

# 3<sup>rd</sup> Quarter Performance Report Bournemouth & Poole Local Performance & Scrutiny Committee

Dorset & Wiltshire Fire and Rescue Service

Bournemouth and Poole

01/10/2016 - 31/12/2016



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

## Bournemouth and Poole

### Priority 1: Help you to make safer and healthier choices

#### KLOE 1: How are we delivering education programs which support families, children and young adults to achieve their potential and strengthen our communities?

##### Actions

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?

##### **Progress comment:**

DWFRS believes that educating residents of whatever age and background is an investment in the safety of communities we serve. The focus of our education programmes will be on embedding responsible behaviour in people and in helping them to make positive decisions about their own safety and of those around them. Focusing on children, we shall deliver a range of programmes in line with Government Recommendations.

By engaging with children and young people we aim to:

- Prevent them from being harmed in accidental dwelling fires
- Reduce fires through ignorance or carelessness and develop risk awareness
- Prevent them from becoming involved in fire crime or associated anti -social behaviour
- Educate them, their peers and families in fire and road safety skills, also some of our partner's health and well-being messages.

The Education team deliver high quality fire safety education to school children in Key Stage 1 in year two (ages 6/7) and children at the top of Key Stage 2 which is year six children (aged 10/11). Each of these two age groups will benefit most from the programme prior to progressing up a Key Stage at the end of the school year.

The lesson plans deliver on the Dorset & Wiltshire Fire and Rescue Service's strategic priorities. The planning takes account of "Every Child Matters" framework and also the requirements of the National Curriculum under the Personal, Social and Health Education (PSHE) and Citizenship topics. Additionally, they contribute to the aims and objectives of some of our strategic partners in relation to health, safety and wellbeing of young people where possible and relevant.

We are delivering a range of safety education programmes directly through our School visits and during our Youth Intervention Programme. Stations are providing a range of support for these, including visiting school with the appliance and groups visiting the stations.

In Quarter 3 we achieved the following attendance at school visits or through our Youth Intervention Programme:

October: 360 children

November: 771 children

December: 120 children

Overall quarterly total = 1251

- The Bournemouth course was delivered in October for Job Centre Plus (JCP) at Springbourne Fire Station,
- Youth Intervention: Total Number of accredited outcomes achieved was 18

## KLOE 2: 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?

### Actions

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?

#### Progress comment:

Safe and Well visits: During 3<sup>rd</sup> Quarter a total of 3,133 Safe and Well visits took place across the Service with 1,153 undertaken in Bournemouth and Poole. This included 8 deaf alerts and 1 repair. The quarter's performance is comparable to the same quarter for 2015. The figures in December drop off each year for the festive period.

Stations and advisors continue to promote the monthly messages from Fire Kills Fire Safety messages from the Home Office, while doing Safe & Well visits.

Numerous press releases have been issued around winter tips which included how to look after your chimney, electrical safety etc.

We are ordering further stock of the Easy Read version and Large Print versions of the Fire Safety in the Home booklets.

Dementia training for Wholetime Staff was delivered in the November Training Tour and there are 2 more training tours planned for early 2017, which will then complete the WT training in our Area.

Officers have had further meetings with Bournemouth University Dementia Institution (BUDI) on 13/1/17 as part of our joint dementia initiative and a final report is due soon. This will provide valuable support to enable us to better support people with dementia in Bournemouth and Poole. Members will receive an update on the recommendations made when the final report is received.

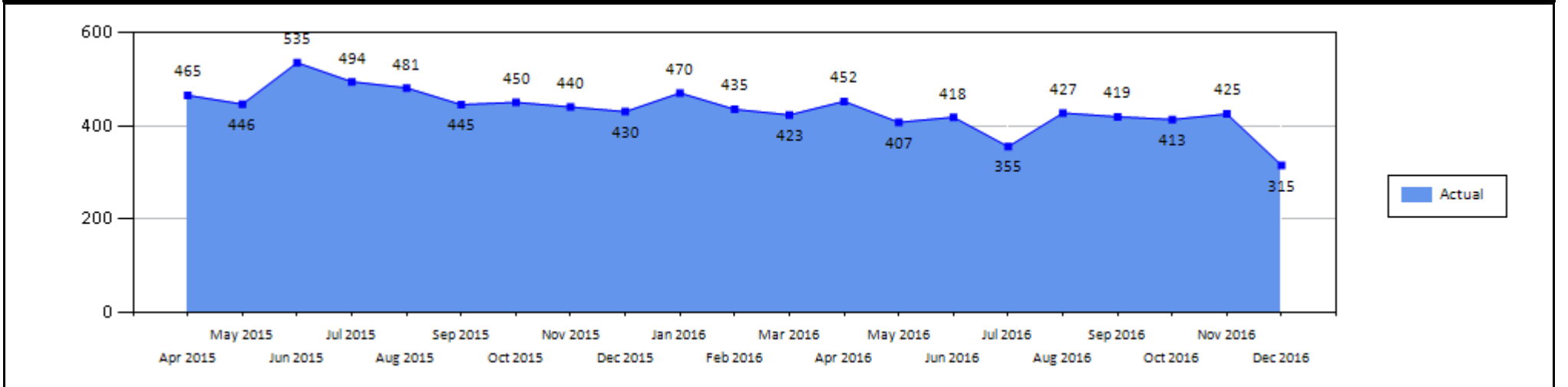
CFOA, Alzheimer's Society and SCIE (Social Care Institute for Excellence) have been contacted to ask if they will endorse the Service to create our own fire related Dementia Awareness on-line learning tool. This is seen as a valuable training aid and we hope that, eventually, all FRS would then be able to use this. This initiative will be funded from the reserved Health and Wellbeing fund.

