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# Appendix B – Swindon

## Local Performance and Scrutiny Committee

Dorset and Wiltshire Fire and Rescue Service

Swindon

01/04/2016 - 30/06/2016



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

# Swindon

## 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 range of safety education programmes directly through our School visits , visits to Junior Good Citizen, and during our Youth Intervention Programme -Salamander

#### Actions

Action Code	Action Name
1.1.1.10	How are we delivering education programmes in Swindon 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 Junior Good Citizen, and during our Youth Intervention Programme -Salamander.</p> <p>As Officers were appointed to new roles, it has not been possible yet, in all cases, to separate out the numbers of courses and training events between Wiltshire and Swindon so the information detailed below is a composite of the work undertaken in those two areas.</p> <p>In delivering for schools, we specifically target the age group covered by year 2 and year 6. They receive a one hour age appropriate Fire Safety lesson delivered by DWFRS Education officers. This is part of our targeted education programme and our intention is to visit all of the schools in Wiltshire and Swindon.</p> <p>Between April 2016 and July 2016, 1,586 year 2 children (age 6/7) and 1,665 year 6 children (age 10/11) received fire safety lessons. In addition, 3,755 people received some form of fire safety education, which included preschool, reception, voluntary groups and Junior Good Citizen events. The Junior Good Citizen Scheme is designed to engage young people from Year 6 (10-11 years) in a fun learning environment, to equip them with life skills as they make their transition from Primary to Secondary Education. Schools, emergency services and Local Authorities work together in partnership to promote the safety of young people. The scheme falls within Key Stage II curriculum of knowledge, skills and understanding. The students develop confidence and responsibility, make the most of their abilities; they plan an active role as citizens and are encouraged to develop a healthy and safer lifestyle. As part of the programme, the DWFRS education officers run a session where children enter a room set up like a bedsit. They work in small teams to identify the hazards and feedback to the 'homeowner' the issues they have identified, as well as solutions to the problems.</p> <p>In June, 1,645 Year 6 Children from 38 schools in Swindon attended a Junior Good Citizen event. In April and June, two Salamander course were run in Swindon and another course is planned for August.</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 wellbeing?

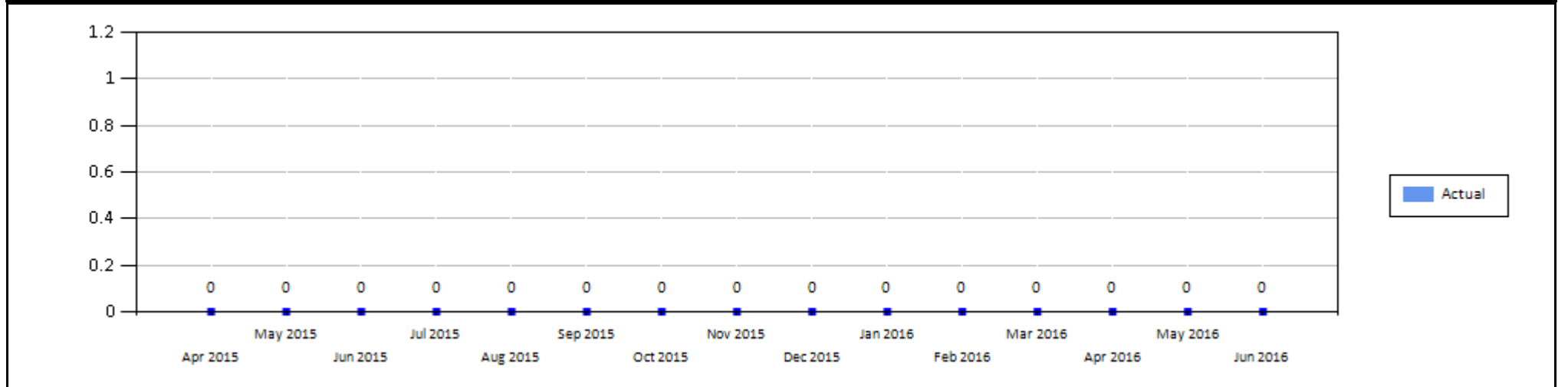
**Headline:** Vulnerable People are being supported through Safe and Well visits. These provide our more vulnerable members of our community with advice and information to drive down their risk of fire and improve their health and well-being

### Actions

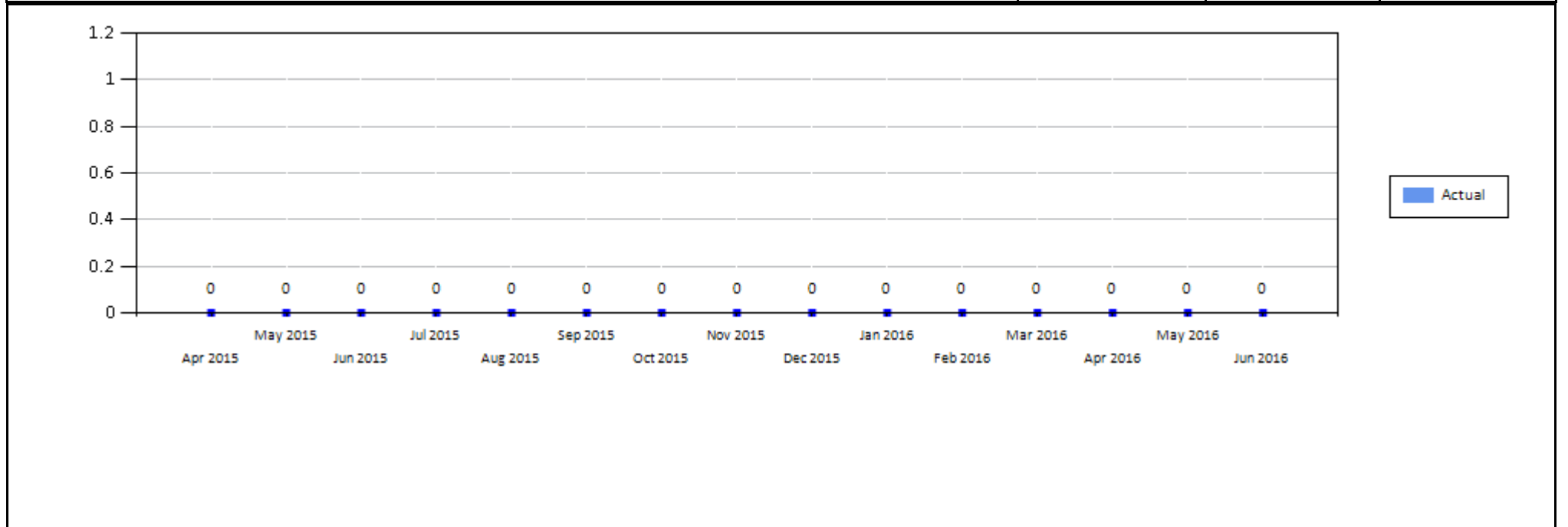
Action Code	Action Name
1.1.2.9	How are vulnerable people in Swindon receiving the level of support, advice and information that they require to drive down their risk of fire and improve their overall health and well-being?
<p><b>Progress comment:</b> Vulnerable People are being supported by receiving Safe and Well visits delivered by both Safe and Well Advisors, where advice and information is provided to drive down their risk of fire and improve health and well-being.</p> <p>The safe and well 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 evaluation, this expanded training will be delivered to operational crews.</p> <p>Operational Crews in Swindon are being trained provide the same basic Safe and Well visit over in September.</p> <p>In addition the SAIL form is used to signpost people to the most appropriate source of help they may need in terms of their Health and Well-being.</p> <p>It is planned to relaunch SAIL in Swindon in the autumn to increase its use and coverage along with the annual Safe and Warm campaign to help signpost those most vulnerable in the community.</p>	

