful then opportunities to progress in other constituent authority areas will be pursued.

The Protection team has procured a number of misting units and these are being used to improve the well-being of vulnerable people. The Strategic Planning and Knowledge Management team are re-launching the Pinpoint software in conjunction with the Prevention team and the Dorset Area Team, which contains many layers of partnership data. They are also looking at replacing the hardware devices which link with our Community Fire Risk Management Information System (CFRMIS).

We are working with partners, such as Historic England, to assess and identify operational community risk sites. We will create site specific operational risk plans which will include salvage plans for Grade 1 and Grade2 sites, together with environmental protection plans.

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

**Headline:** Young Drivers will be targeted with the Safe Drive Stay Alive roadshow in the following schools, Ferndown, Corfe Hills, Gillingham, Sherborne, Other schools will be targeted and added to the list

### Actions

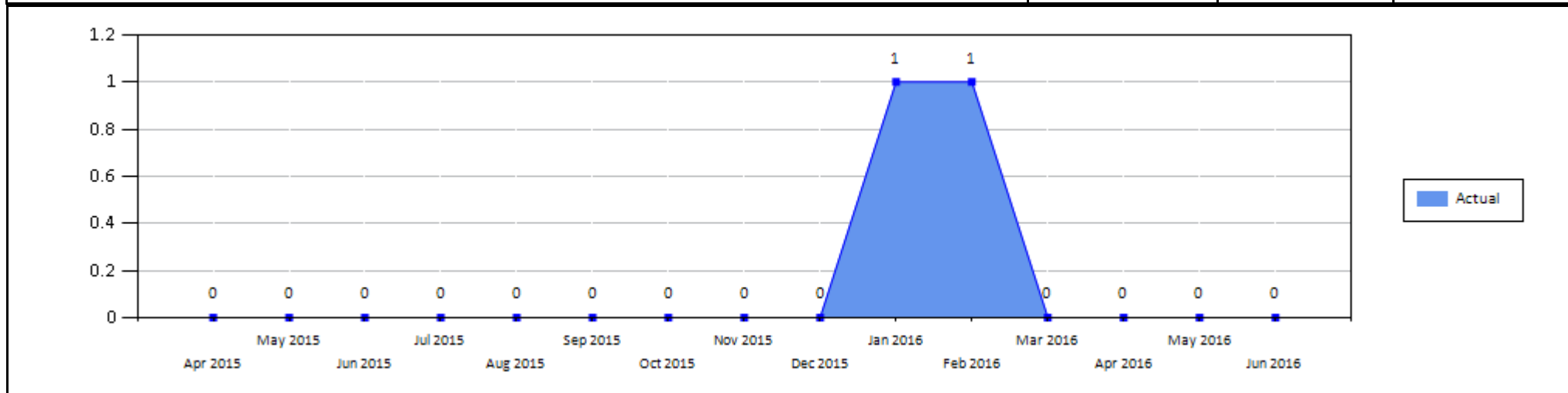
Action Code	Action Name
1.1.4.6	How are we delivering effective road safety education in Dorset to reduce the risk of road traffic deaths and injuries?
<p><b>Progress comment:</b> The baseline assessment outlines the strategy we are following across the whole of the areas covered by the Service and we have judged that we have reached the Established level.</p> <p>Within Dorset we are looking to strengthen road safety education over the next quarter as follows:</p> <ol style="list-style-type: none"><li>1. Young Drivers will be targeted with the Safe Drive Stay Alive roadshow in the following schools, Ferndown, Corfe Hills, Gillingham, Sherborne. Other schools will be targeted and added to the list.</li><li>2. A special event will take place in Weymouth on the 21st November engaging with local schools.</li><li>3. We are planning to further strengthen Safe Drive Stay Alive in this area.</li><li>4. The Area Commander for Dorset sits on the Strategic Board for Dorset Road Safety Partnership.</li><li>5. All children and young people participating in prevention at the Weymouth SafeWise Centre receive road safety input.</li></ol>	



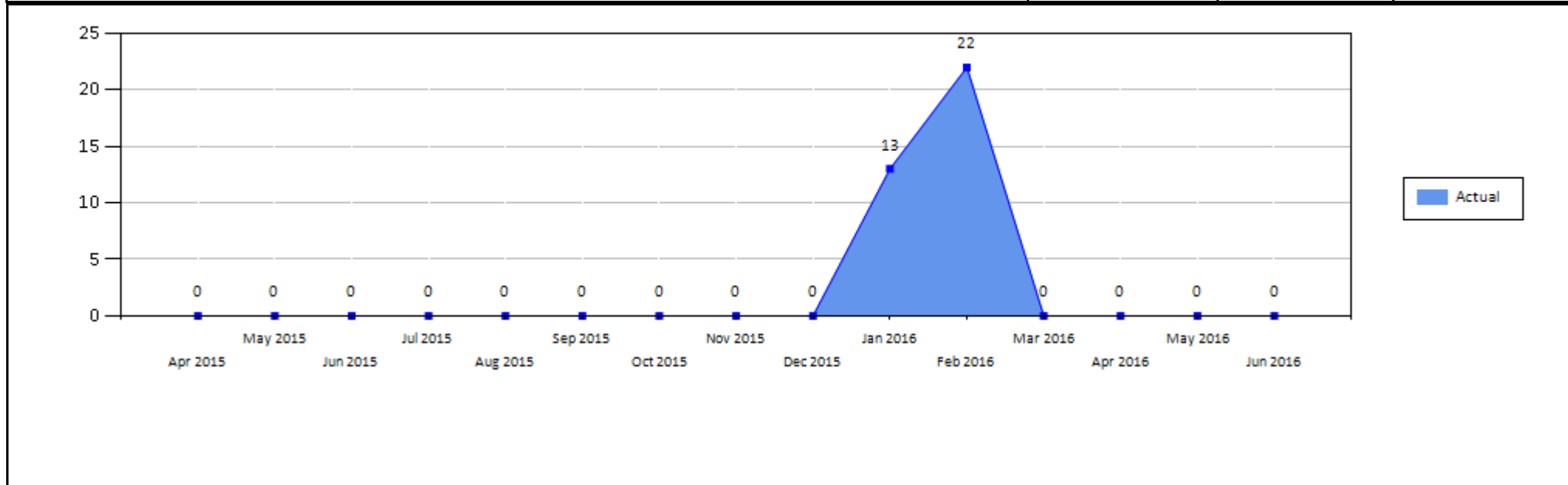
## Key Performance Indicators

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

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions-Dorset Area	Month	Jun 2016	0



KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions-Dorset Area	Month	Jun 2016	0



## 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?

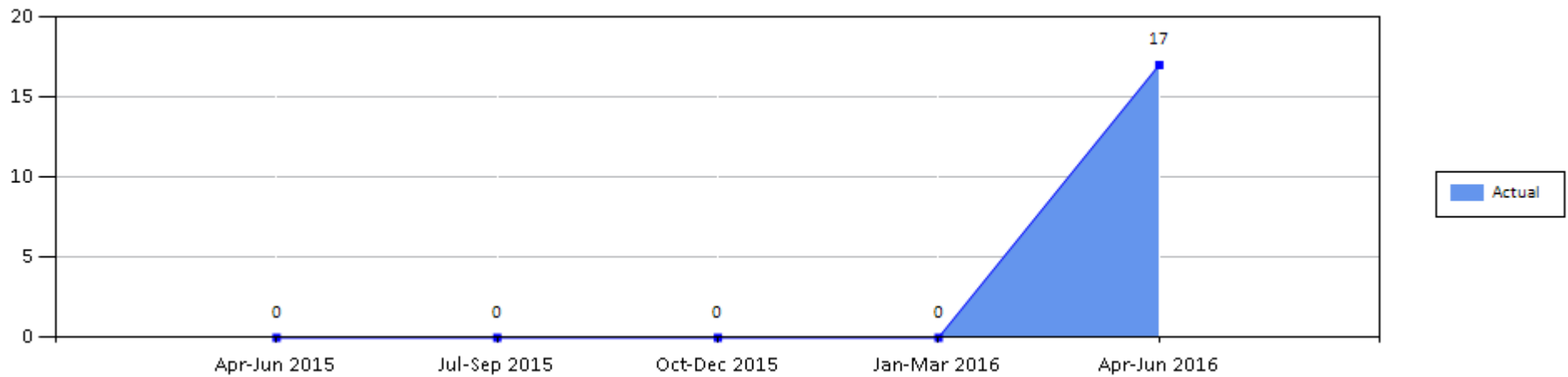
**Headline:** We are working with local authority social workers on domestic violence cases organising fire proof letter boxes

#### Actions

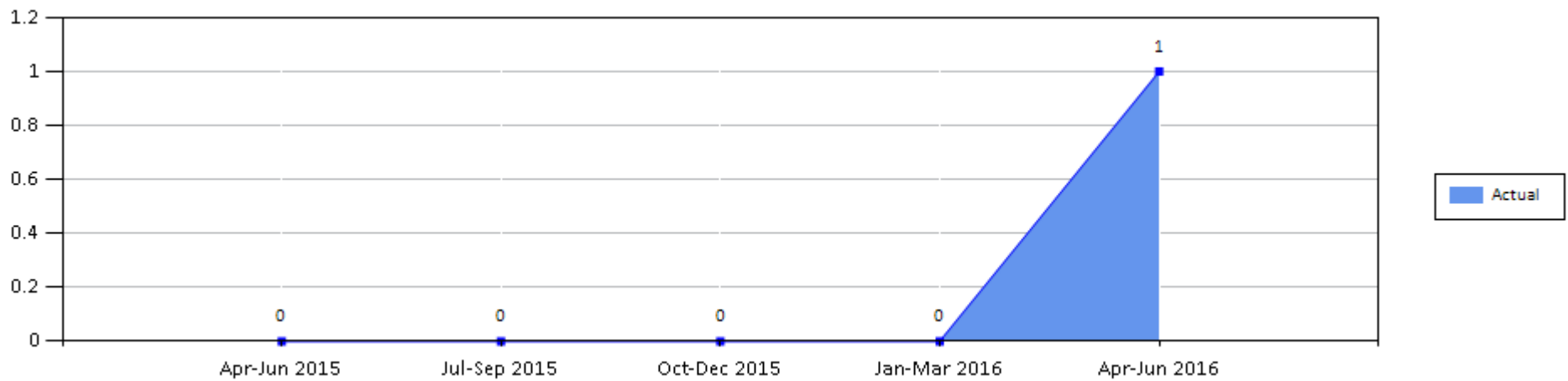
Action Code	Action Name
1.2.1.6	How are we effectively working with our partners in Dorset to safeguard the vulnerable people we come into contact with?
<p><b>Progress comment:</b></p> <p>To effectively safeguard staff and the communities, we have a Safeguarding coordinator, two deputies and a team of 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.</p> <p>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.</p> <p>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).</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals - Dorset County Council Area	Quarter	Apr-Jun 2016	17



Number of child safeguarding referrals - Dorset County Council Area	Quarter	Apr-Jun 2016	1
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## 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?