In 3<sup>rd</sup> Quarter, we have visited 5 teams in Dorset Healthcare University Foundation Trust (DHUFT) to look at accessing vulnerable patients that live in the community.

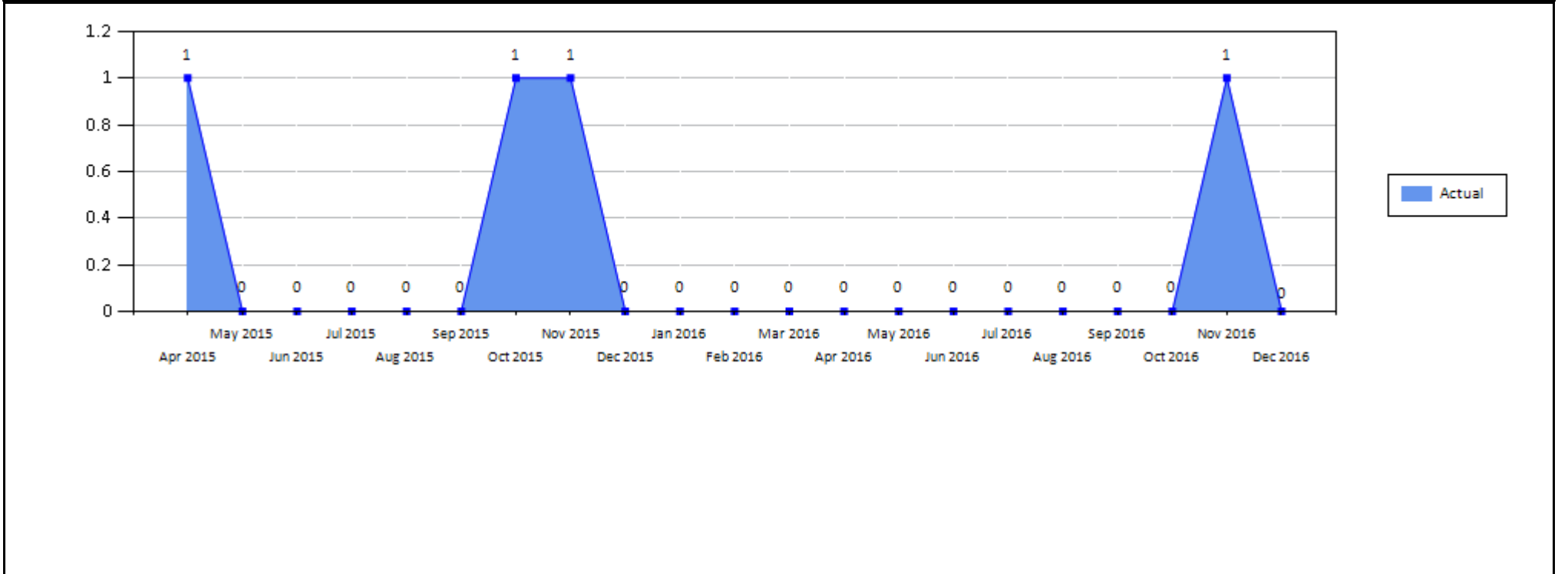
Dorset POPPS and Healthy Homes have provided funding of £800 to purchase 20 new heaters to replace faulty and non-returned ones. These are for distribution throughout Poole and Bournemouth.

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Bournemouth and Poole Borough Council	Month	Dec 2016	315



KPI Title	Period	Time Frame	Period Actual
PRE01- Number of fire related deaths - Bournemouth and Poole	Month	Dec 2016	0