## Key Performance Indicators

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



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

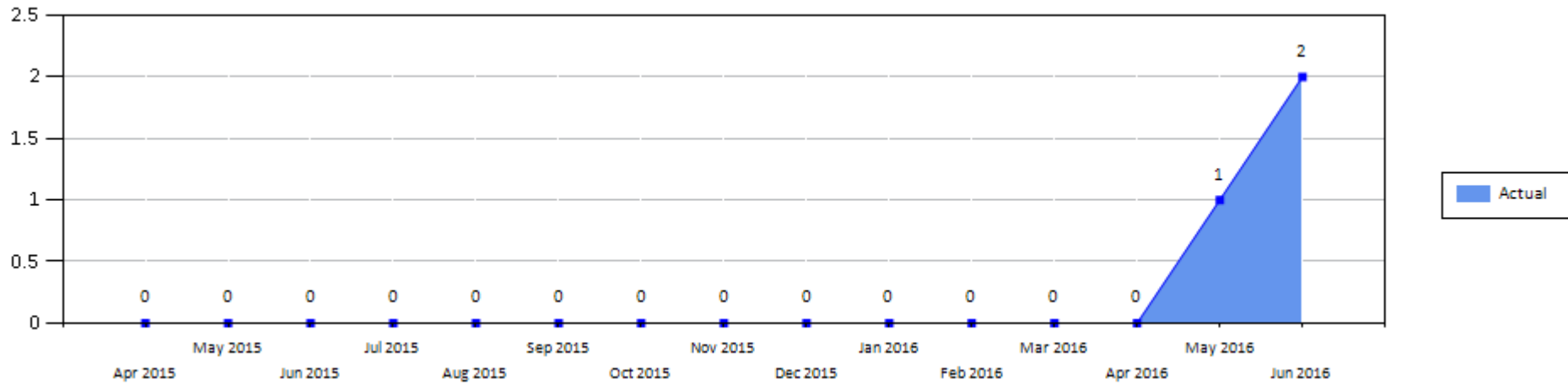


PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon

Month

Jun 2016

2

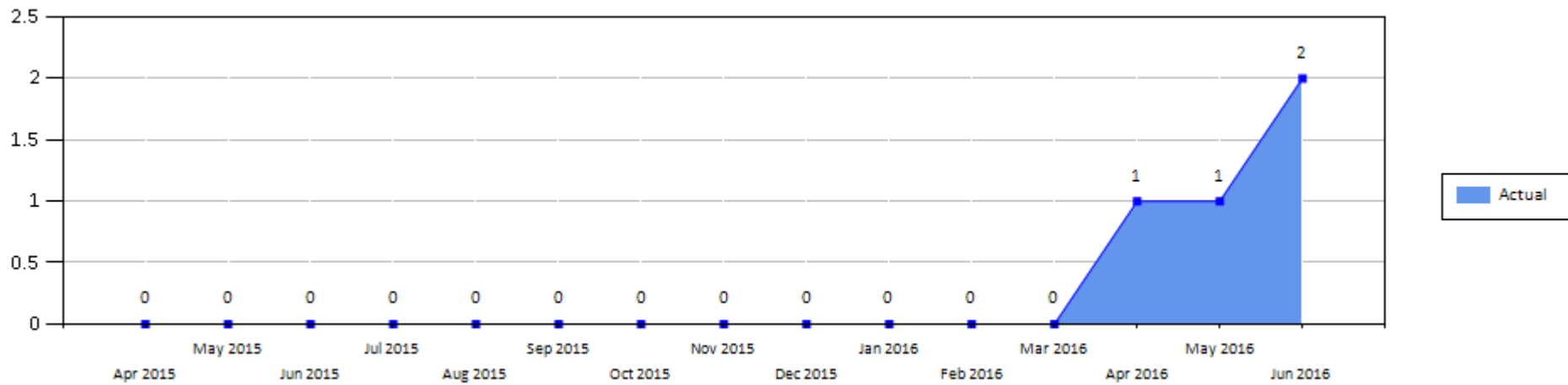


PRE02-Total number of fire related injuries - Swindon

Month

Jun 2016

2

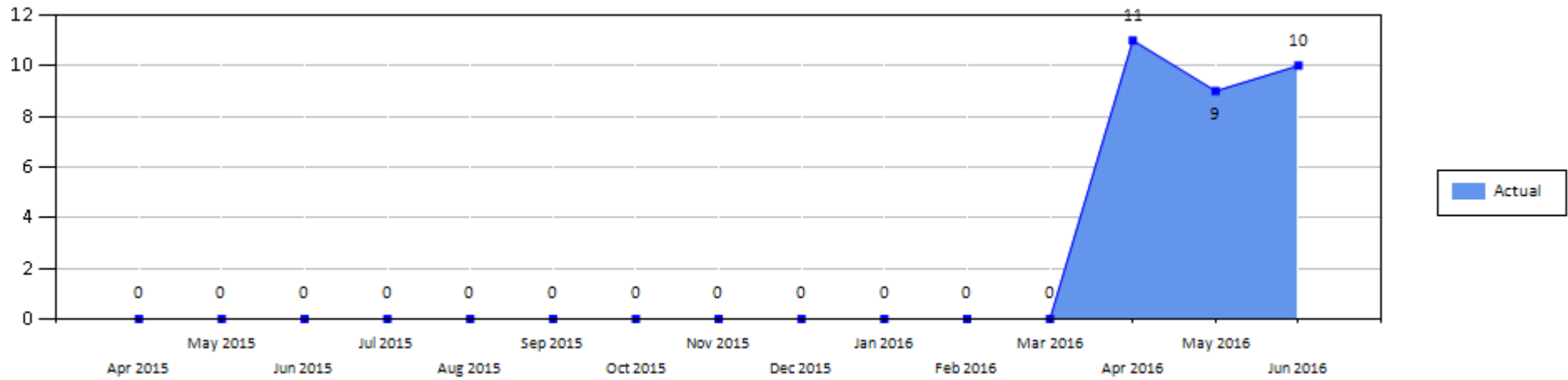


PRE03\_Number of accidental dwelling fires - Swindon

Month

Jun 2016

10

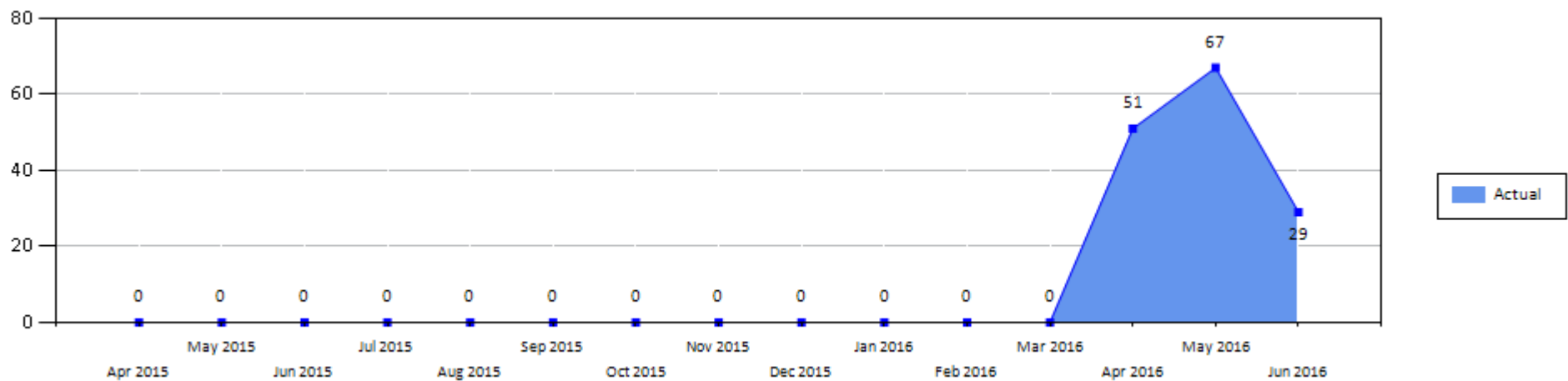


Number of home safety/safe and well visits in Swindon Borough

Month

Jun 2016

29



## 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: Officers from DWFRS are now starting to work with the One Swindon partnership

### Actions

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

#### Progress comment:

Officers from DWFRS are now starting to work with the One Swindon partnership. Our ambition is to support the partnerships objectives delivering services in Swindon. We can add real value for local people through our Salamander programme, health and well-being initiatives, targeted fire safety activities all of which help build positive relationships. This can be achieved by public services working together with local people. We are also working together with businesses, voluntary and community sector organisations.

More specifically, there are a number of areas we are working with our partner agencies within Swindon Borough. There is an on-going project, SAIL (Safe and Independent Living) in which we are able to signpost vulnerable people to the various agencies. In addition other agencies such as the Police Bobby Van can signpost to the Fire Service.

We are working with the Clinical Commissioning Group in areas such as the falls and bone collaboration. An event is being planned with our partners at Swindon fire station in October 16. There is on-going work with trying to reduce hospital admissions and deal with those vulnerable people when returning home from a hospital admission.

We also sit on the Swindon PREVENT board and Swindon Community Safety Partnership board which assists in information sharing and ensuring we are reaching the most vulnerable and hard to reach community members.

There is some further work required with the drug and alcohol services within the borough. This is an area that we need to progress and this relationship is in the early stages. We also have a link in with the Domestic Abuse Strategy Lead in the Borough Council. This has been a useful link for those at risk from fire setting due to domestic abuse. Visits to these sites will be carried out by our Safe and Well advisors.

The Salamander project has been established for a number of years. This was initially intended for vulnerable young people. This has now expanded to troubled families, Job Centre Plus and also has worked closely with the Swindon Down Syndrome Group.

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

**Headline:** All schools & colleges in the Swindon area will receive the Safe Drive Stay Alive Roadshow with an estimated total attendance of 2500 young people

### Actions

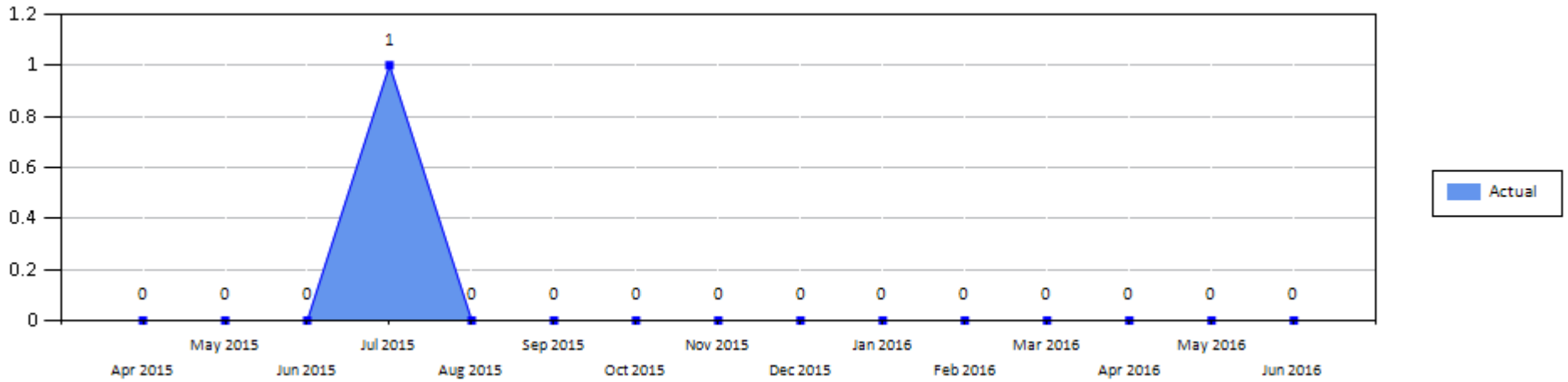
Action Code	Action Name
1.1.4.10	How are we delivering effective road safety education in Swindon to reduce the risk of traffic deaths and injuries?
<p><b>Progress comment:</b> The baseline assessment outlines the strategy we are following across the whole of the areas covered by the Service and we have judged that we have reached the Established level. Within Swindon we are looking to strengthen road safety education over the next quarter as follows:</p> <ol style="list-style-type: none"><li>1. All schools &amp; colleges in the Swindon area will receive the Safe Drive Stay Alive Roadshow with an estimated total attendance of 2500 young people, which is coordinated by DWFRS</li><li>2. DWFRS is also engaging with local employers. We are currently working with Network Rail to run a corporate Safe Drive roadshow for rail workers.</li><li>3. DWFRS is supporting ad-hoc visits to Schools, Colleges and businesses with real crashed cars &amp; driving simulator.</li></ol>	



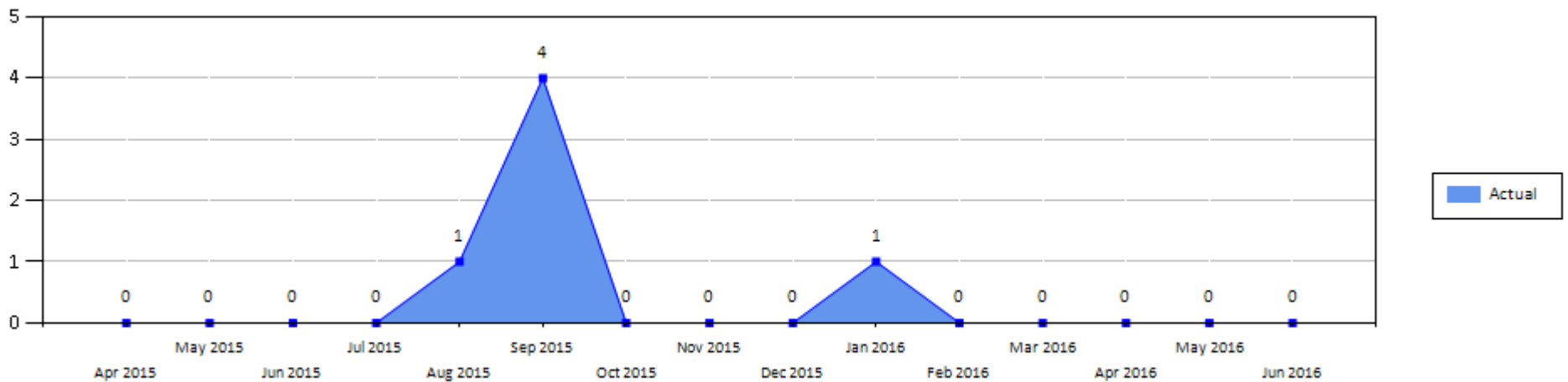
## Key Performance Indicators

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

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - M4	Month	Jun 2016	0



Number of people killed in road traffic collisions - Swindon	Month	Jun 2016	0
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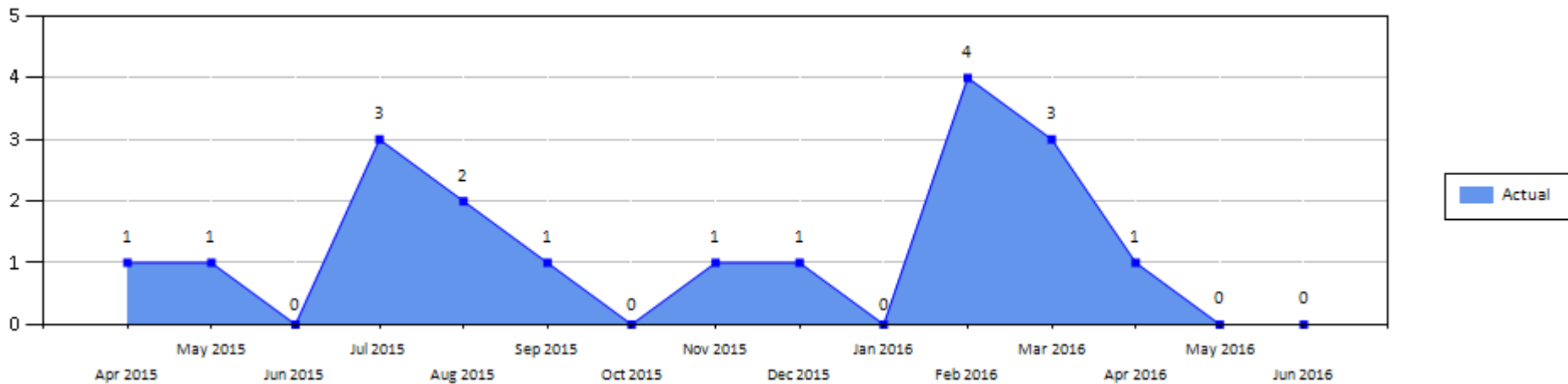


Number of people seriously injured in road traffic collisions - M4

Month

Jun 2016

0

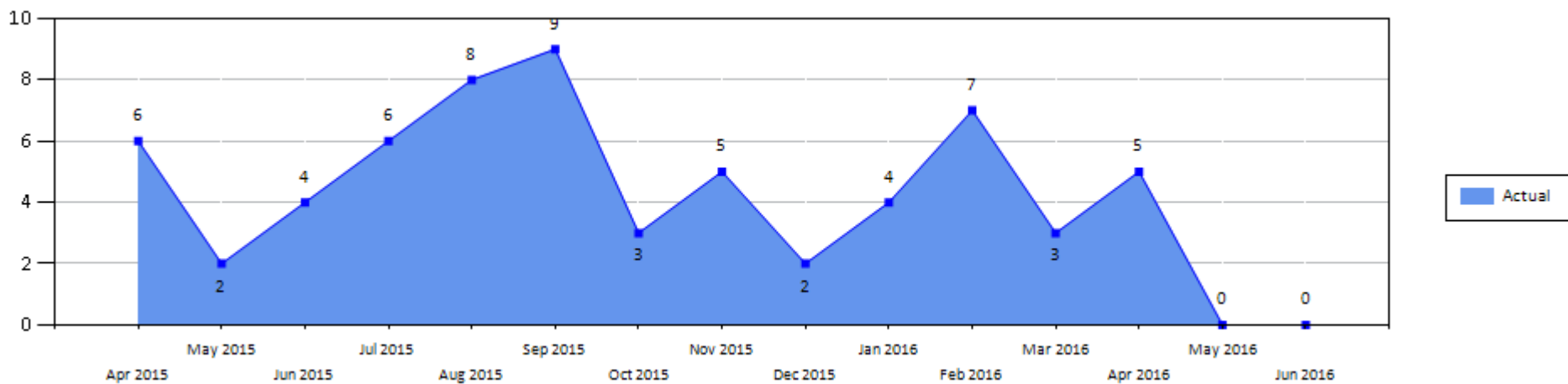


Number of people seriously injured in road traffic collisions - Swindon

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:** 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
1.2.1.9	How are we effectively working with our partners in Swindon 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.