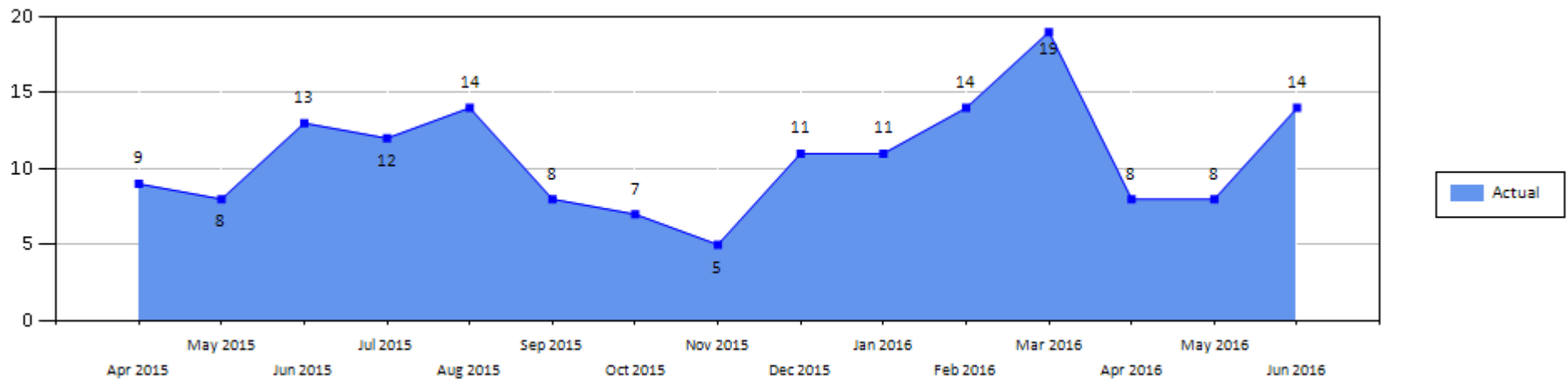
**Headline:** We have educated hundreds of Dorset's Care Home Managers on Fire Safety compliance

### Actions

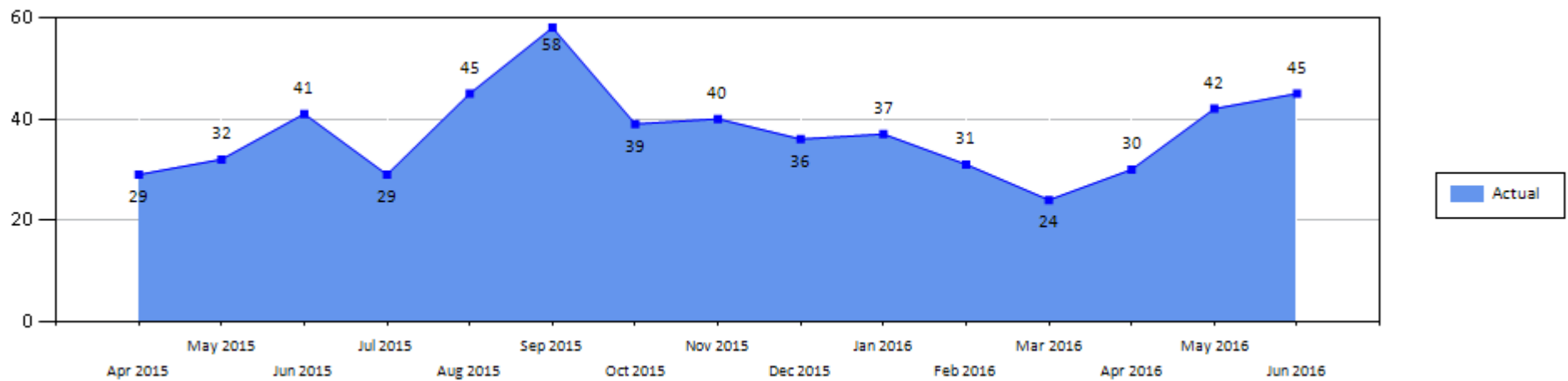
Action Code	Action Name
1.2.2.11	How are we providing better support for local business in Dorset so they can meet their legal fire safety obligations and add to the economic growth of our communities?
<p><b>Progress comment:</b> The fire safety strategy is defined, planned and implemented, within the Community Safety Plan. The inspection program is focused on targeting priority areas and is risk based, covering areas such as sleeping accommodation above commercial premises. We liaise and consult with business and the third sector to ensure there is a proportionate and relevant approach to our activities.</p> <p>We have: Progressed engagement and effective joint working with partner agencies such as Care Quality Commission and Clinical Commissioning Group in relation to the fire safety management at regulated premises Educated hundreds of Dorset's Care Home Managers on Fire Safety compliance. Educated Domiciliary Care Providers on their fire safety responsibilities, supported by Prevention.</p> <p>We are: Delivering a targeted program of proactive visits to local and small high street businesses to raise awareness of their fire safety responsibilities. Delivering a targeted program of Care Home audits on premises identified as higher risk. Providing (ongoing) support to Local Authorities moving forward with the Independent Living scheme. Delivering Fire Safety education to agricultural students at Kingston Maurward College. Developing improved relationships with business by supporting, and being a stakeholder of, the Better Business for All partnership in Dorset</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in Non-domestic properties-Dorset Area	Month	Jun 2016	14



KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Dorset Area	Month	Jun 2016	45

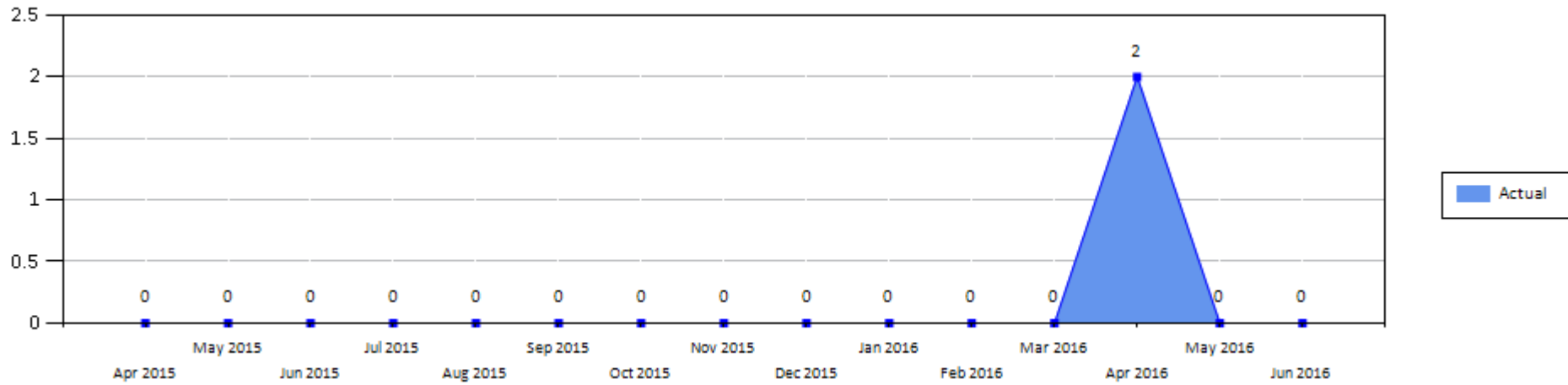


Number of enforcement notices served in Dorset (CC)

Month

Jun 2016

0

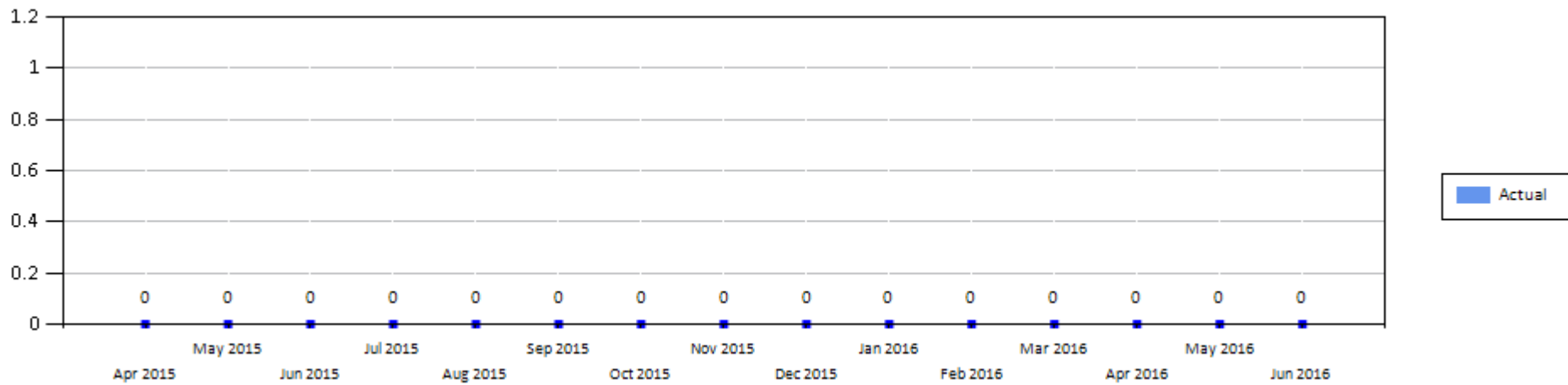


Number of prohibition notices served in Dorset (CC)

Month

Jun 2016

0

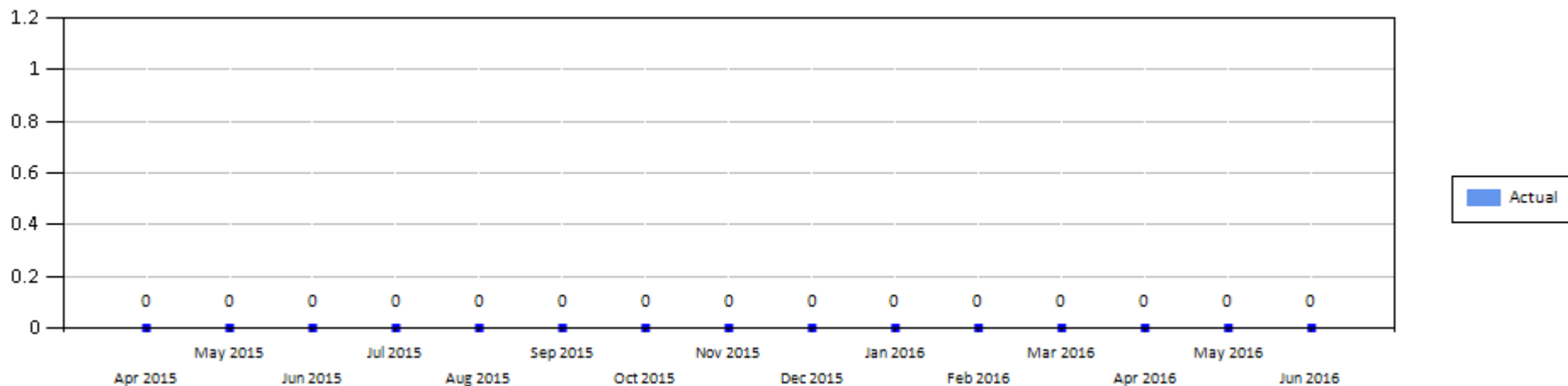


Number of prosecutions in Dorset (CC)

Month

Jun 2016

0

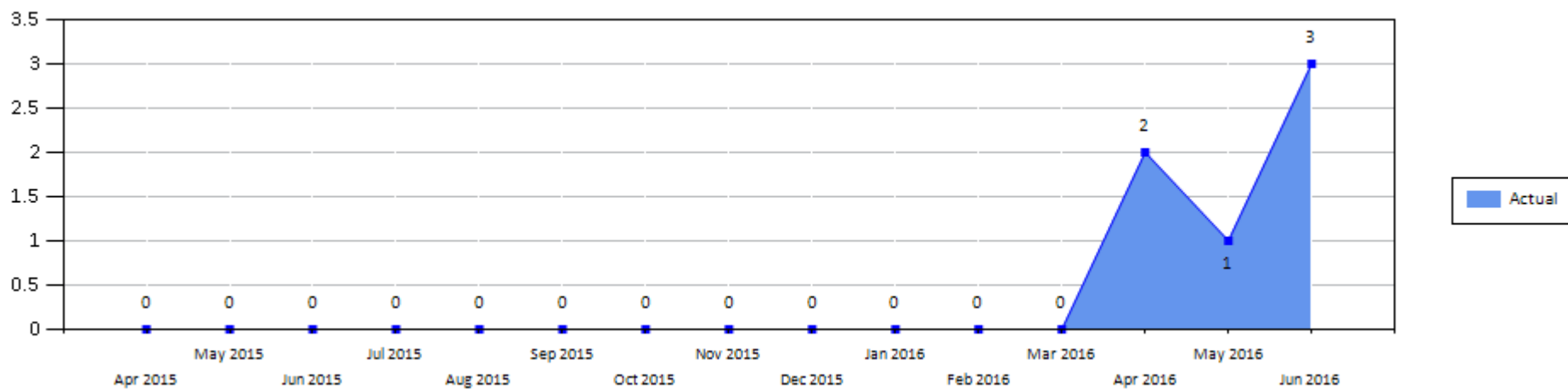


Number of significant fires in non-domestic premises in Dorset (County Council)