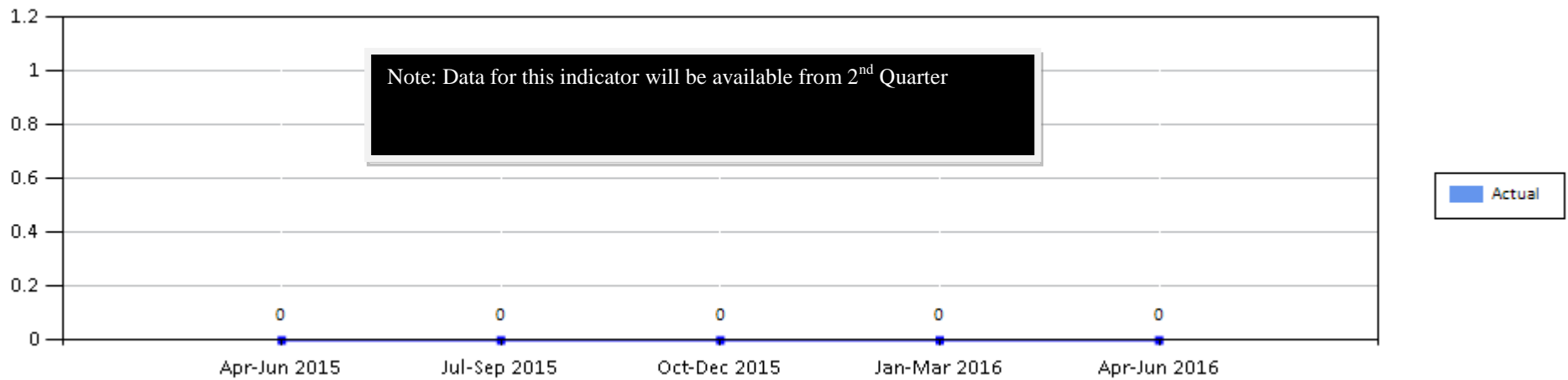
The Safeguarding coordinator also represents the service at Multi-Agency Risk Management meetings and sits on a local safeguarding leads board, also networking with surrounding authorities. Hampshire, Devon and Somerset and Avon sharing best practice.

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.

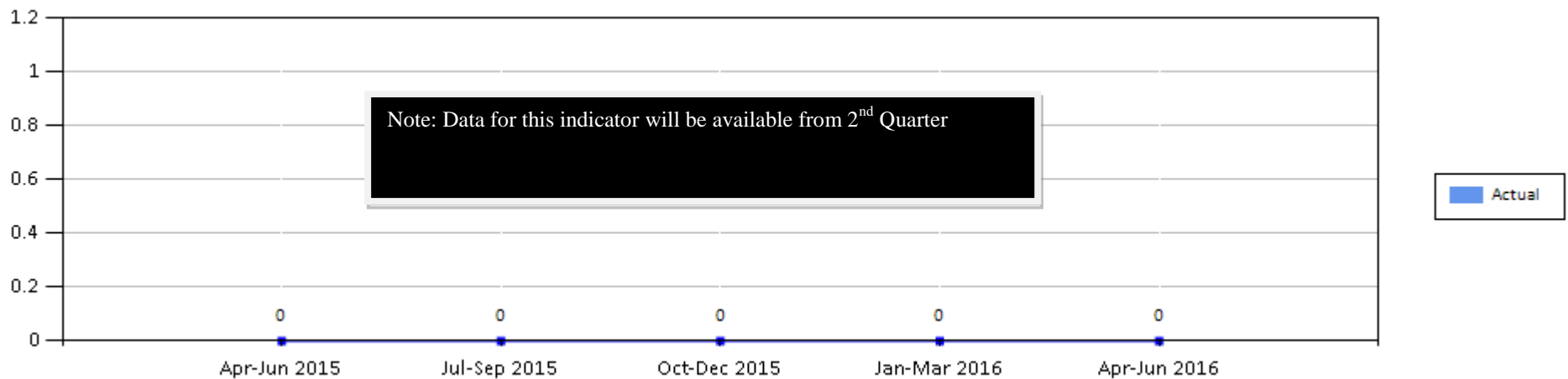
Local organisations are regularly looking to us for help, support and guidance daily and at Multi Agency Meetings. We are also seen as the friendly service and can gain access to properties where other agencies have failed. Then, by working in conjunction with other agencies, we can keep vulnerable people safe, in some cases allowing quicker interventions.

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals - Swindon Borough Area	Quarter	Apr-Jun 2016	0



Number of child safeguarding referrals - Swindon Borough Area	Quarter	Apr-Jun 2016	0
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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:** Audits of Care homes are being devised due to an increase in small fires in this important building type

### Actions

Action Code	Action Name
1.2.2.14	How are we providing better support for local business in Swindon so that they can meet their legal safety obligations and add to the economic growth of our community?

**Progress comment:**

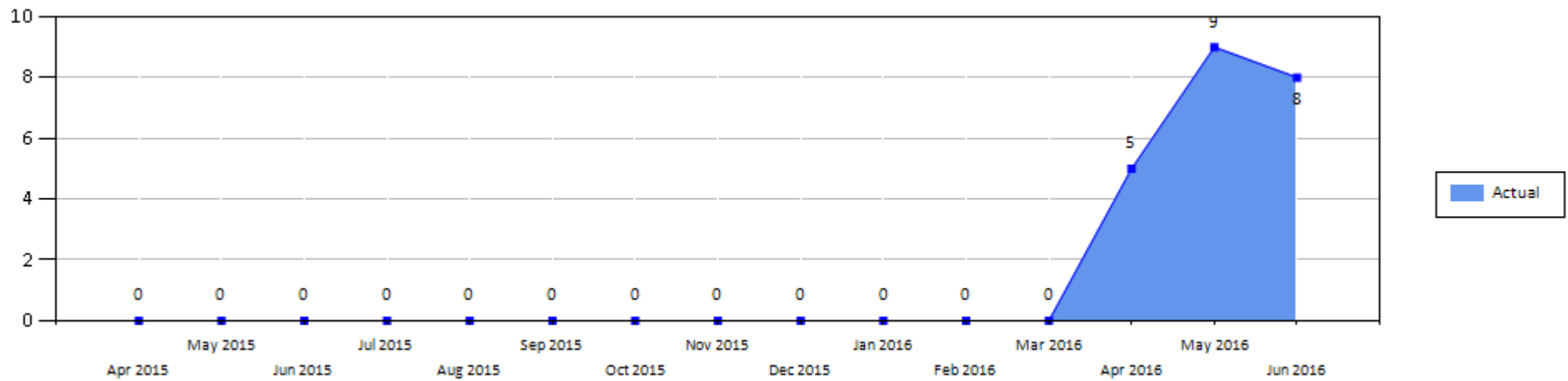
An effective, but limited, risk based approach to delivering a fire safety audit programme that compliments prevention and response arrangements is in place. Capacity is available to make sure we meet our statutory consultation responsibilities. Targeted proactive audits are being carried out and business support offered as part of these. A plan is in place to increase the number of these as resources permit and business processes bed in.

Audits of Care homes are being devised due to an increase in small fires in this important building type.

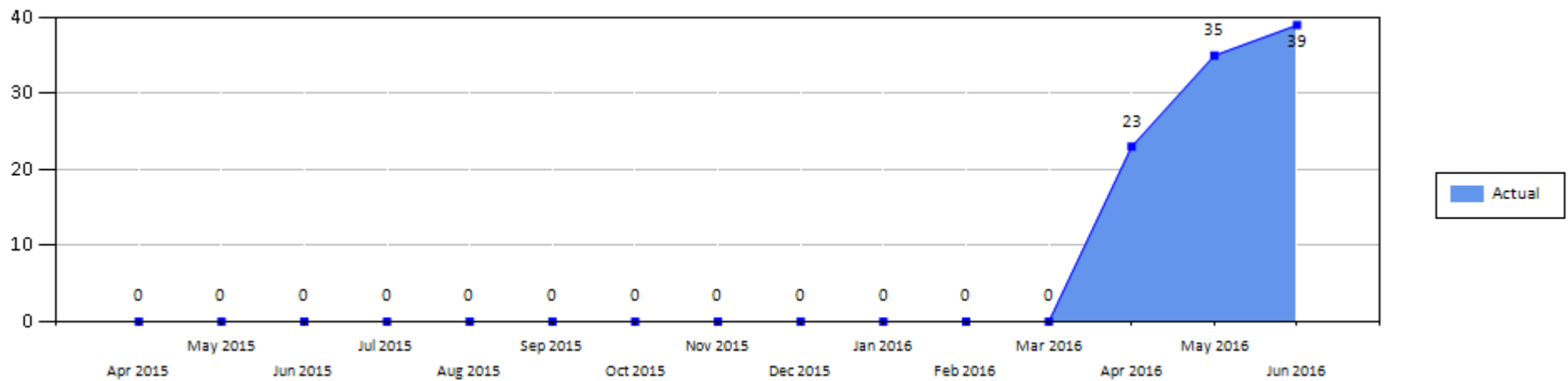
Plans are underway to provide sector specific business advice events to allow local businesses to comply with the Fire Safety Order.

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in Non-domestic properties-Swindon	Month	Jun 2016	8



PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Swindon	Month	Jun 2016	39
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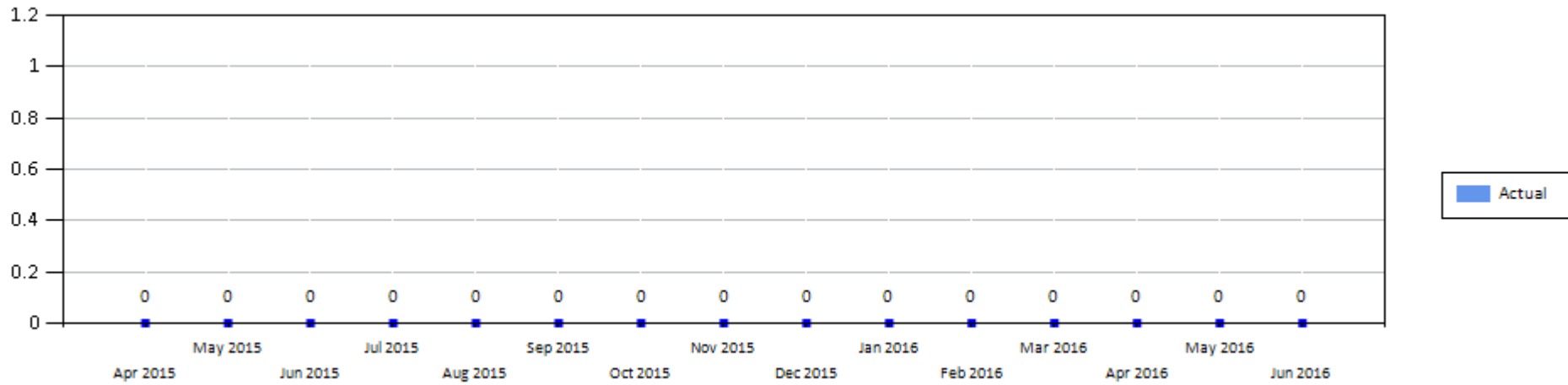


Number of enforcement notices served in Swindon

Month

Jun 2016

0

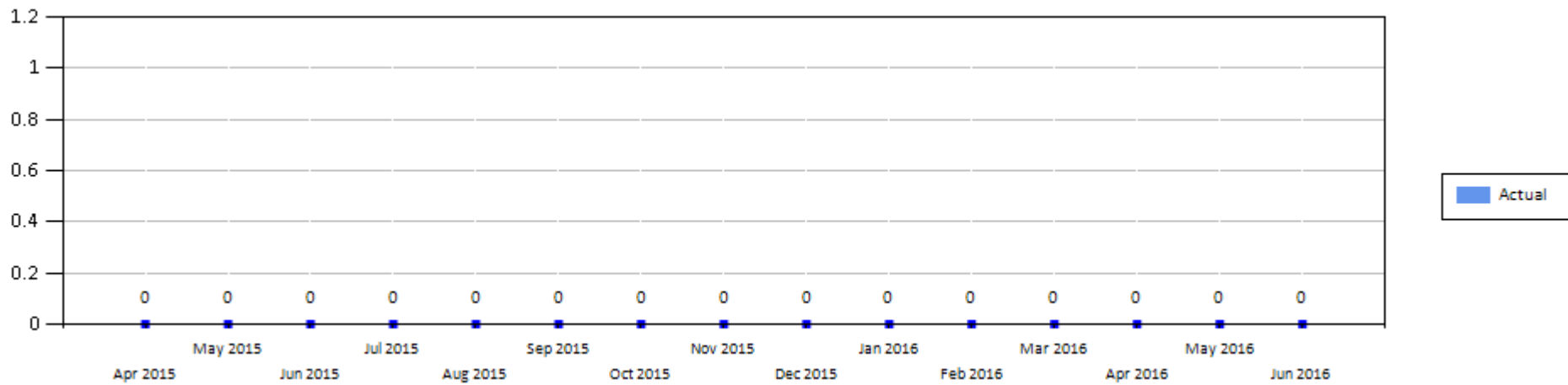


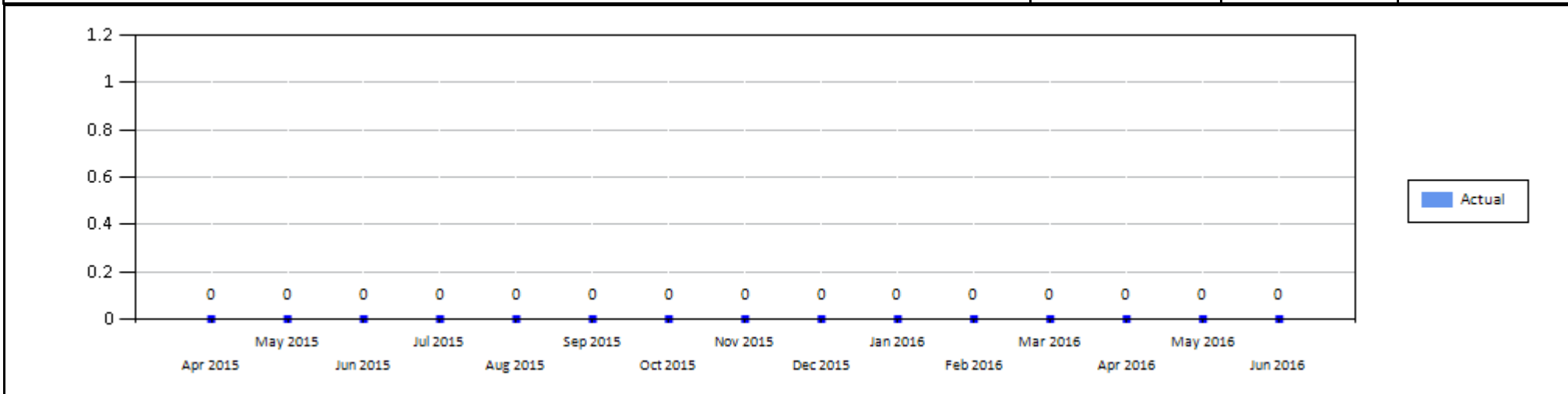
Number of prohibition notices served in Swindon

Month

Jun 2016

0







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

**Headline:** The Swindon Area of DWFRS has been engaged with the local planning framework for a number of years and has responded to the Swindon Borough Local Plan consultation. We will continue to participate in future reviews of the plans, for example, we will participate in the New Eastern Villages growth discussions that could have an impact on the emergency response of the future whilst considering the our role in the health and wellbeing of the area

### Actions

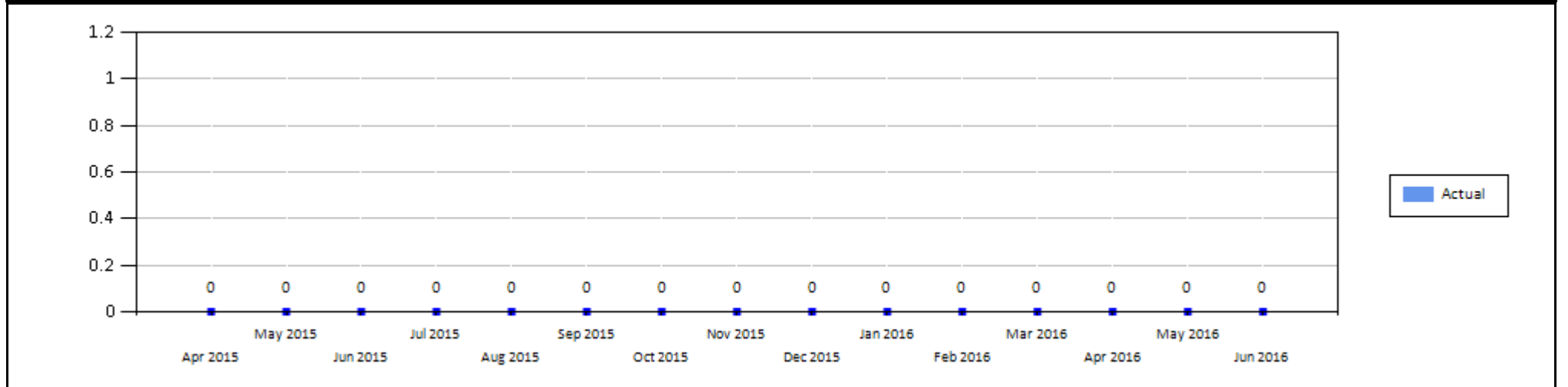
Action Code	Action Name
1.2.3.14	How are we identifying and driving down risk risks to the community, unique heritage and environment in Swindon?

**Progress comment:**  
The Swindon Area of DWFRS has been engaged with the local planning framework for a number of years and has responded to the Swindon Borough Local Plan consultation. We will continue to participate in future reviews of the plans, for example, we will participate in the New Eastern Villages growth discussions that could have an impact on the emergency response of the future whilst considering the our role in the health and wellbeing of the area. Internally, these plans are shared with IRMP team and will be supportive information when considering emergency response options required in the future.

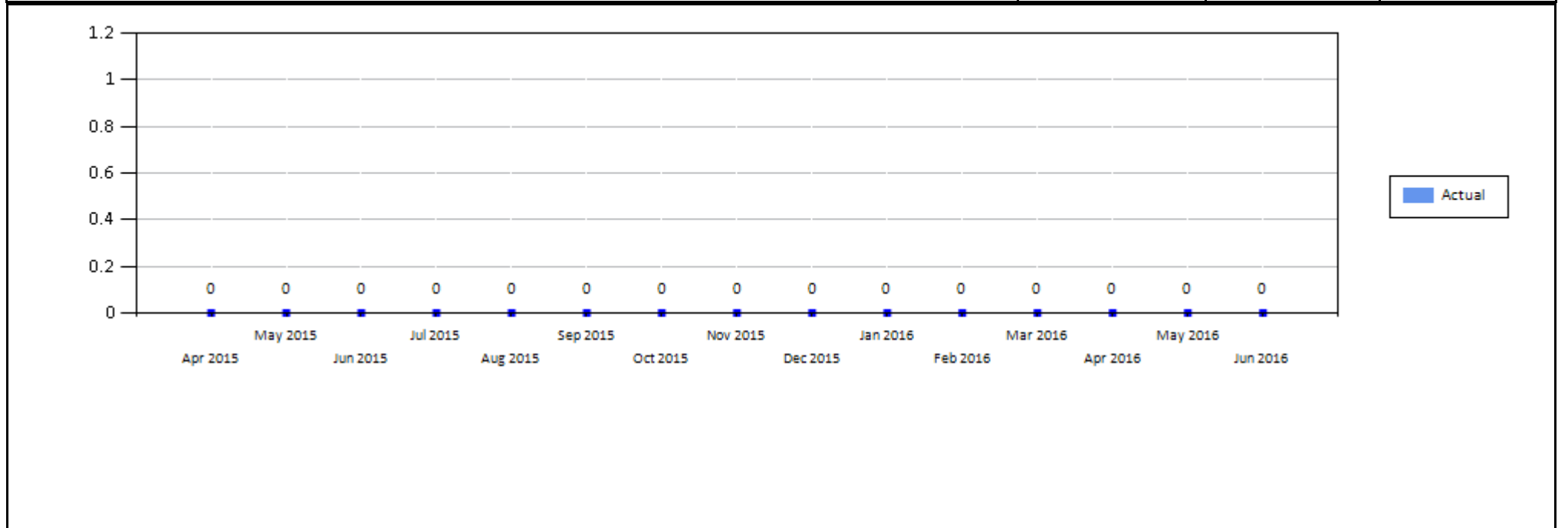
Operational crews continue to gather and review information on key risks within the area, to help ensure that they are prepared for emergency incidents should they occur. Operational crews also have an inspection regime with Site Specific Risk Information. The most high risk sites will have risk and building information available for crews when they attend incidents. This information is regularly audited by crews to ensure that it's current. This information is made available on the appliances through a mobile data terminal.