Month

Jun 2016

3



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

**Headline:** We work with local authorities and environmental partners on heathland fire safety including wildfire weather predictions

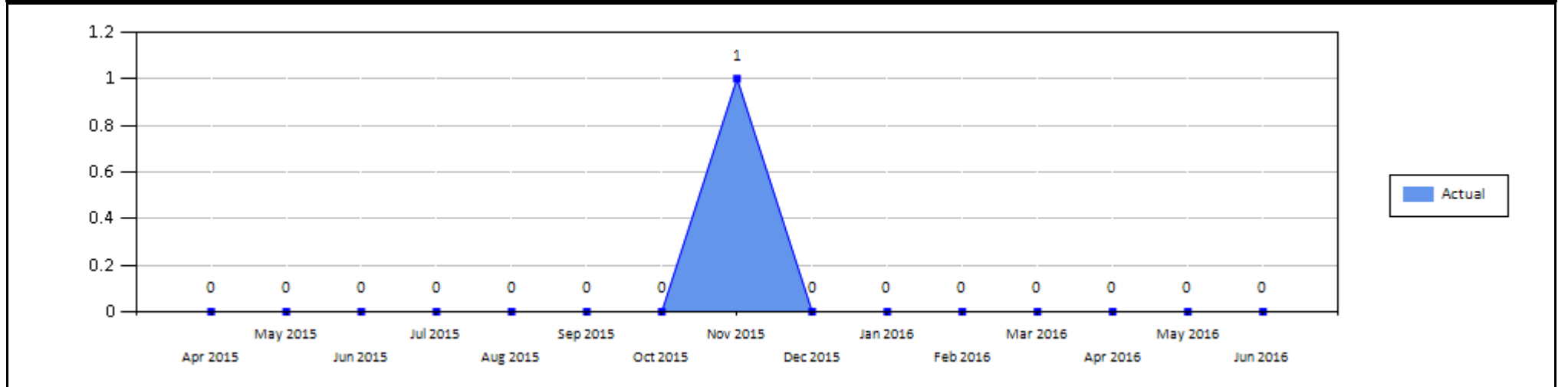
### Actions

Action Code	Action Name
1.2.3.11	How are we identifying and driving down risk risks to the community, unique heritage and environment in Dorset?
<p><b>Progress comment:</b></p> <p>We have a system and process for identifying and assessing operational and community risk, which is called Site Specific Risk Information. In Dorset, we liaise and coordinate with partners and risk owners/occupiers to produce information and guidance on the risk. This can include; tactical fire plans, salvage plans and environmental protection plans.</p> <p>We work with protection to assess the fire safety measures in place and work with risk owners on improvements to reduce risk.</p> <p>We work with local authorities and environmental partners on heathland fire safety including wildfire weather predictions.</p> <p>We work with the civil contingencies unit in Dorset with regards to planning, preparing and responding to risks within the community risk register.</p>	

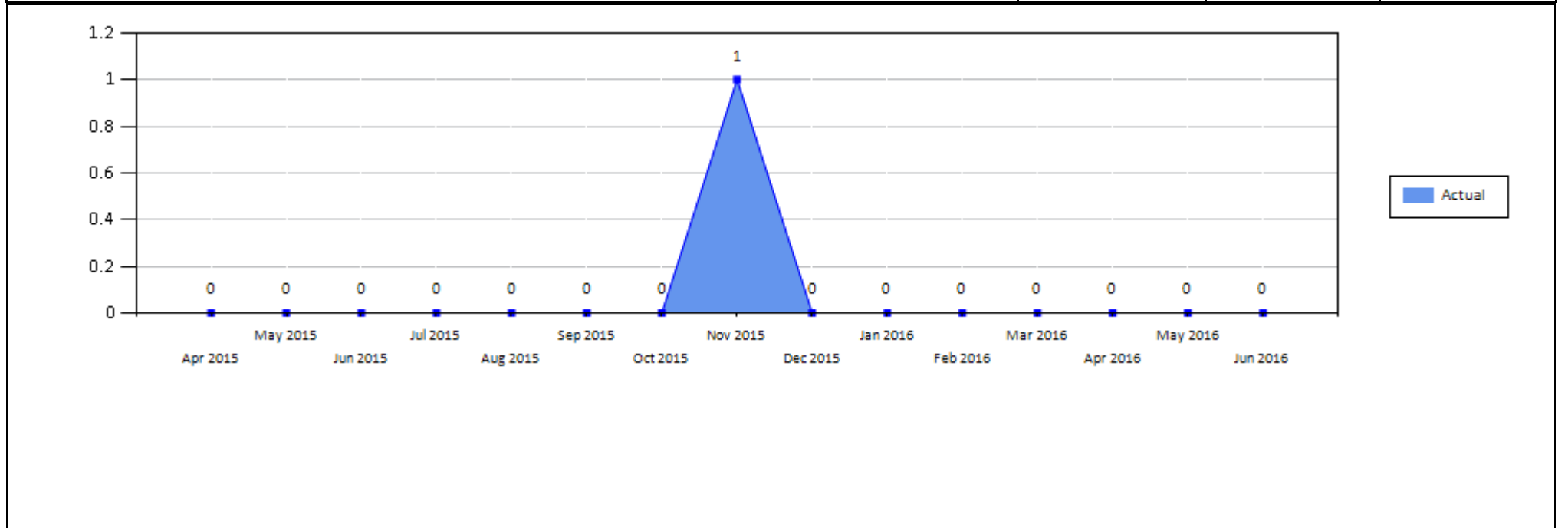


## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Dorset Area	Month	Jun 2016	0



KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Dorset Area	Month	Jun 2016	0

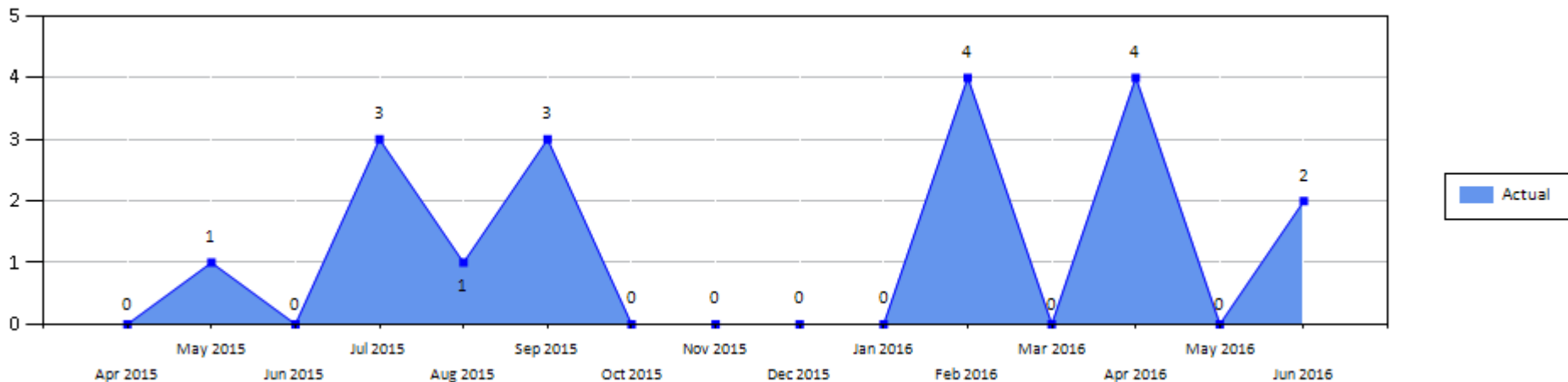


PRE02A-Total number of fire related injuries in accidental dwelling fires - Dorset Area