## Key Performance Indicators

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



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

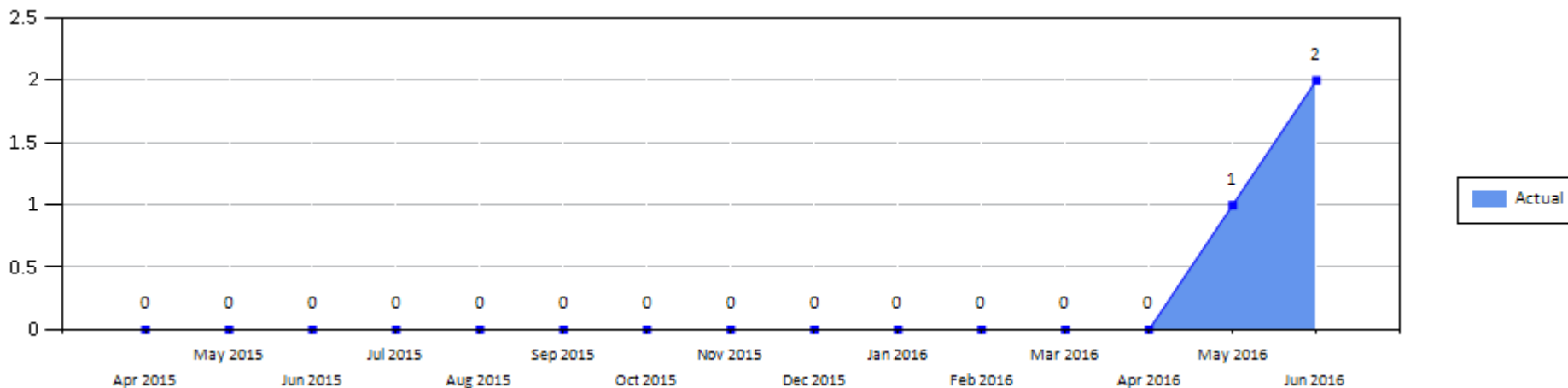


PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon

Month

Jun 2016

2

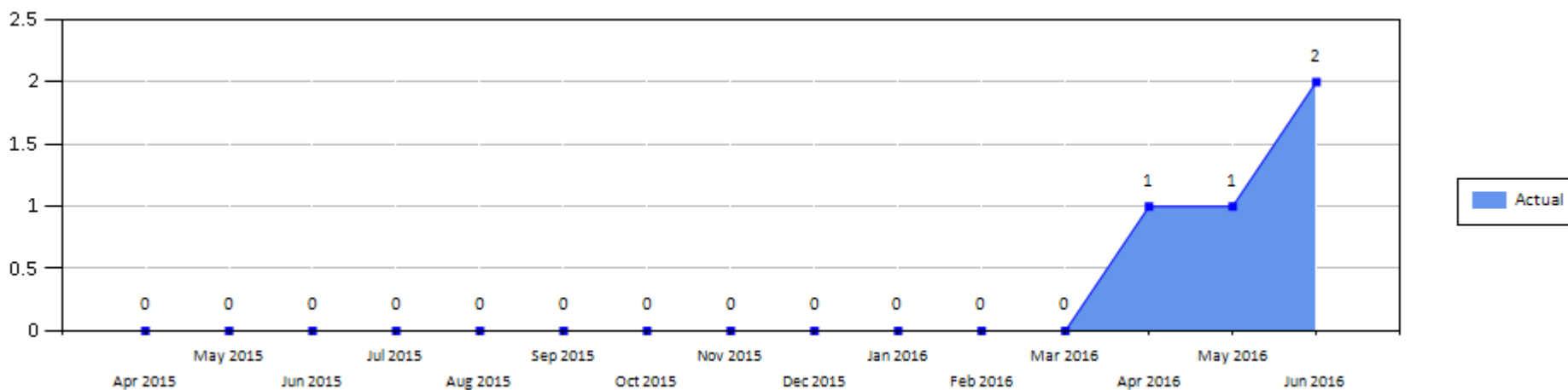


PRE02-Total number of fire related injuries - Swindon

Month

Jun 2016

2

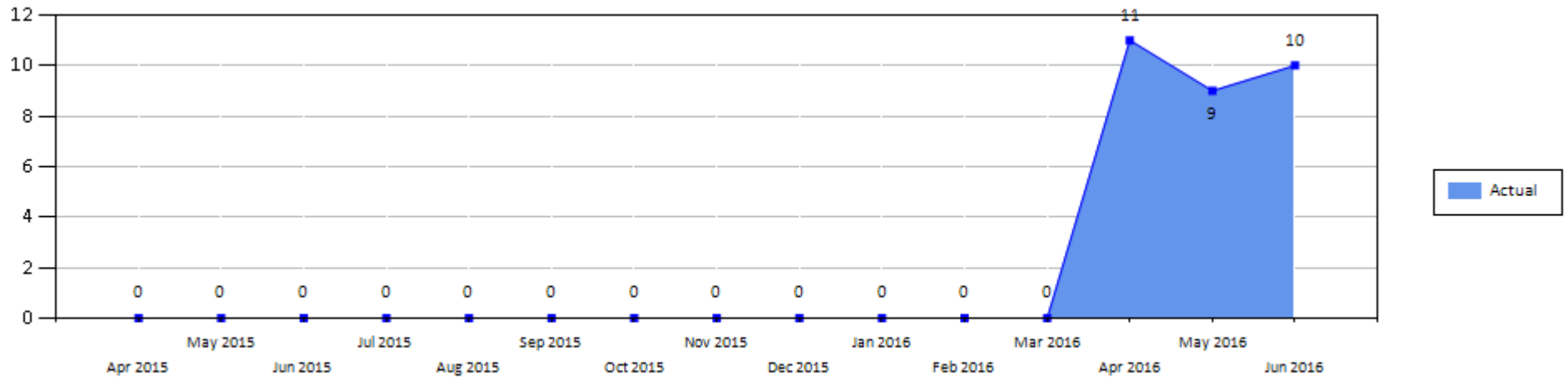


PRE03\_Number of accidental dwelling fires - Swindon

Month

Jun 2016

10

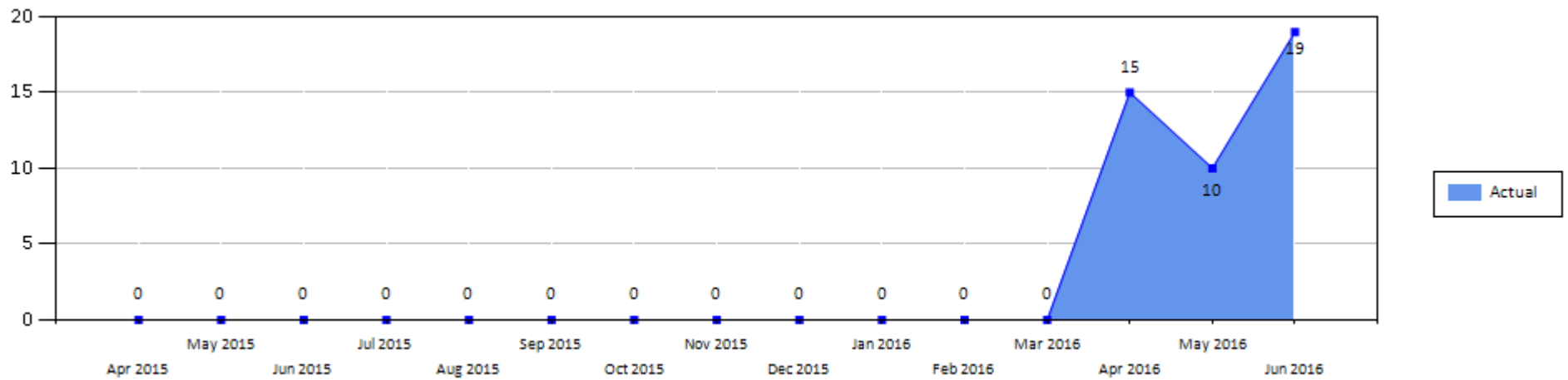


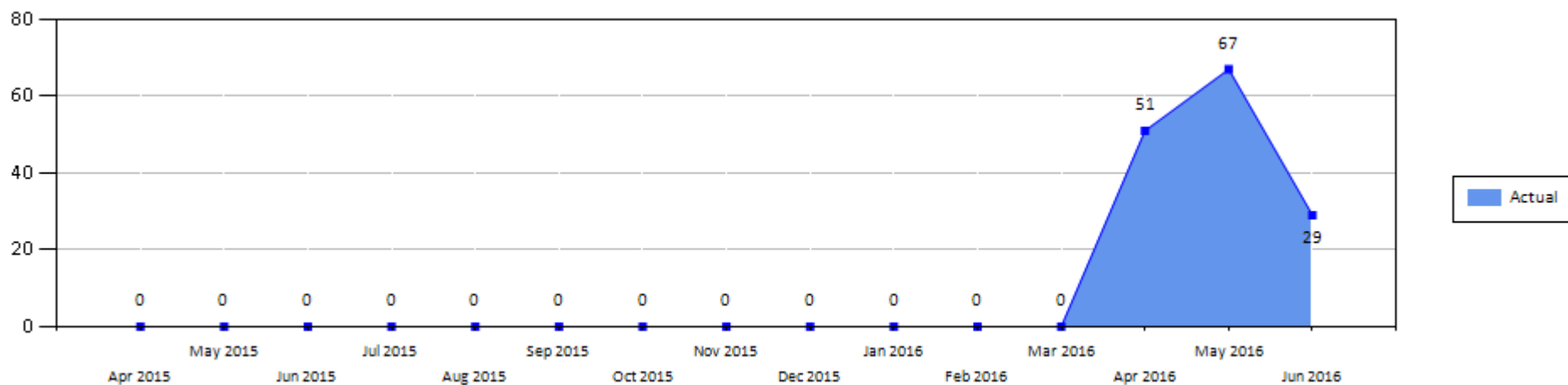
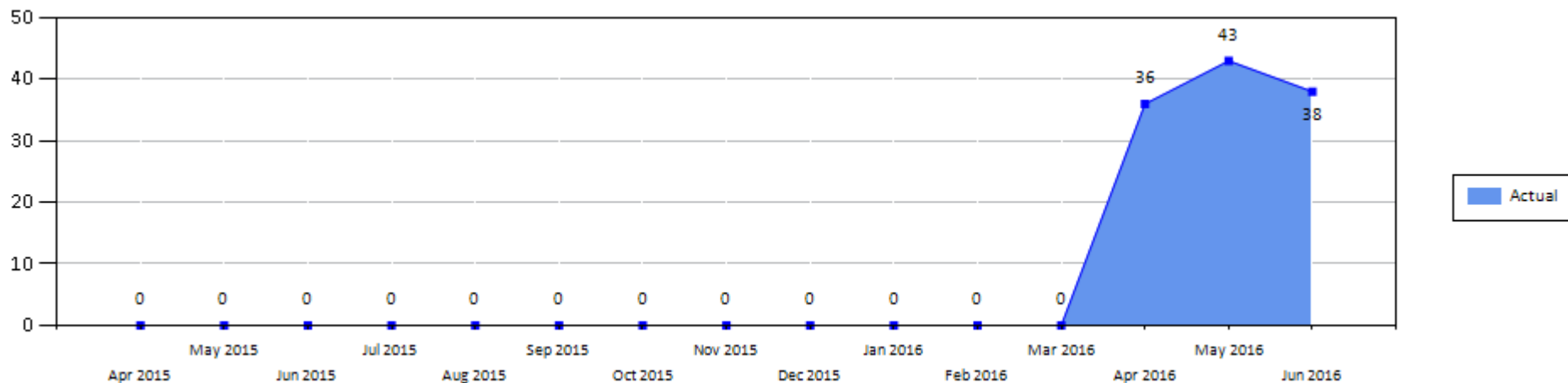
PRE05-Number of deliberate fires (primary + secondary) - Swindon

Month

Jun 2016

19





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

**Headline:** Dorset and Wiltshire Fire is a statutory member of the Local Resilience Forum and is known as a category 1 responder under the Civil Contingencies Act

### Actions

Action Code	Action Name
1.2.4.8	How are our local resilience partnership arrangements In Swindon providing effective support to improve community resilience?
<p><b>Progress comment:</b> Dorset &amp; Wiltshire 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.</p> <p>Through an LRF coordinator, 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>	

## Priority : Be there when you need us

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

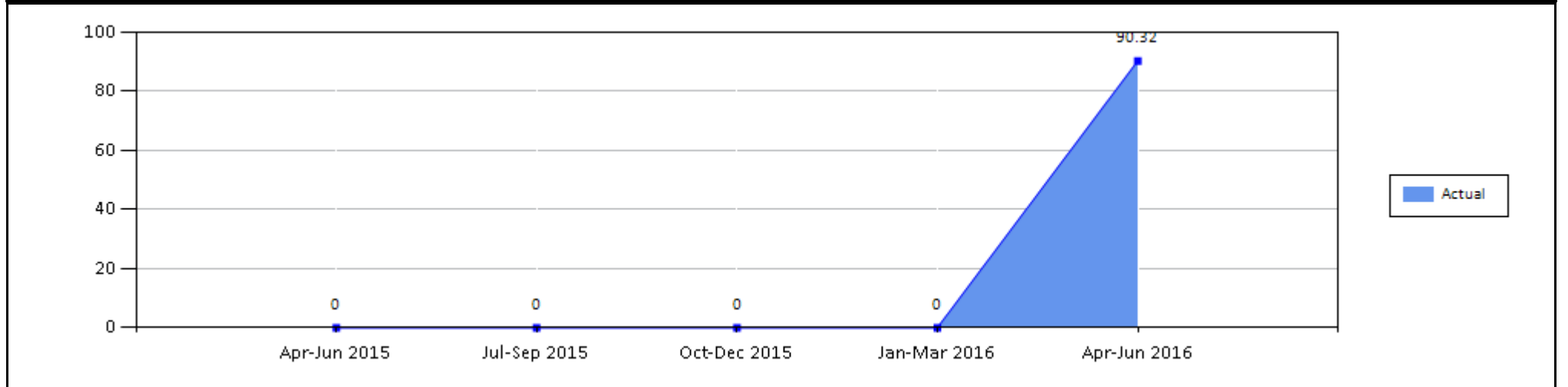
**Headline:** The Swindon Area is predominately covered by wholetime duty system staff, therefore the appliance availability for these appliances consistently good

#### Actions

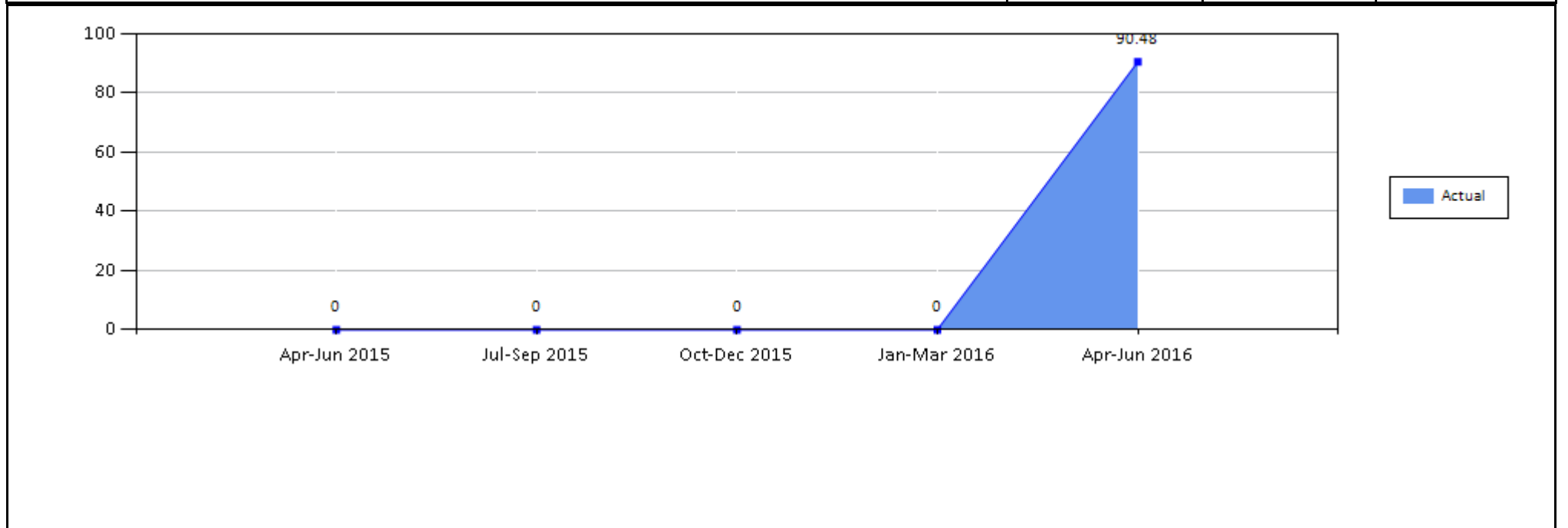
Action Code	Action Name
1.3.1.8	Are appliances in Swindon available when we need them?
<p><b>Progress comment:</b> The Swindon Area is predominately covered by wholetime duty system staff, therefore the appliance availability for these appliances consistently good. There is one appliance at both Swindon and Stratton fire stations that are crewed by retained duty staff. Within the Wholetime establishment we can almost guarantee that all three frontline appliances are available 24/7 within the Swindon area.</p> <p>With the Retained (on call) appliance we have less guarantee due to the type of contracts they have and also have full time positions elsewhere. However, we are aware when the appliance will be off the run due to an electronic availability system (Gartan) so the managers of the retained unit can try to fix the problem.</p> <p>We are constantly recruiting within the retained units due to the turnover of staff. Both units within Swindon are currently piloting the salary scheme which has helped in some way towards retaining staff as they are now paid for their hours of availability rather than against their amount of activity. However further recruitment needs to take place</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-Swindon	Quarter	Apr-Jun 2016	90.32%

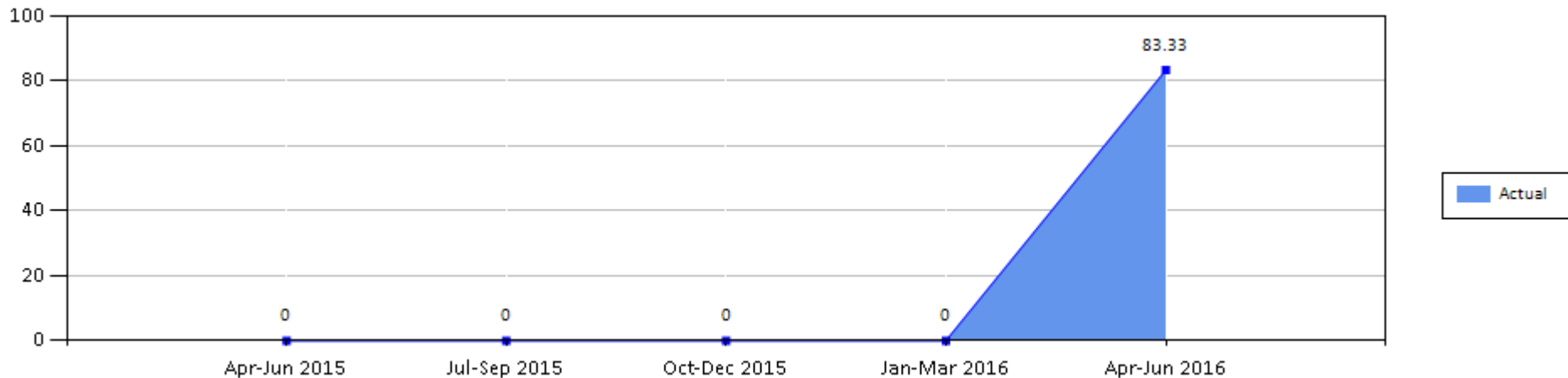


RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Swindon	Quarter	Apr-Jun 2016	90.48%
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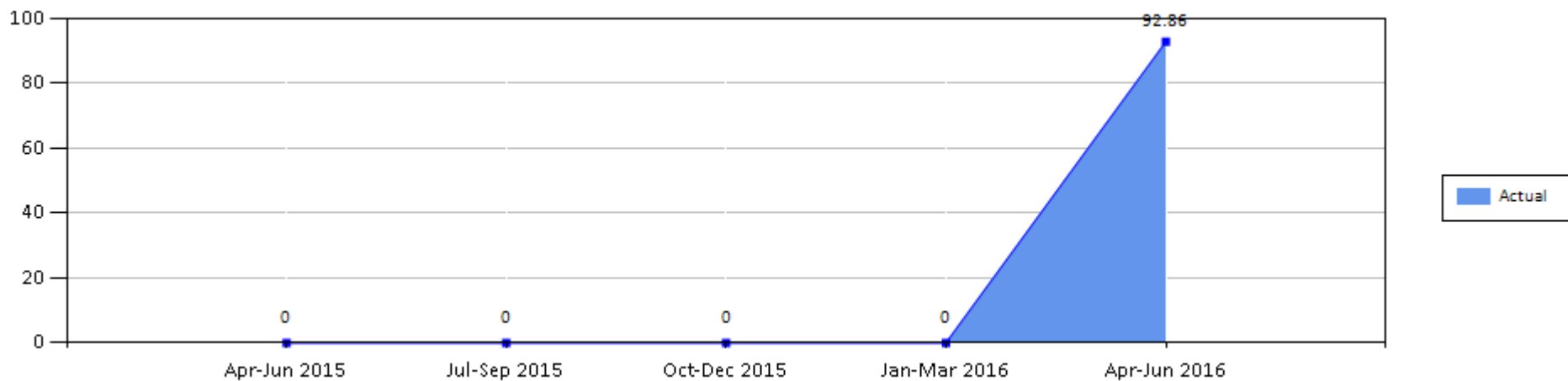




RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon	Quarter	Apr-Jun 2016	83.33%
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RES04-Percentage of incidents to other properties where the second appliance met the response standard-Swindon	Quarter	Apr-Jun 2016	92.86%
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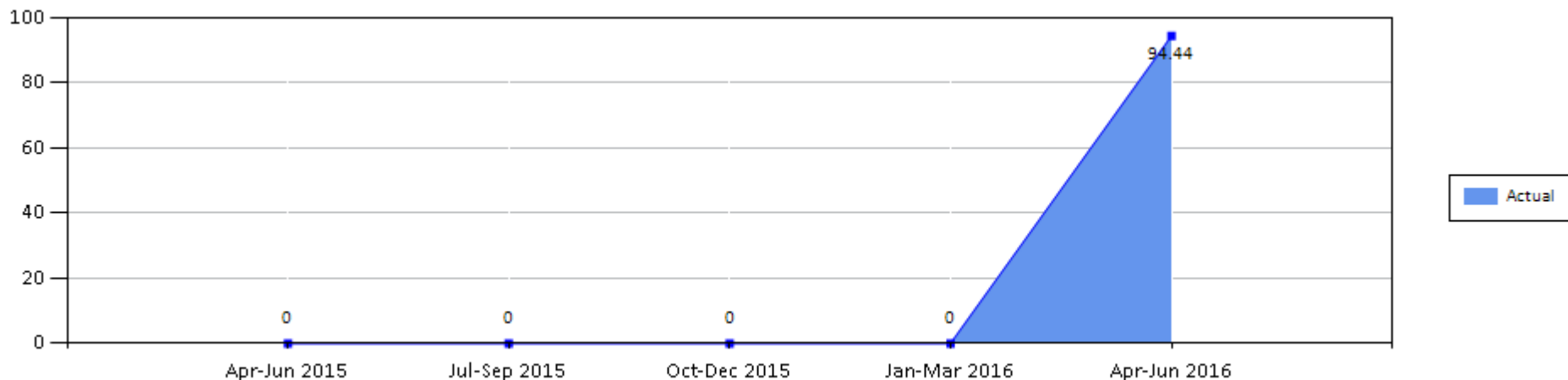


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon

Quarter

Apr-Jun 2016

94.44%

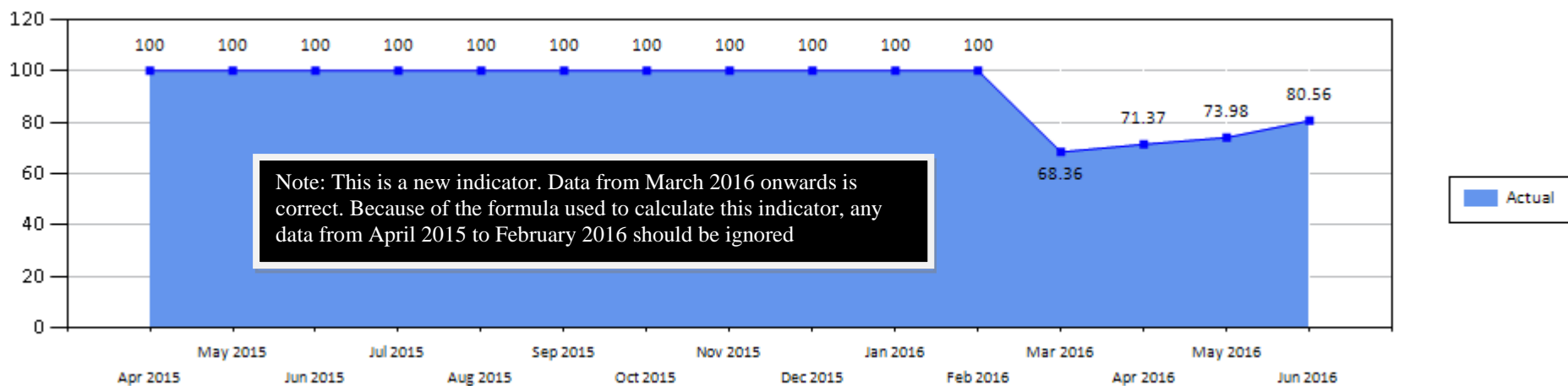


RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)- Swindon Area

Month

Jun 2016

80.56%



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

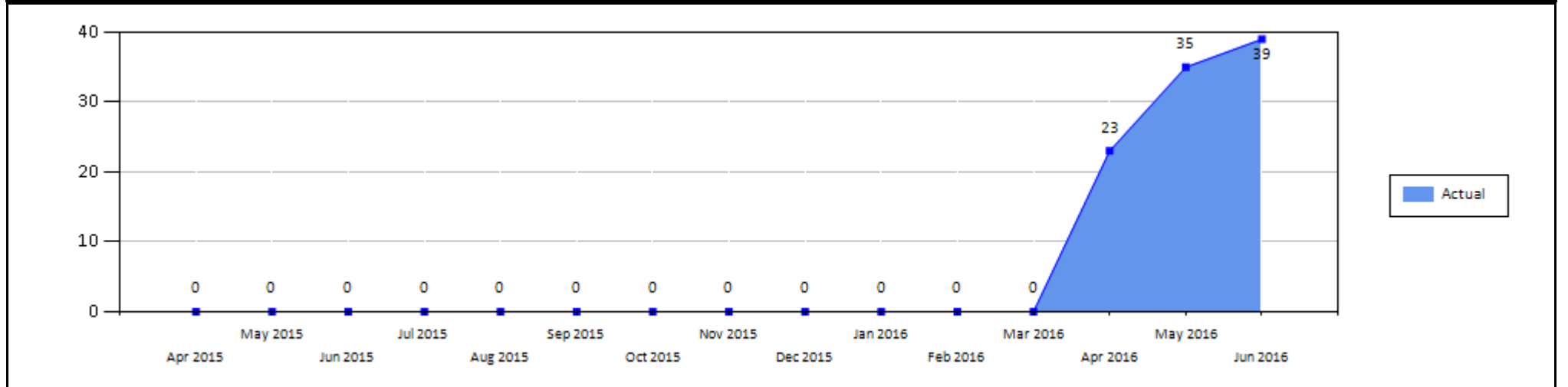
**Headline:** Due to the crewing arrangements within the Area, we have a very high level of achievement of performance for the response standards set

### Actions

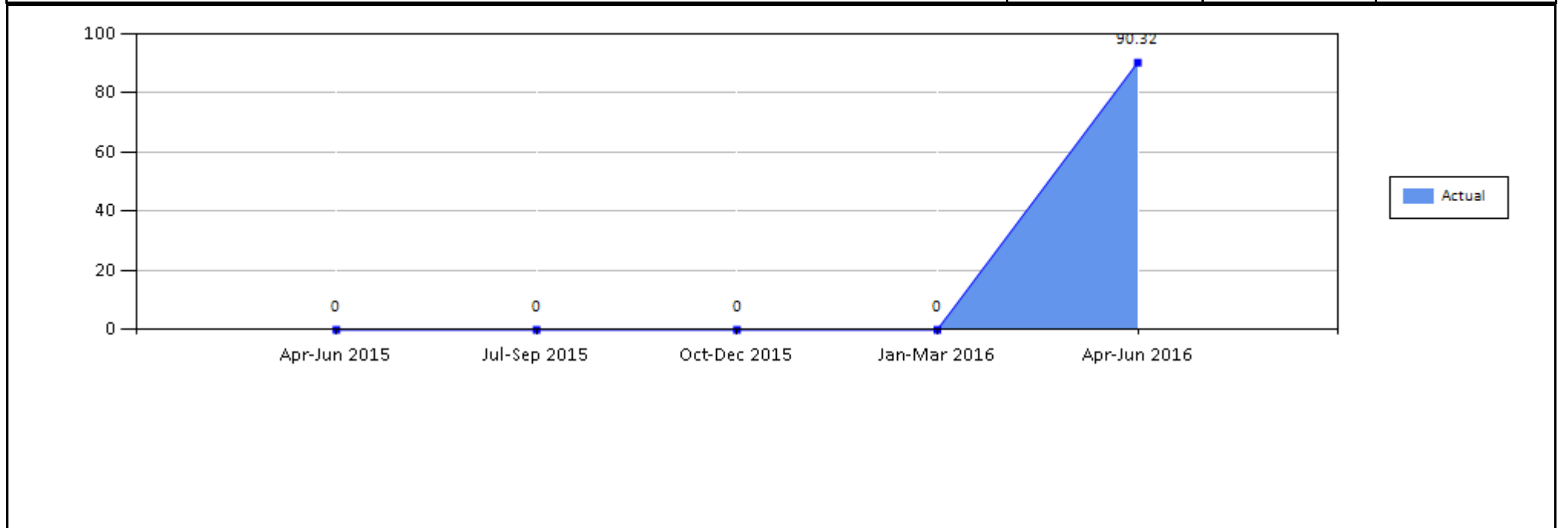
Action Code	Action Name
1.3.2.29	How effective and efficient are our response arrangements in Swindon for dealing with the range of incidents and medical emergencies we attend?
<p><b>Progress comment:</b></p> <p>The Emergency Response Standards introduced by the Fire and Rescue Authority are life-focused indicators setting challenging targets for a wider variety of incidents, including road traffic collisions for 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 Planning (IRMP), where prevention and protection measures are considered for those at risk communities some distance from an operational response.</p> <p>The first two indicators measure the percentage of properties with a 'sleeping risk' (dwellings, hotels, prisons, caravan parks, etc.) where the first appliance attended a fire within 10 minutes from time of call and the second appliance in 13 minutes on 80% of occasions.</p> <p>Due to the crewing arrangements within the Area, we have a very high level of achievement of performance for the response standards set.</p> <p>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.</p> <p>Within Swindon, we continually meet the majority of our response standards as we are predominately wholetime appliances. Improvements will need to be made to the Retained appliances within the area as at times they are unavailable due to crewing which in turn has an adverse effect on response times. Ongoing recruitment is in place at both stations.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Swindon	Month	Jun 2016	39



KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon	Quarter	Apr-Jun 2016	90.32%