Month

Jun 2016

2

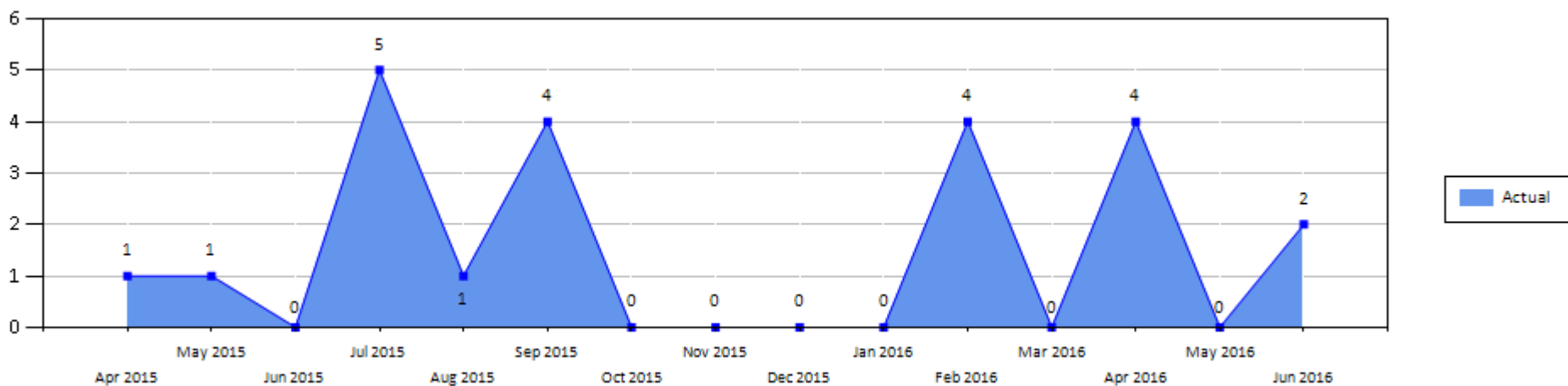


PRE02-Total number of fire related injuries - Dorset Area

Month

Jun 2016

2

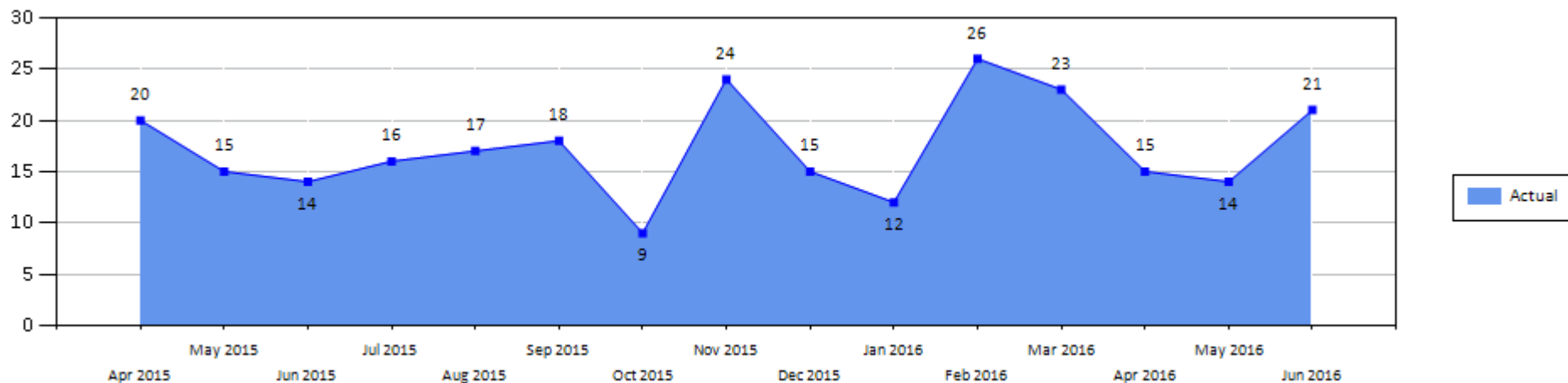


PRE03\_Number of accidental dwelling fires - Dorset Area

Month

Jun 2016

21

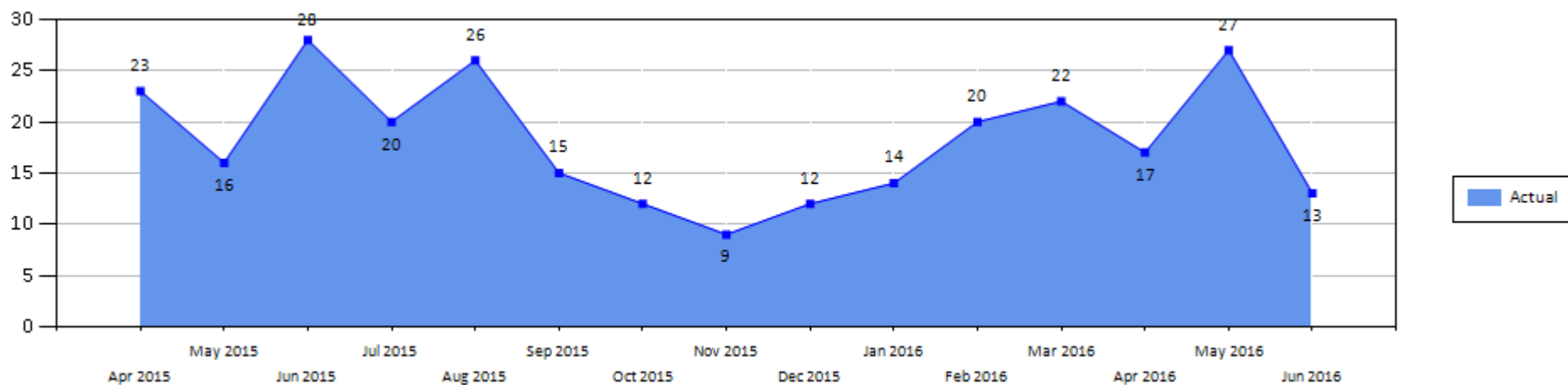


PRE05-Number of deliberate fires (primary + secondary) - Dorset Area

Month

Jun 2016

13

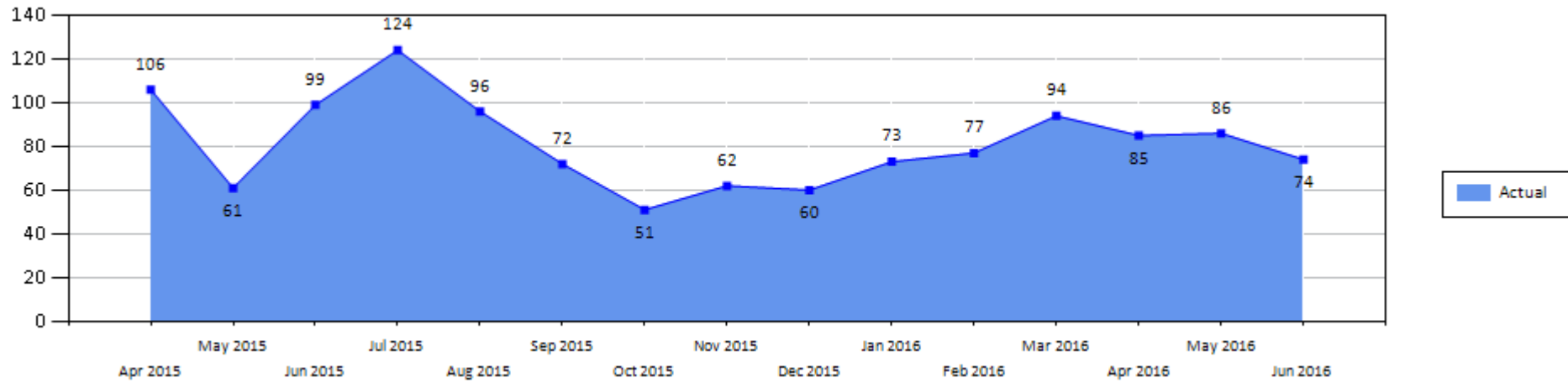


PRE06-Number of fires - Dorset Area

Month

Jun 2016

74

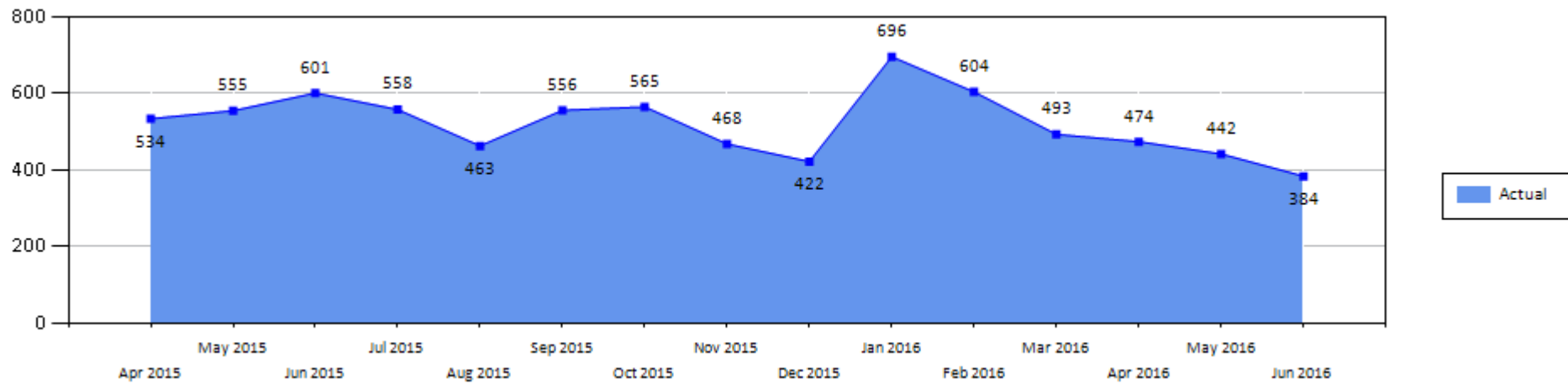


Number of home safety/safe and well visits in Dorset County Council

Month

Jun 2016

384



## 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 (LRF) and are known as a category 1 responder under the Civil Contingencies Act

### Actions

Action Code	Action Name
1.2.4.5	How are our local resilience partnership arrangements In Dorset providing effective support to improve community resilience?
<p><b>Progress comment:</b> The baseline assessment outlines the strategy we are following across the whole of the areas covered by the Service and we have judged that we have reached the Established level.</p> <p>Dorset &amp; Wiltshire Fire and Rescue Service is a statutory member of the Local Resilience Forum (LRF) and known as a category 1 responder under the Civil Contingencies Act.</p> <p>Using a team known 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 our area, we are able to understand the impact of emergencies occurring and work with statutory partners to assess the gaps in our ability to respond.</p> <p>Joint plans are created to respond to specific types of emergencies as well as generic areas such as command and control.</p> <p>LRF plans are supported through training and exercising to provide assurance that plans are effective and that the capability to respond is in place.</p> <p>Coordination of messages to the public is carried out through our warning and informing group.</p> <p>Information can be shared securely among partners using the Resilience Direct platform, which holds copies of local plans, and can provide access to mapping.</p> <p>Our LRF is overseen by an executive board (chaired by the Chief Fire Officer) and coordinated by a Business Management Group (BMG).</p> <p>We train with our LRF partners to exercise and test our response and planning against risks and scenarios within the community risk register. We have fully adopted the Joint Emergency Services Interoperability Programme (JESIP) for all multi agency emergency response.</p>	

## Priority : Be there when you need us

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

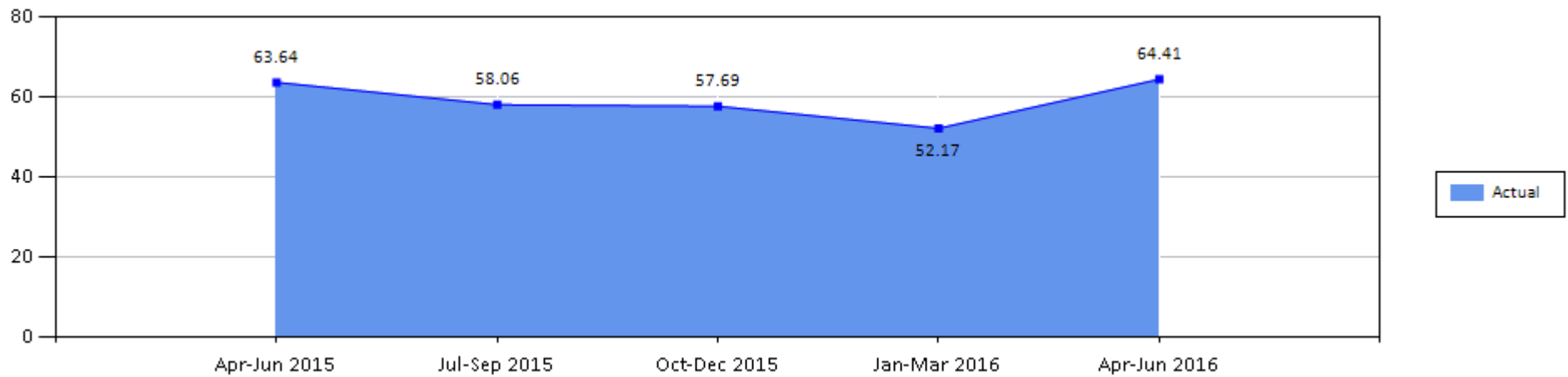
**Headline:** Current Performance is 85% for on-call availability in Dorset area

#### Actions

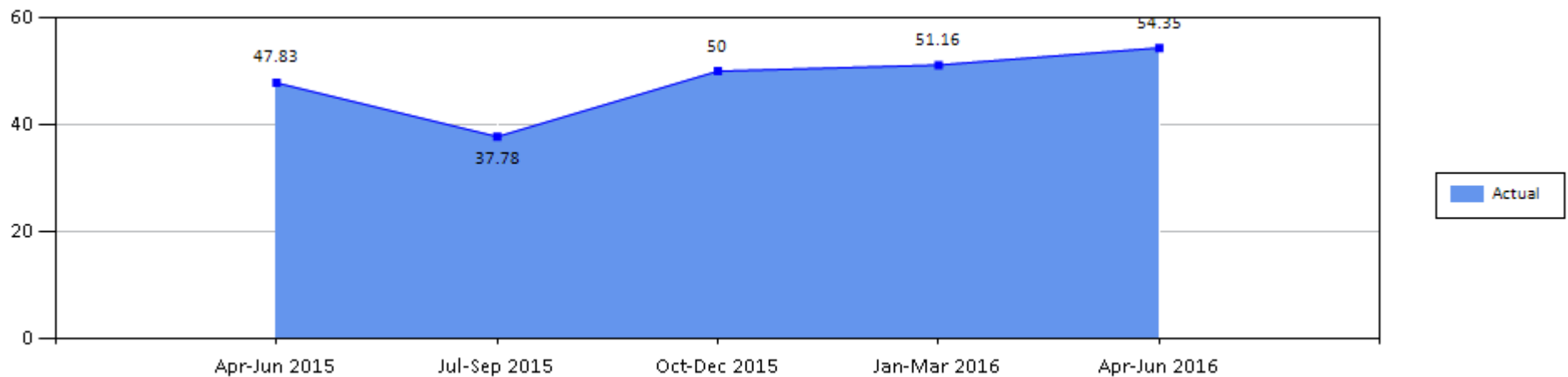
Action Code	Action Name
1.3.1.5	Are appliances available in Dorset when we need them?
<p><b>Progress comment:</b> Current Performance is 85% for on-call availability in Dorset area.</p> <p>The RDS Support Officers and District Commanders coordinate crewing to make sure availability is maximised across the area. The Station Commanders manage their local availability together with coordinating recruitment campaigns to sustain effective crewing levels, resulting in some stations providing 100% availability especially at night</p> <p>Our Wholetime crewing availability is at 100%. Crewing at Weymouth, Christchurch and Ferndown are supported by staff undertaking out-duties on other stations where necessary and using staff on overtime to cover shortfalls.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Dorset Area	Quarter	Apr-Jun 2016	64.41%



RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Dorset Area	Quarter	Apr-Jun 2016	54.35%
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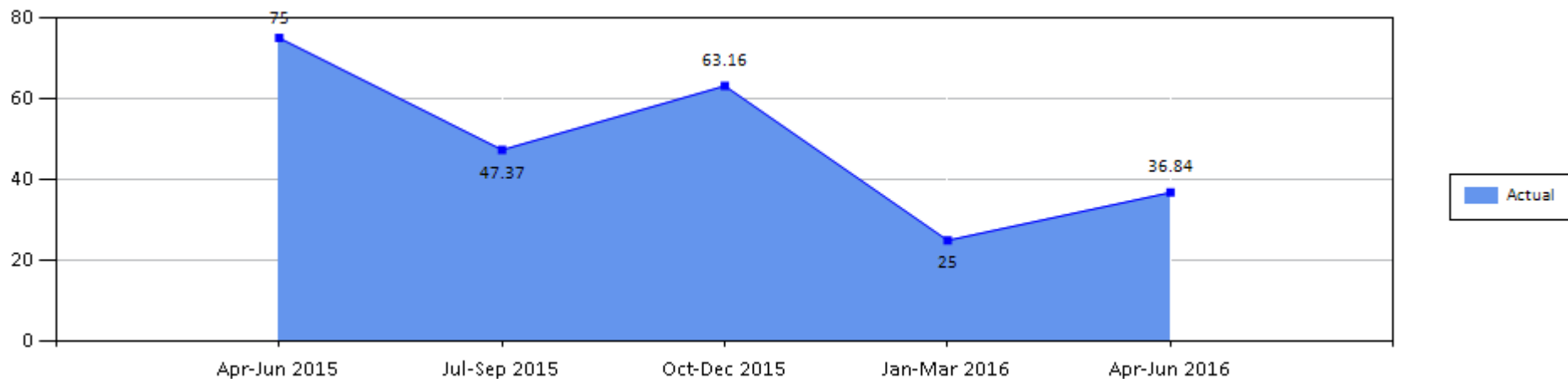


RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Area

Quarter

Apr-Jun 2016

36.84%

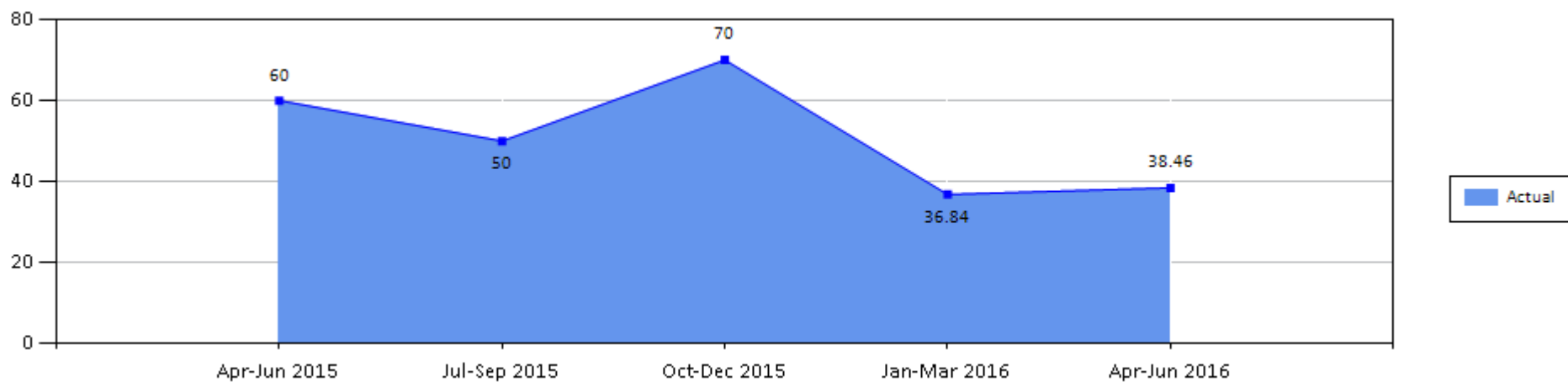


RES04-Percentage of incidents to other properties where the second appliance met the response standard-Dorset Area

Quarter

Apr-Jun 2016

38.46%



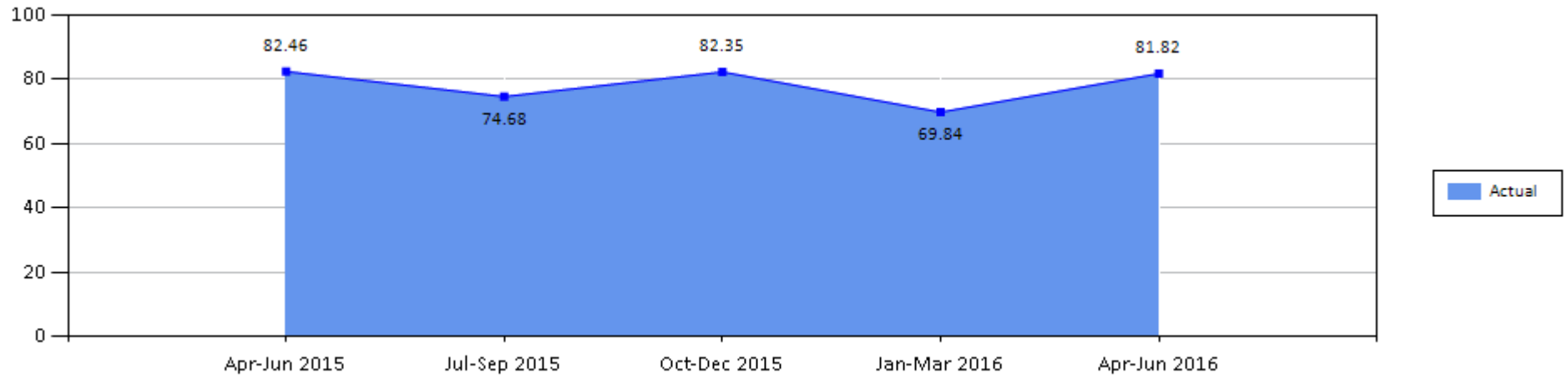


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Area

Quarter

Apr-Jun 2016

81.82%

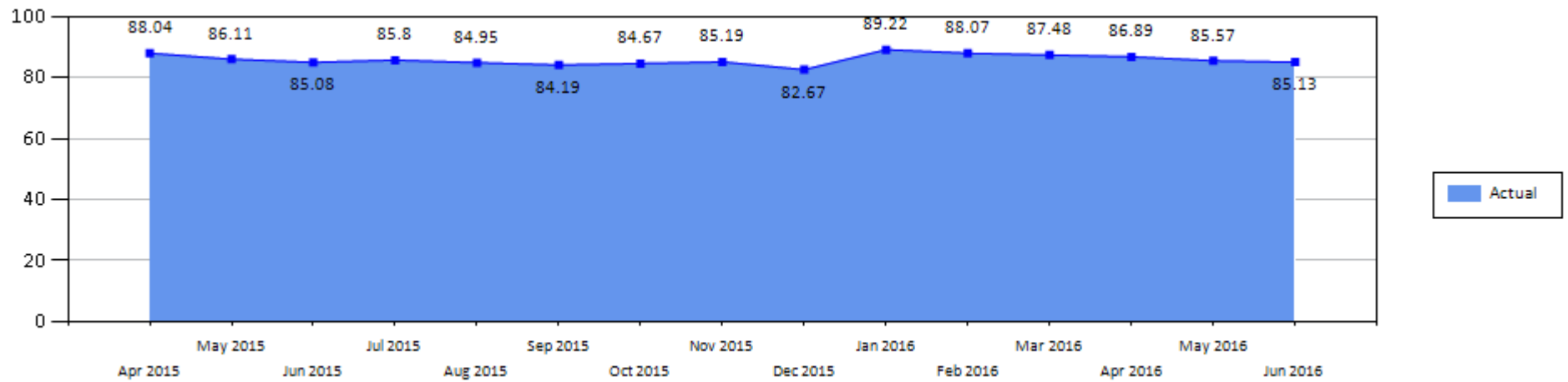


RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)-Dorset Area

Month

Jun 2016

85.13%



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

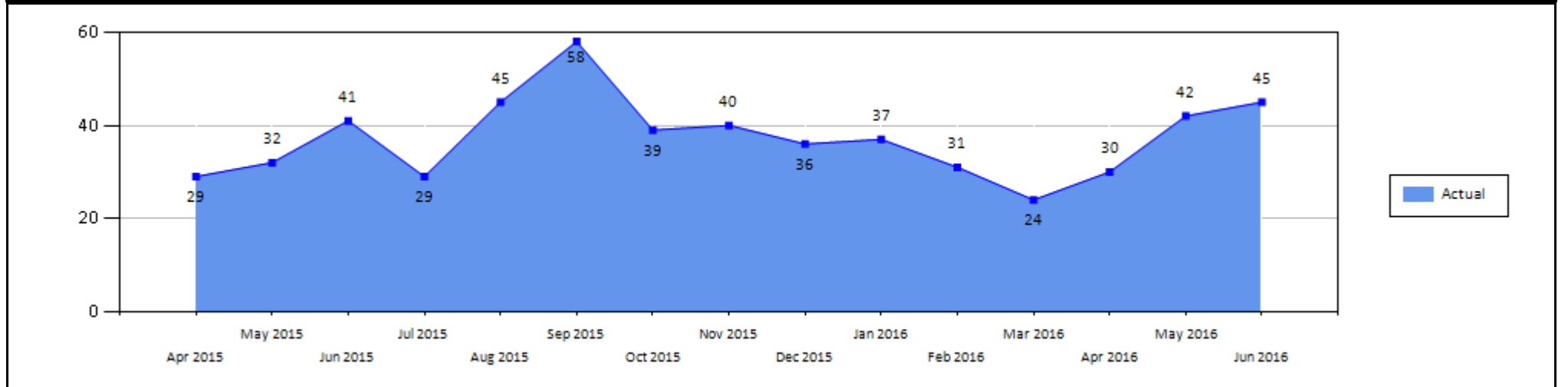
**Headline:** Overall the performance in Dorset against the response standards is strong with a 64.4% first pump response to sleeping risk and a 81.8% first pump response to RTCs