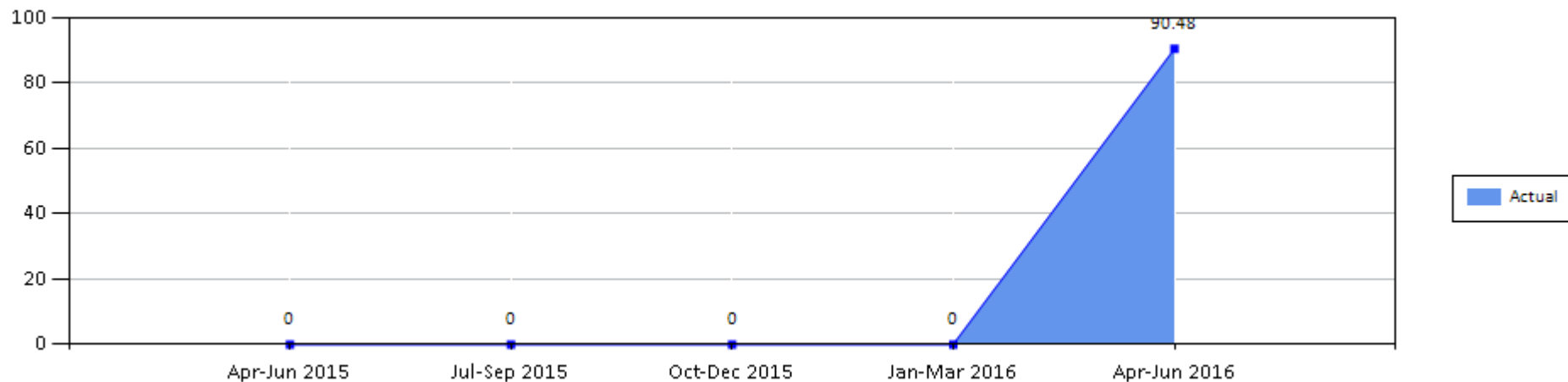


RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Swindon

Quarter

Apr-Jun 2016

90.48%

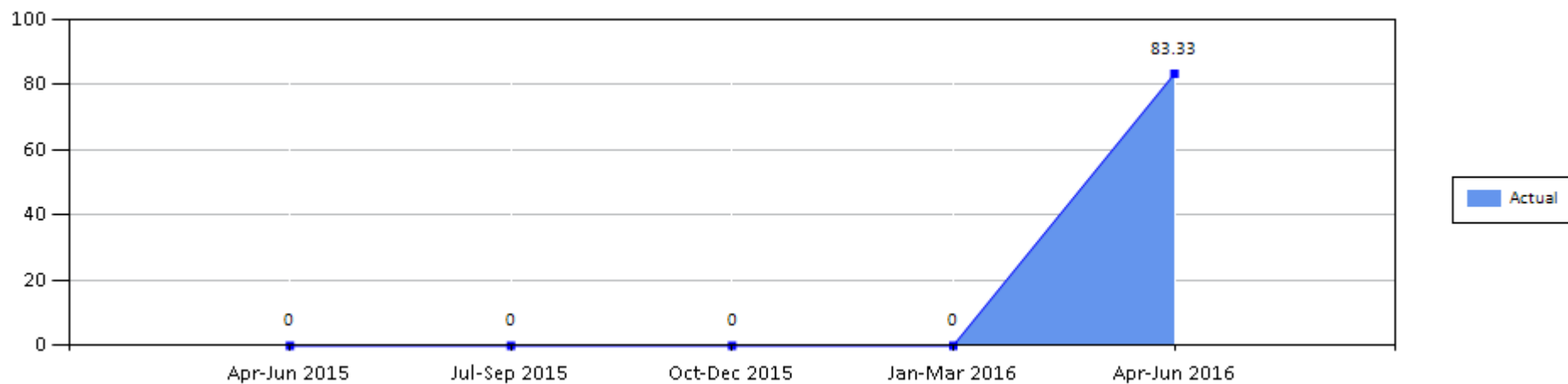


RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon

Quarter

Apr-Jun 2016

83.33%

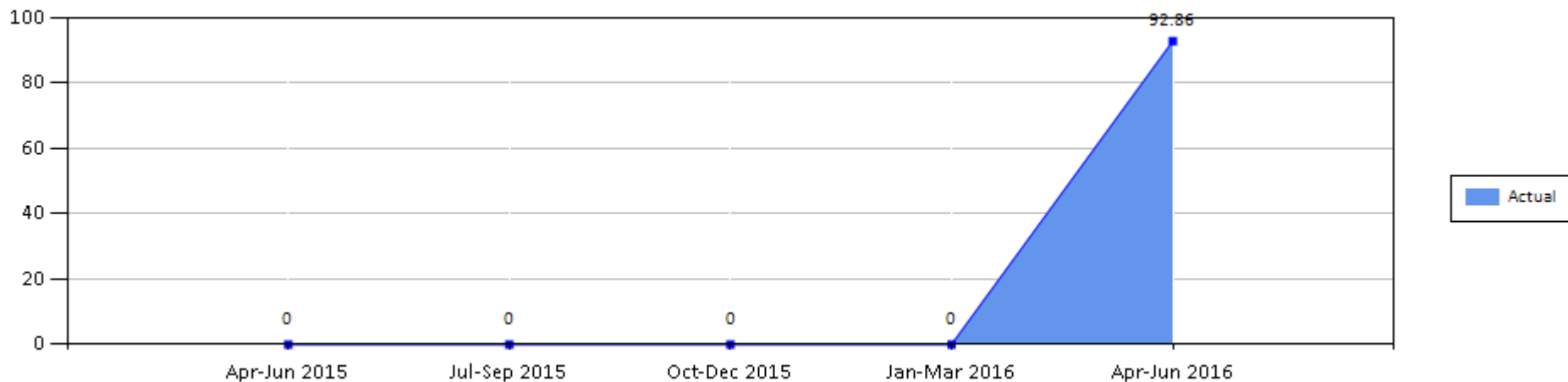


RES04-Percentage of incidents to other properties where the second appliance met the response standard-Swindon

Quarter

Apr-Jun 2016

92.86%

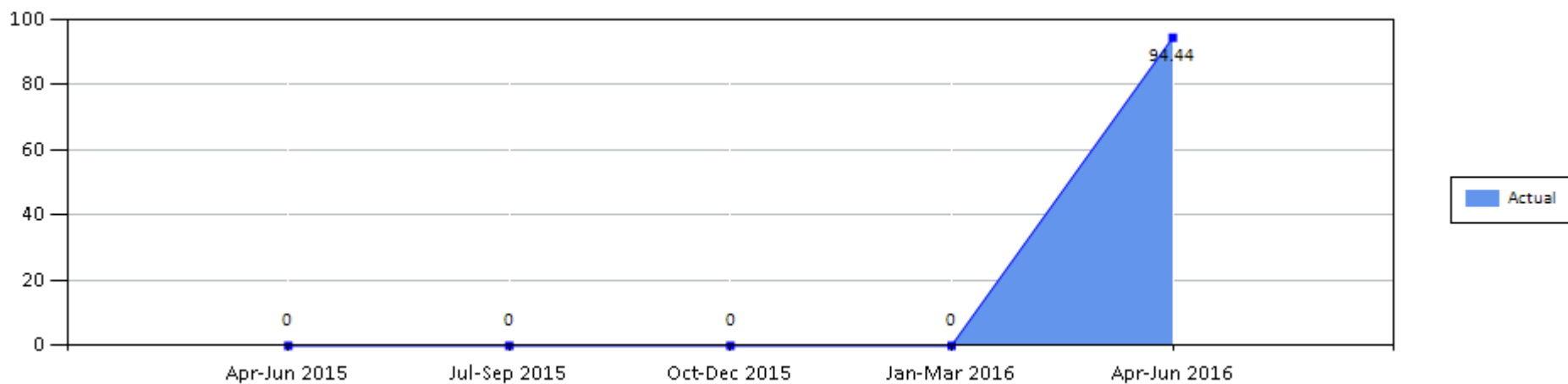


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon

Quarter

Apr-Jun 2016

94.44%

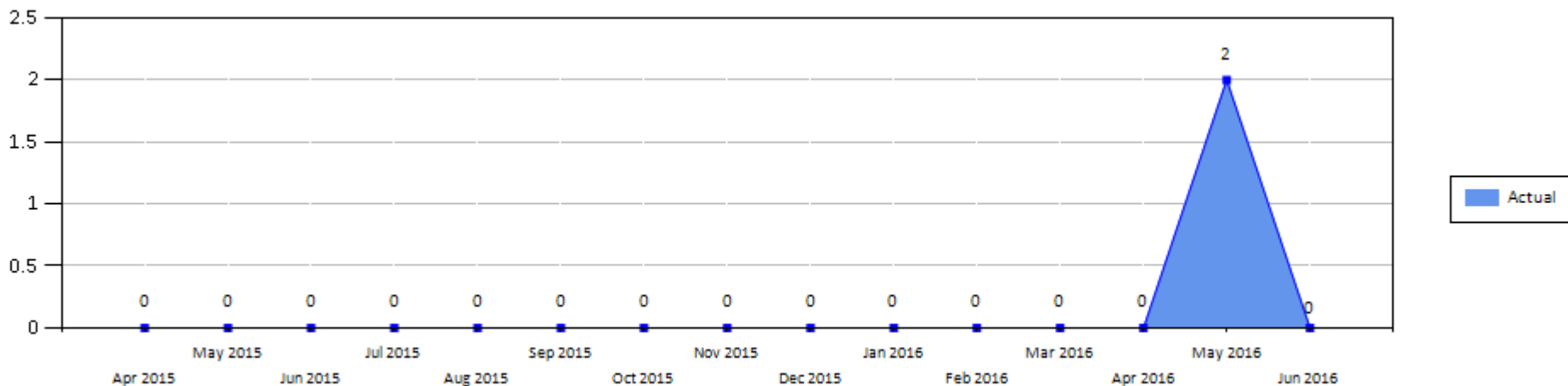


RES11-Number of people rescued at fire related incidents-Swindon

Month

Jun 2016

0

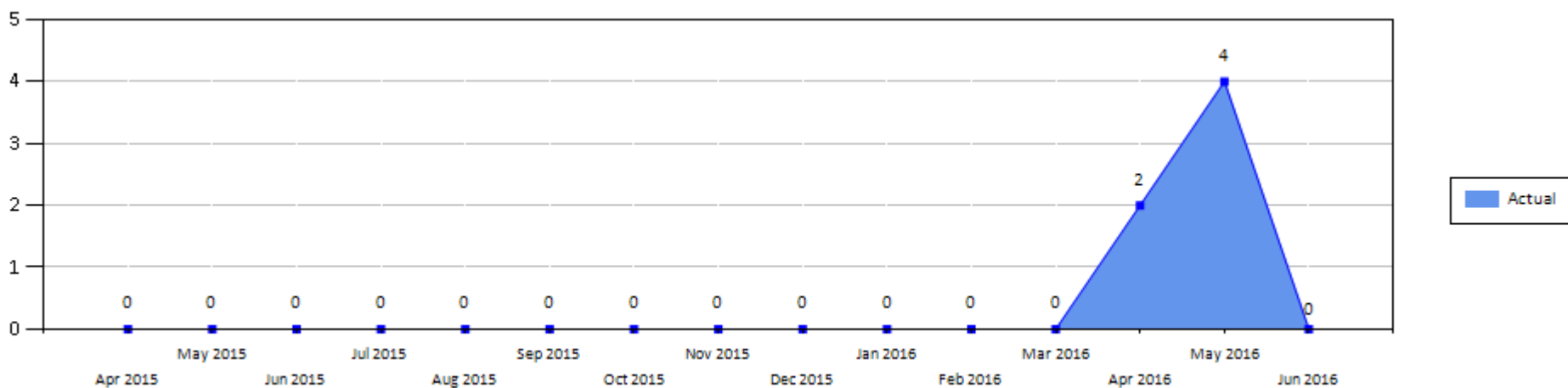


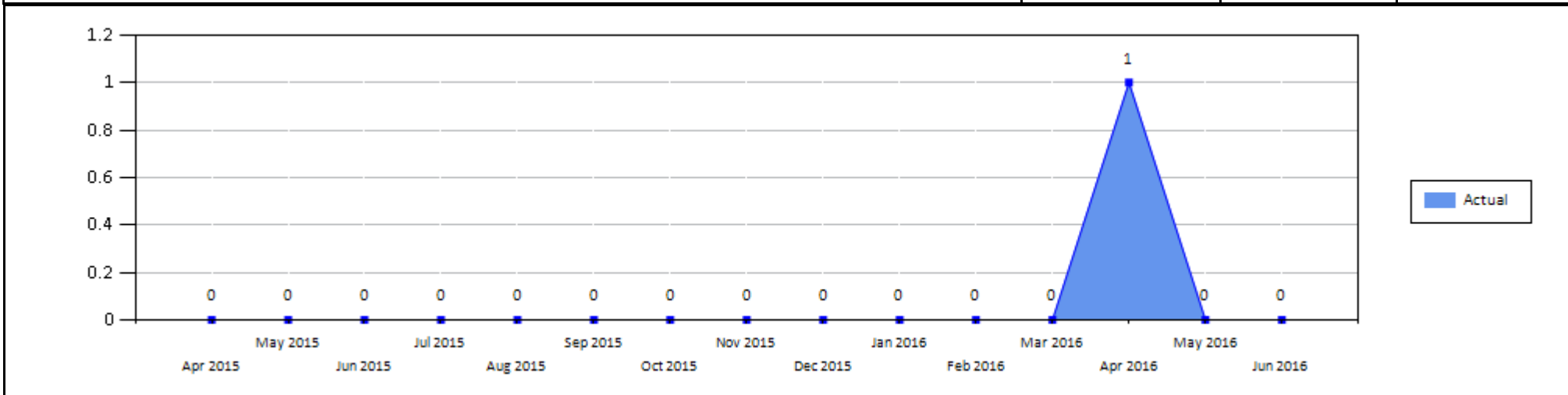
RES12-Number of people rescued from RTCs-Swindon

Month

Jun 2016

0







## 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?

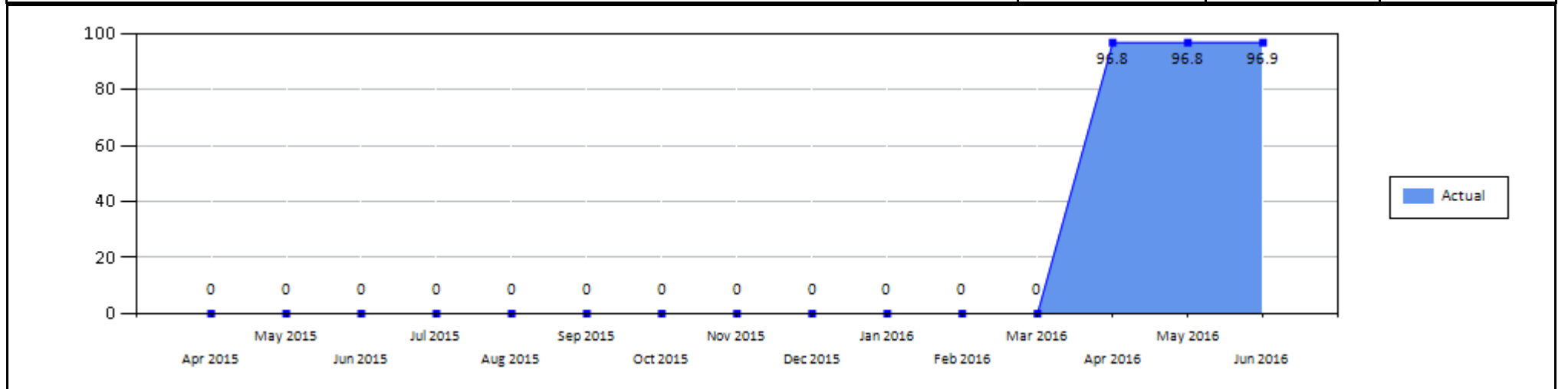
**Headline:** Annual watch audits are carried out by the District Commanders to ensure that personnel are maintaining competencies

### Actions

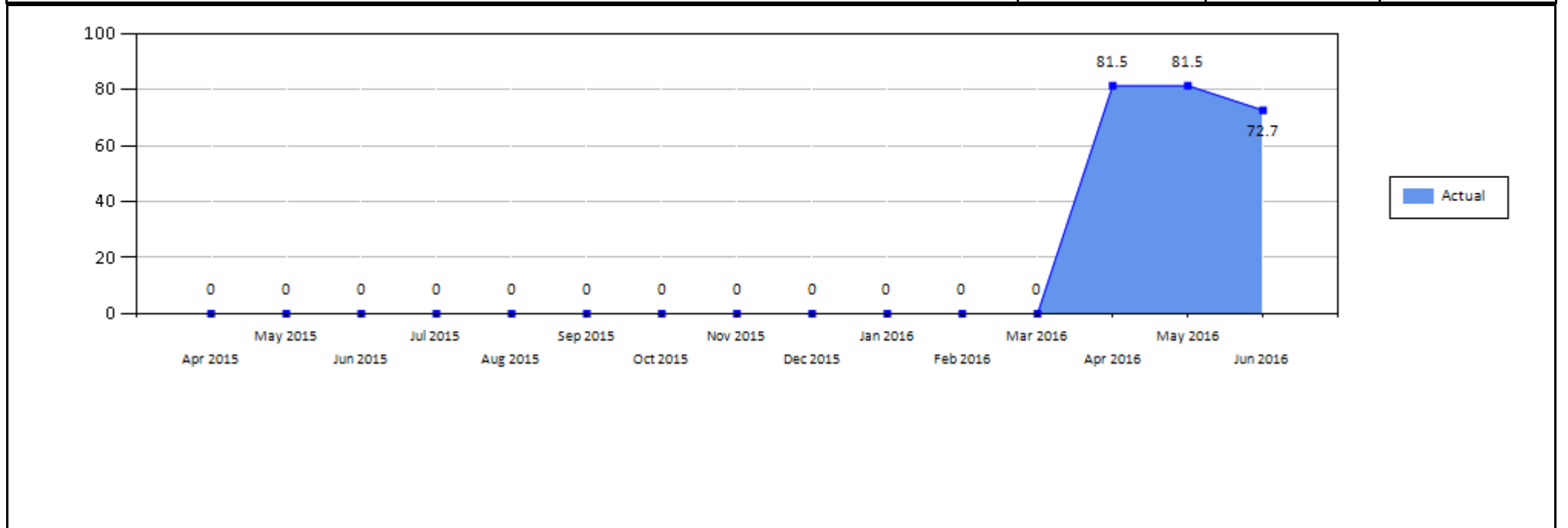
Action Code	Action Name
1.3.3.33	How are our operational staff safe and how do they maintain the required levels of competence needed for the range of incidents they attend in Swindon?
<p><b>Progress comment:</b> There are a number of ways our staff maintain competency. They will have training delivered centrally by Training Centre in areas such as Live Fire, Fire Behaviour, Incident Command and Trauma Care.</p> <p>There is also cross agency training such as JESIP delivered centrally which ensures the majority of our managers have input in this multi-agency approach.</p> <p>The majority of continuation training is delivered on station by the managers and this can be identified through a robust competency recording system (Fire Watch)</p> <p>On a regular basis incidents are debriefed and learning/training opportunities are identified. These debriefs can be recorded and delivered centrally to assist in identifying trends/issues that can then be addressed through a centrally directed training plan which is issued through the training department.</p> <p>Locally the managers will also identify local risks that crews will need to be aware of and train accordingly.</p> <p>Annual watch audits are carried out by the District Commanders to ensure that personnel are maintaining competencies. The watch audits are tailored around local risks and also cover both practical and underpinning knowledge.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Swindon Station WDS	Month	Jun 2016	96.9%



KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Swindon Districts RDS	Month	Jun 2016	72.7%

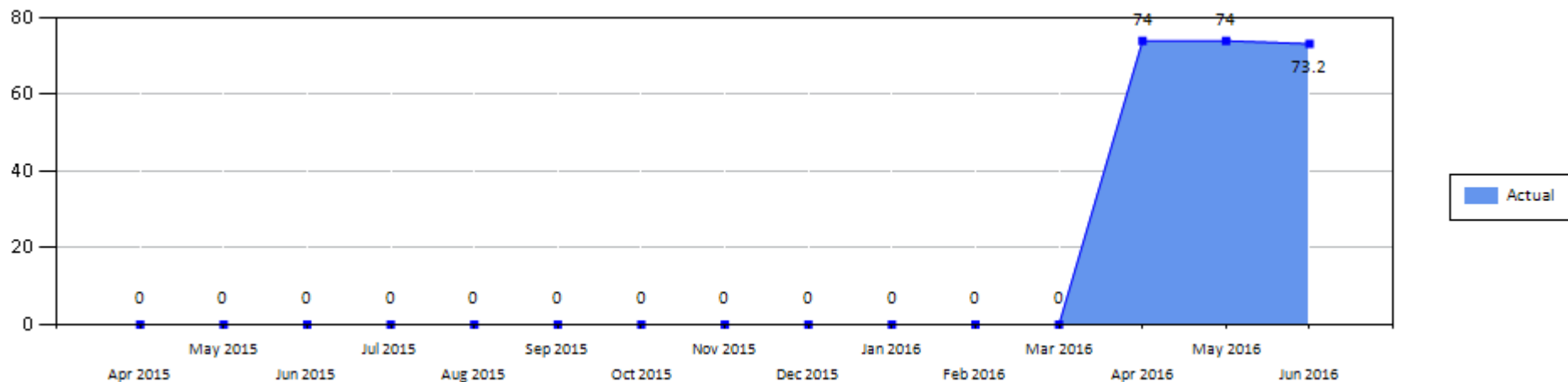


Percentage competent in the BA modules of the Operational Licence - Swindon Districts RDS

Month

Jun 2016

73.2%

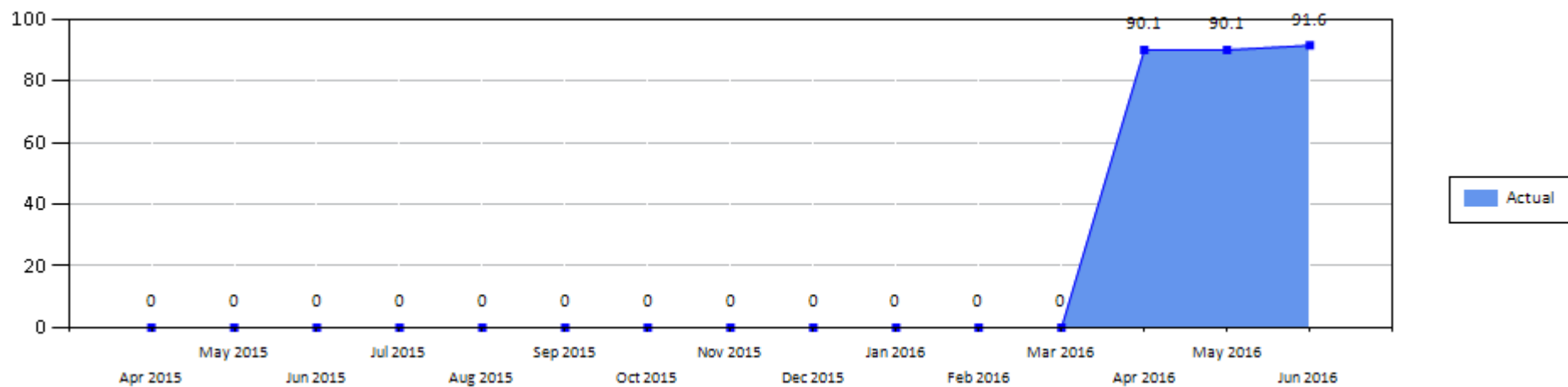


Percentage competent in the BA modules of the Operational Licence - Swindon Districts WDS

Month

Jun 2016

91.6%

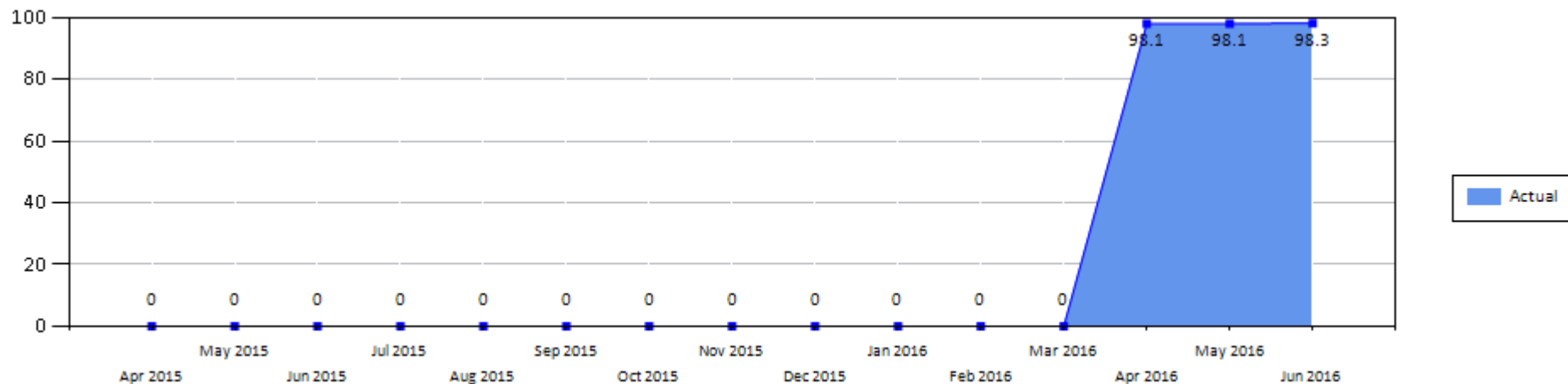


Percentage competent in the RTC modules of the Operational Licence - Swindon District WDS

Month

Jun 2016

98.3%

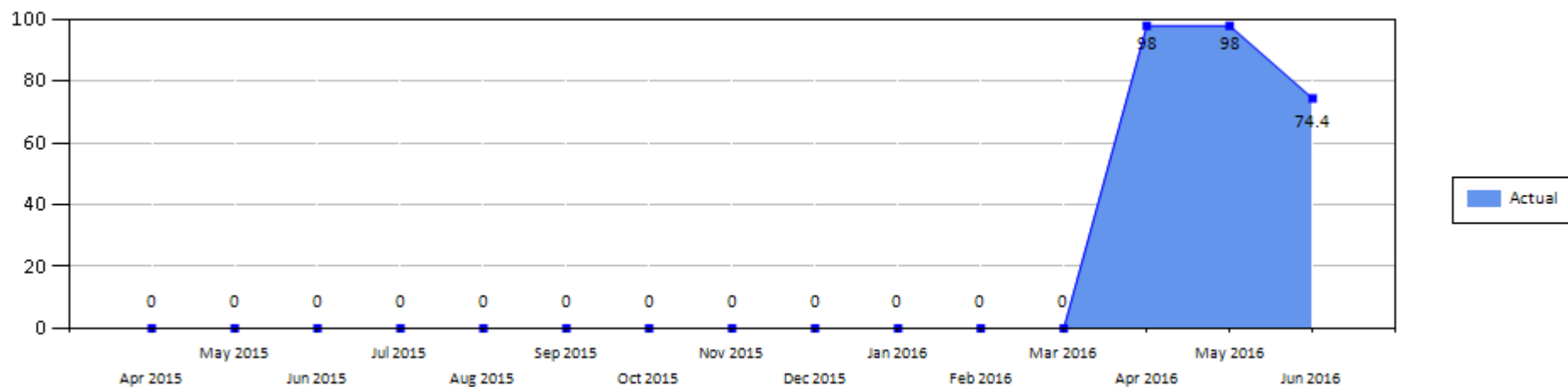


Percentage competent in the RTC modules of the Operational Licence - Swindon Districts RDS

Month

Jun 2016

74.4%



## 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

### Actions

Action Code	Action Name
1.3.4.11	How do we learn from operational and community risks in Swindon, to improve the response services we provide?
<p><b>Progress comment:</b> 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.</p> <p>Where a fire has 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 with a multi-agency fatal fire conference once the coroner has completed their inquest.</p> <p>We constantly monitor our operational activity which allows us to consider our response, fire safety and prevention activities to drive down incidents. We have a robust system in which to document the outcomes from debriefs and ensure that these are used to improve our performance in response and lowering the risks to both our staff and our communities.</p>	