### Actions

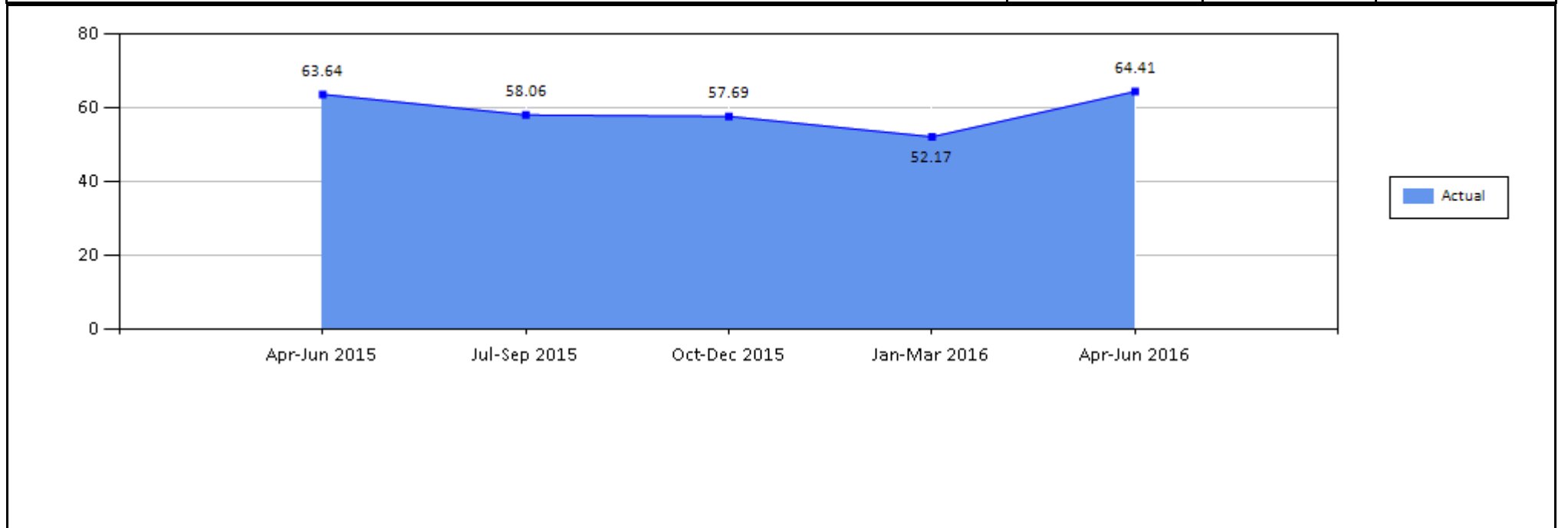
Action Code	Action Name
1.3.2.2	How effective and efficient are our response arrangements in Dorset for dealing with the range of incidents and medical emergencies we attend?
<p><b>Progress comment:</b></p> <p>The Service has a number of response standards covering performance against certain incident types such as fires in sleeping risks. Overall the performance in Dorset against the standards is strong with a 64.4% first pump response to sleeping risk and an 81.8% first pump response to RTCs.</p> <p>The challenges in meeting these standards range from local issues as traffic congestion, to wider service issues around mobilising technology.</p> <p>In more remote areas of Dorset, where we know our attendance will be outside of the standard we work with our prevention and protection teams to reduce the risk and impact from fire and other emergencies.</p> <p>In Dorset there are five stations participating in the South West Ambulance Service Trust co responding scheme. These are Lyme Regis, Beaminster, Gillingham, Swanage and Cranborne and they attended 184 incidents in the first quarter.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Dorset Area	Month	Jun 2016	45



KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Dorset Area	Quarter	Apr-Jun 2016	64.41%

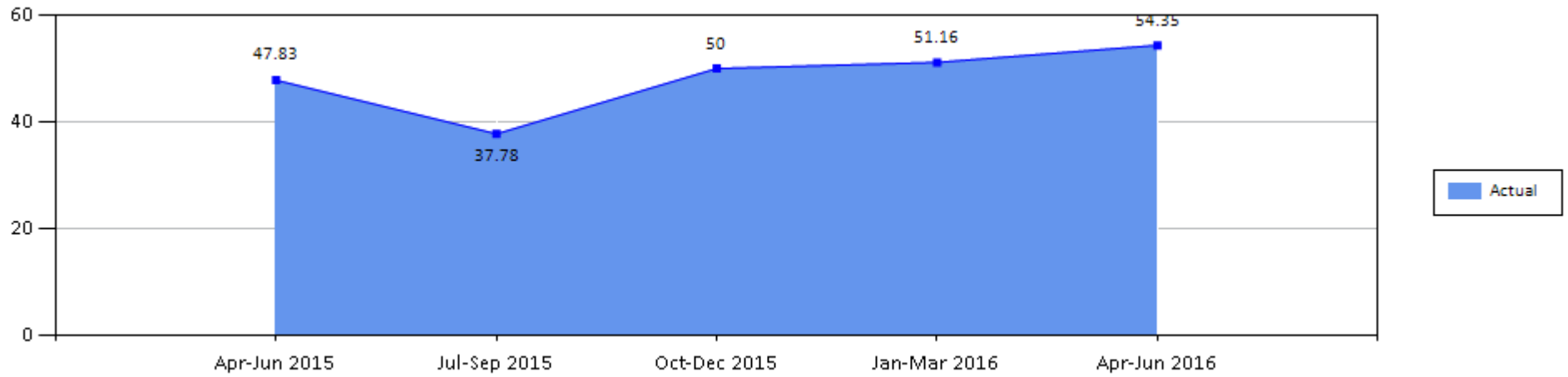


RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Dorset Area

Quarter

Apr-Jun 2016

54.35%

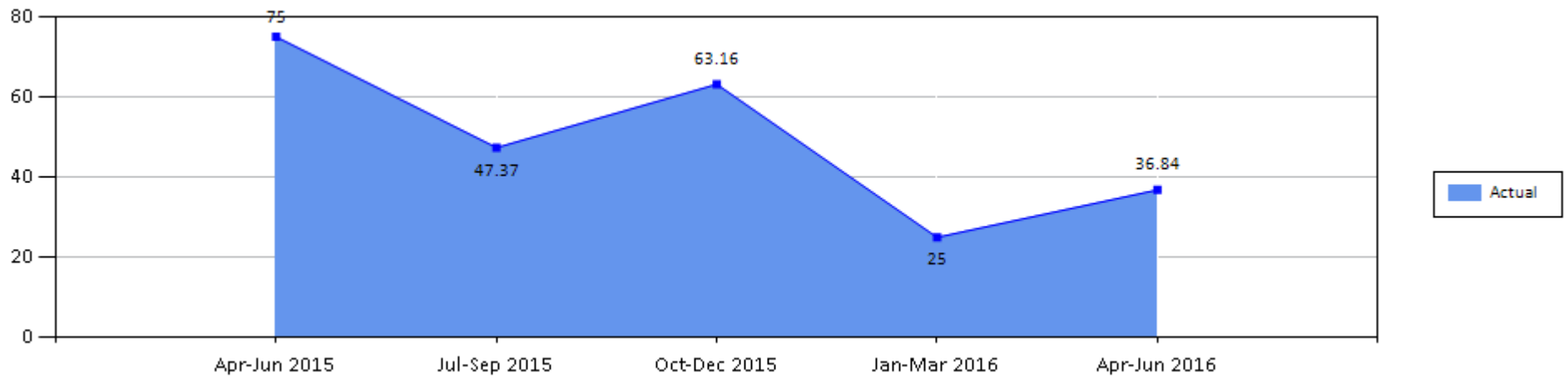


RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Area

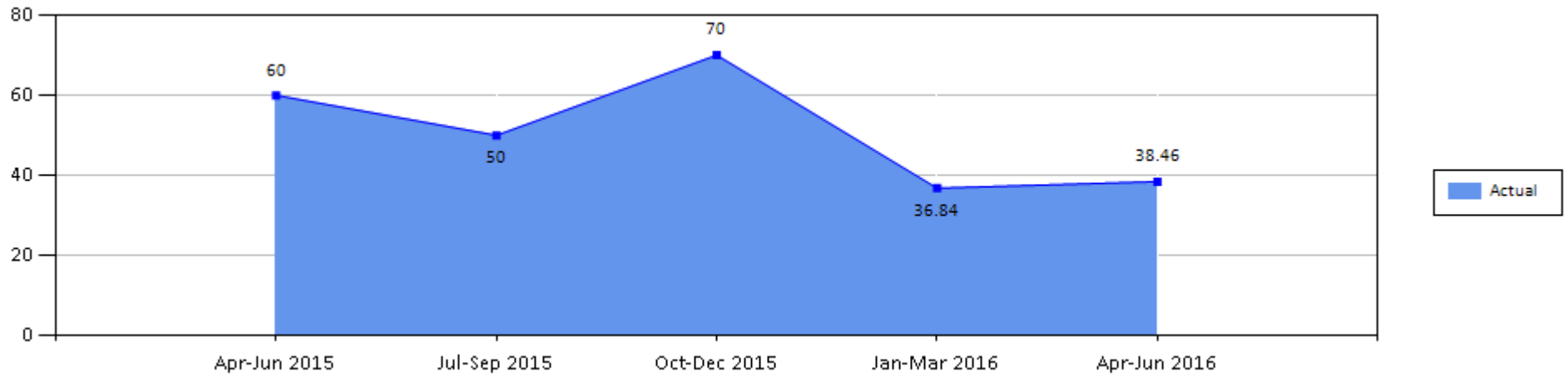
Quarter

Apr-Jun 2016

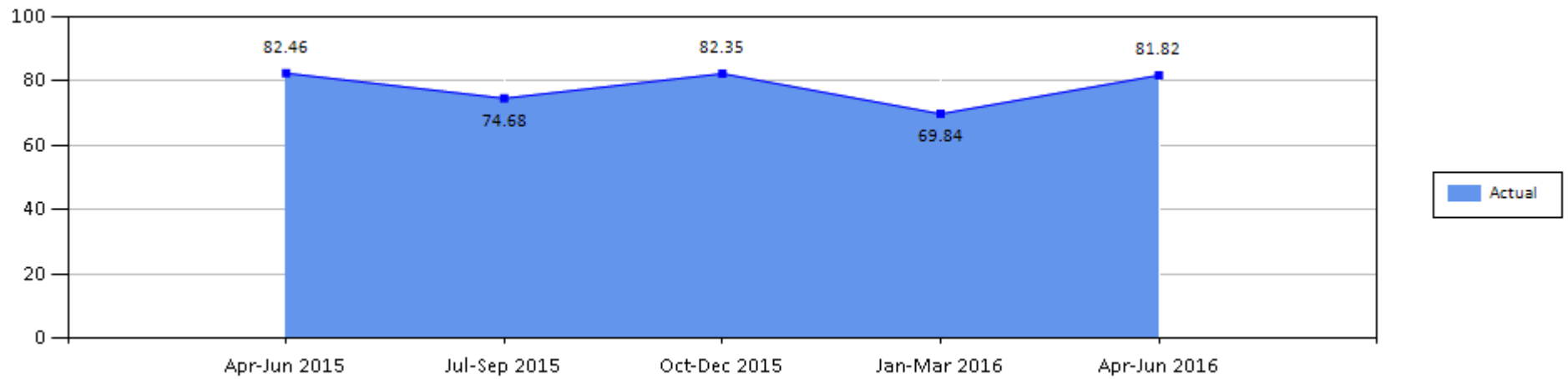
36.84%



RES04-Percentage of incidents to other properties where the second appliance met the response standard-Dorset Area	Quarter	Apr-Jun 2016	38.46%
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RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Area	Quarter	Apr-Jun 2016	81.82%
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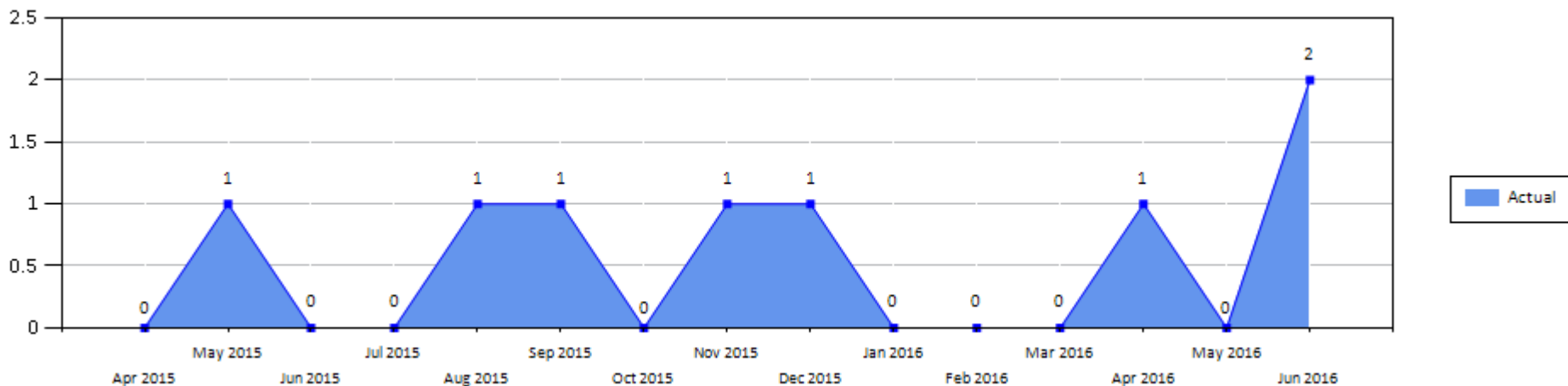


RES11-Number of people rescued at fire related incidents-Dorset Area

Month

Jun 2016

2

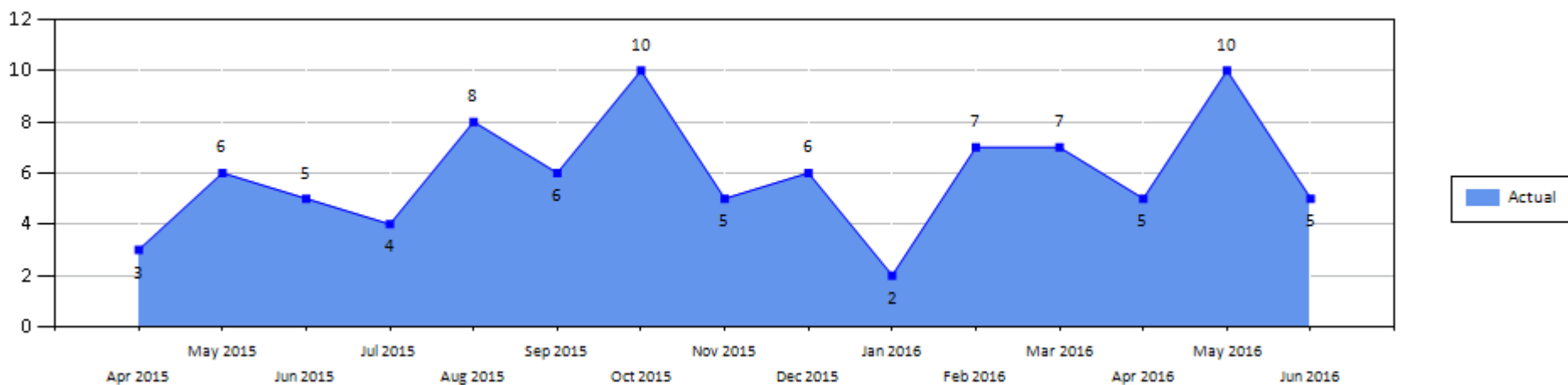


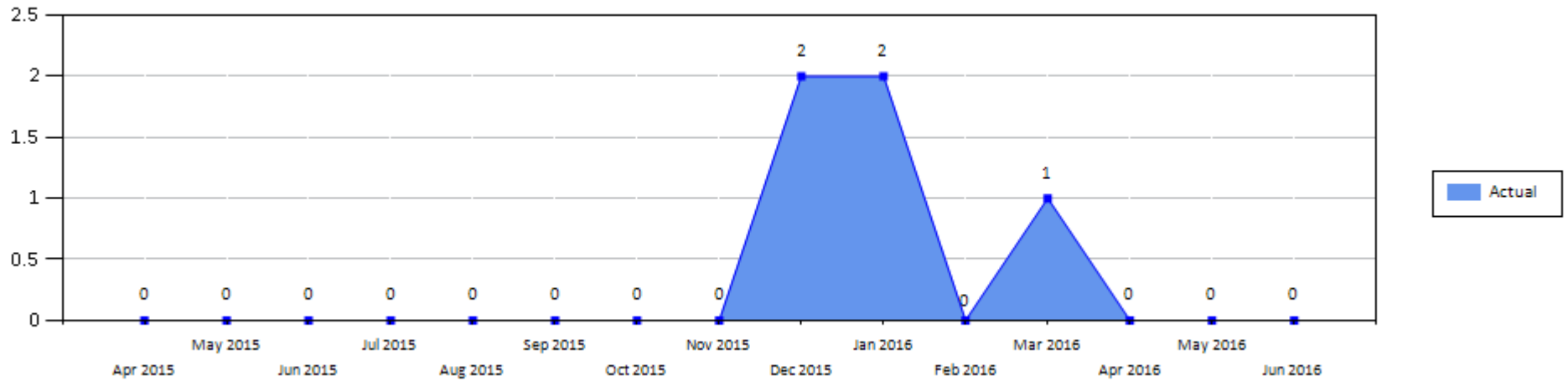
RES12-Number of people rescued from RTCs-Dorset Area

Month

Jun 2016

5





## 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:** The current performance against the operational licence is 93% for on-call and 94% for wholetime.

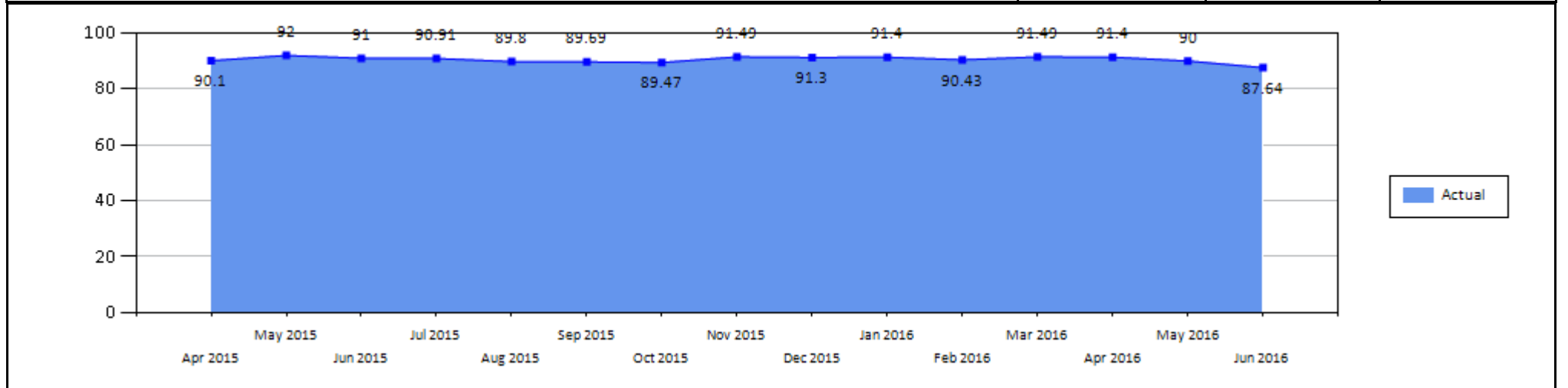
### Actions

Action Code	Action Name
1.3.3.30	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 Dorset?
<b>Progress comment:</b> We proactively manage and monitor our staff's operational competence, including attendance on courses and other events.  The current performance against the operational licence is 93% for on-call and 94% for wholetime.  We have a quarterly training plan in place across all stations in Dorset to coordinate and manage the maintenance of operational skills and development of staff.	

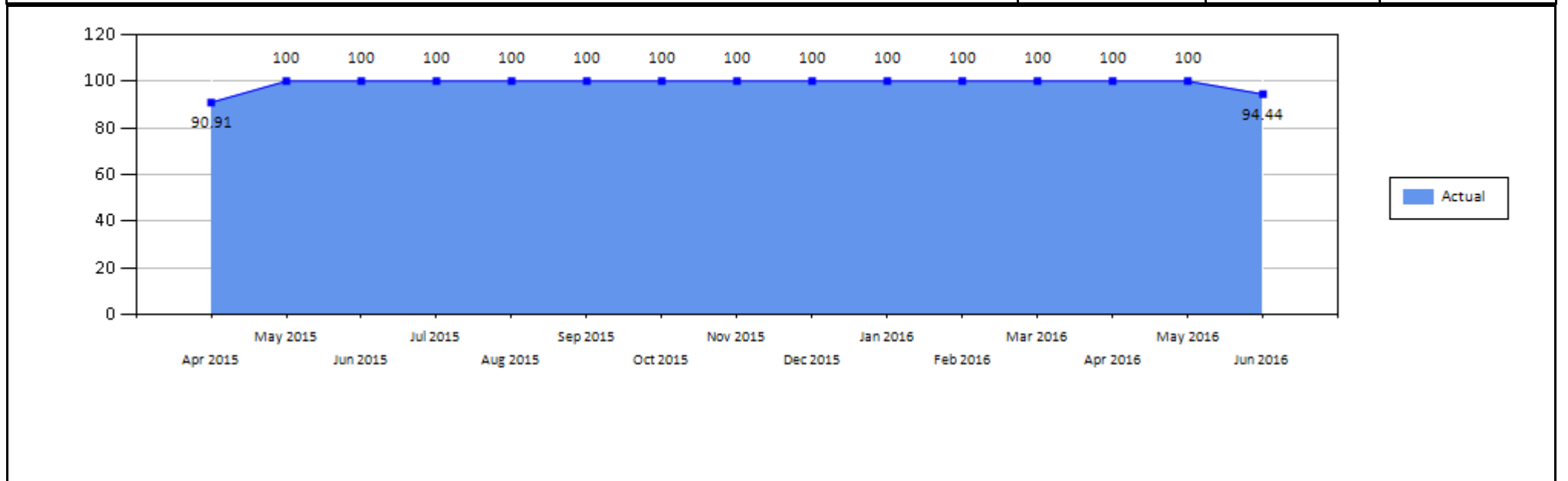


## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Dorset Area RDS stations	Month	Jun 2016	87.64



PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Dorset Area Stations (WT)	Month	Jun 2016	94.44
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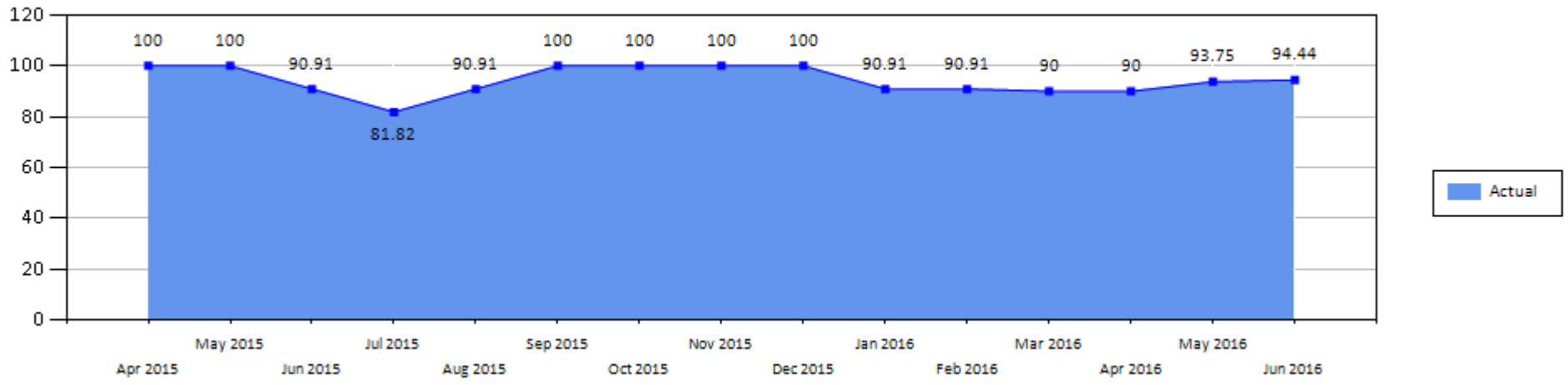


PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Dorset Area Stations (WT)

Month

Jun 2016

94.44

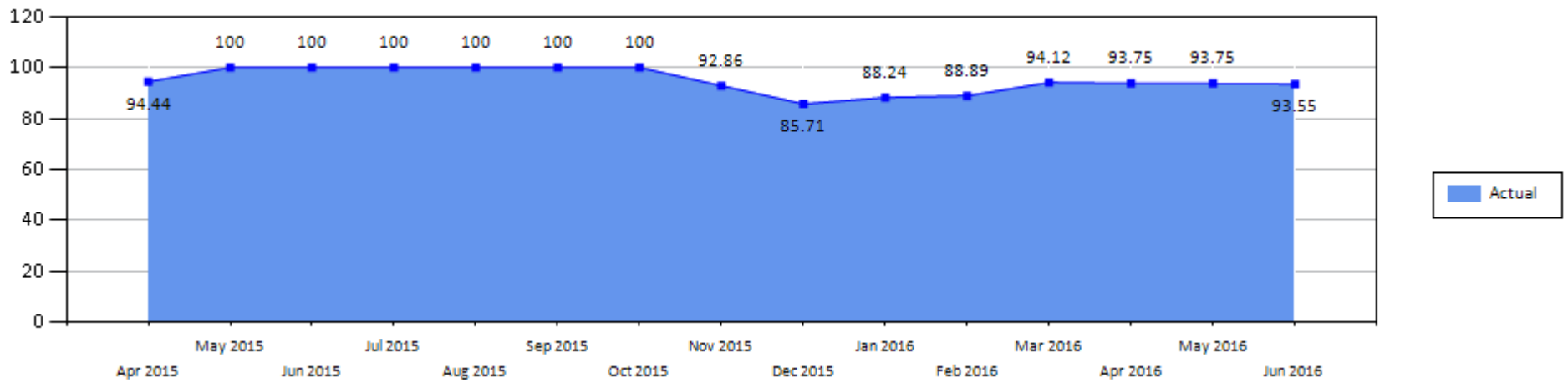


PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Dorset Area Stations (WT)

Month

Jun 2016

93.55

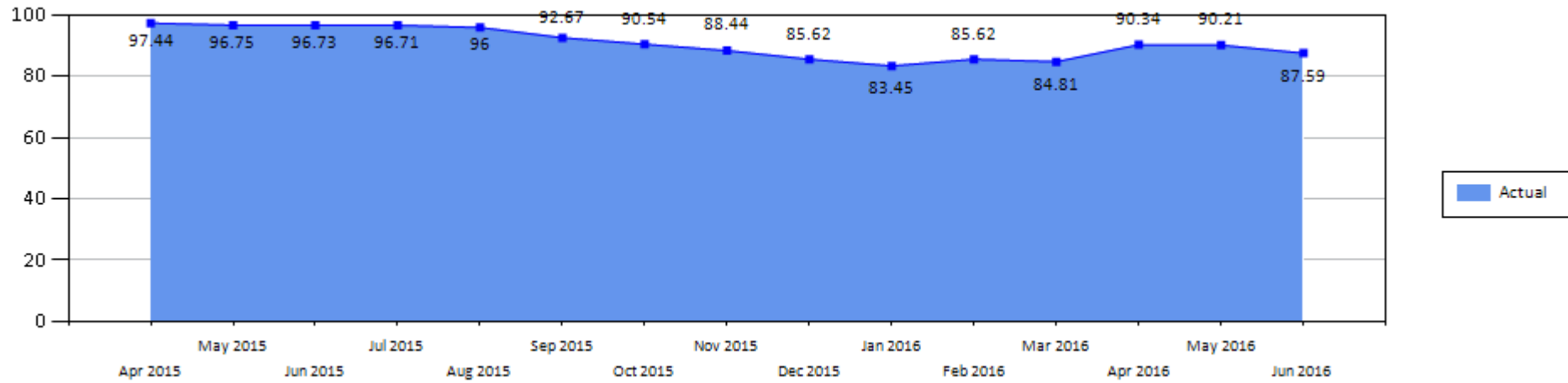


PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Dorset Area (RDS)

Month

Jun 2016

87.59

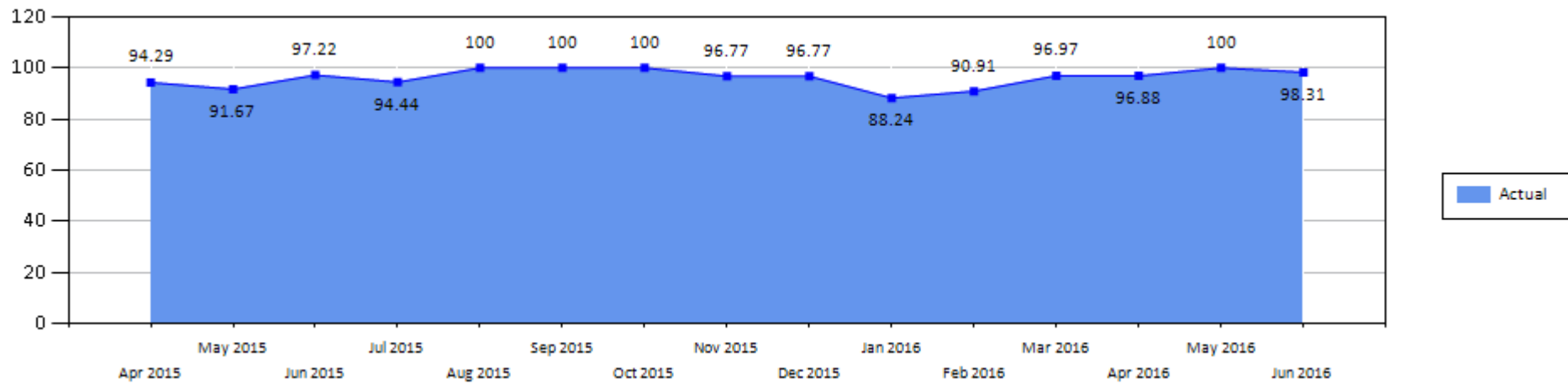


PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Dorset Area Stations (WT)

Month

Jun 2016

98.31

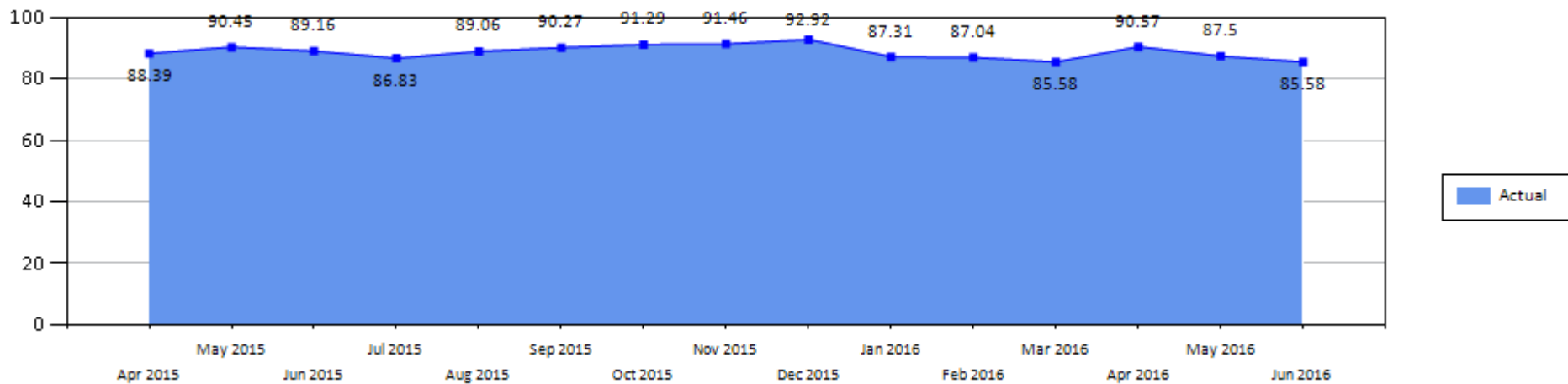


PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Dorset RDS Stations

Month

Jun 2016

85.58

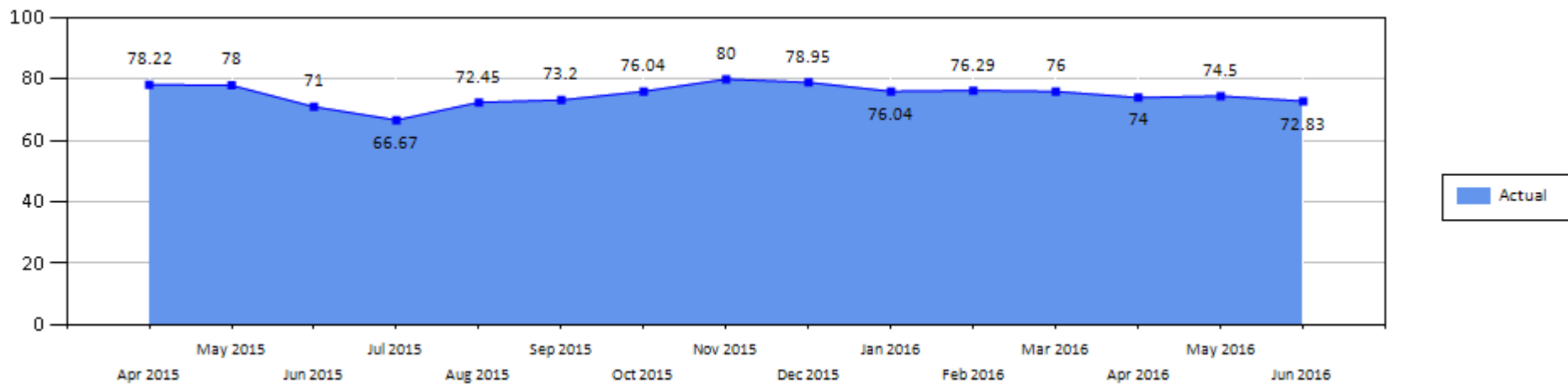


PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Dorset Area Stations (RDS)

Month

Jun 2016

72.83



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

**Headline:** For larger incidents and those of special interest we hold formal, and sometimes multi-agency debriefs to determine any learning points and to build on good practice

### Actions

Action Code	Action Name
1.3.4.8	How do we learn from operational and community risks in Dorset, to improve the response services we provide?
<p><b>Progress comment:</b> For larger incidents and those of special interest we hold formal and sometimes multi-agency debriefs to determine any learning points and to build on good practice.</p> <p>In addition, we have an operational effectiveness procedure to capture learning points and organisational improvements from incidents inside and outside the service.</p> <p>Where regrettably there may have been a fire fatality, we hold a multi-agency case conference to determine what, could have been done differently to improve the emergency response and community safety activities.</p>	