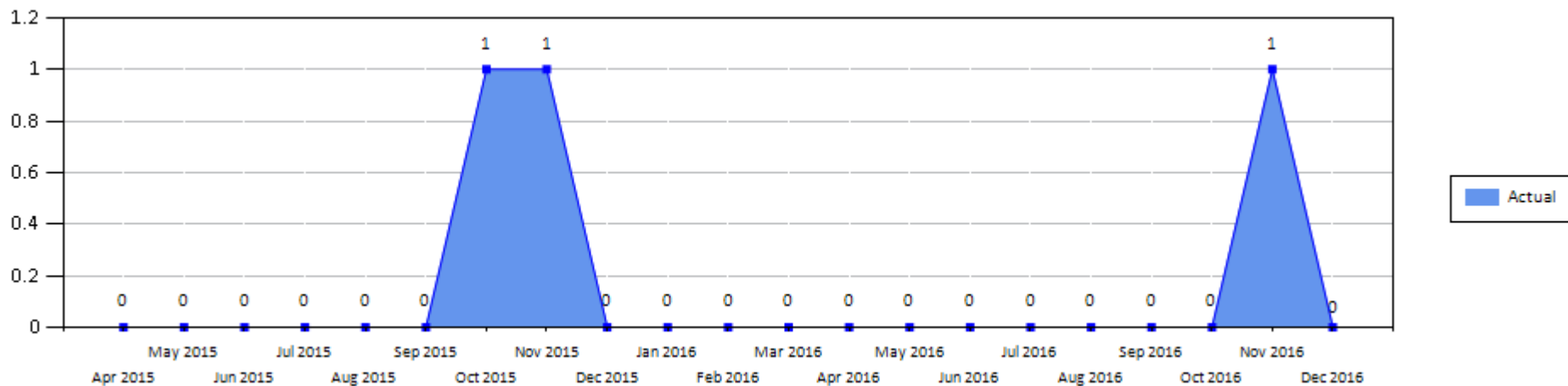


PRE01A-Number of fire related deaths in accidental dwelling fires - Bournemouth and Poole

Month

Dec 2016

0

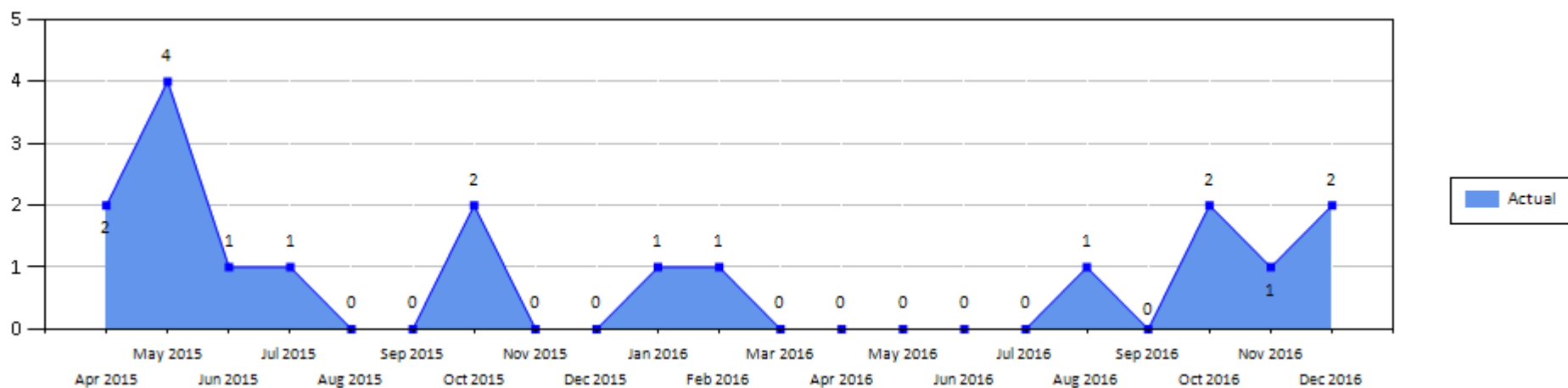


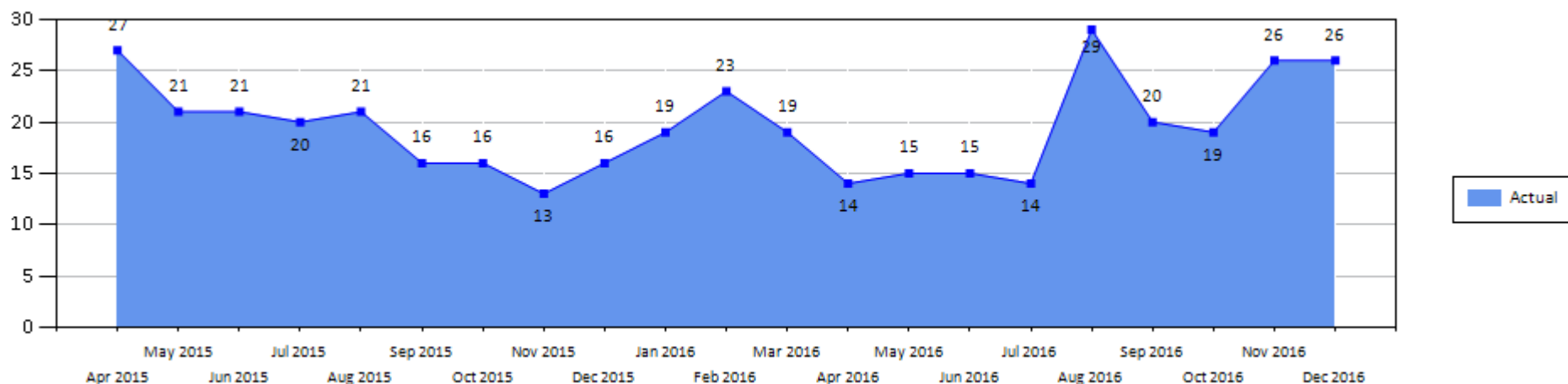
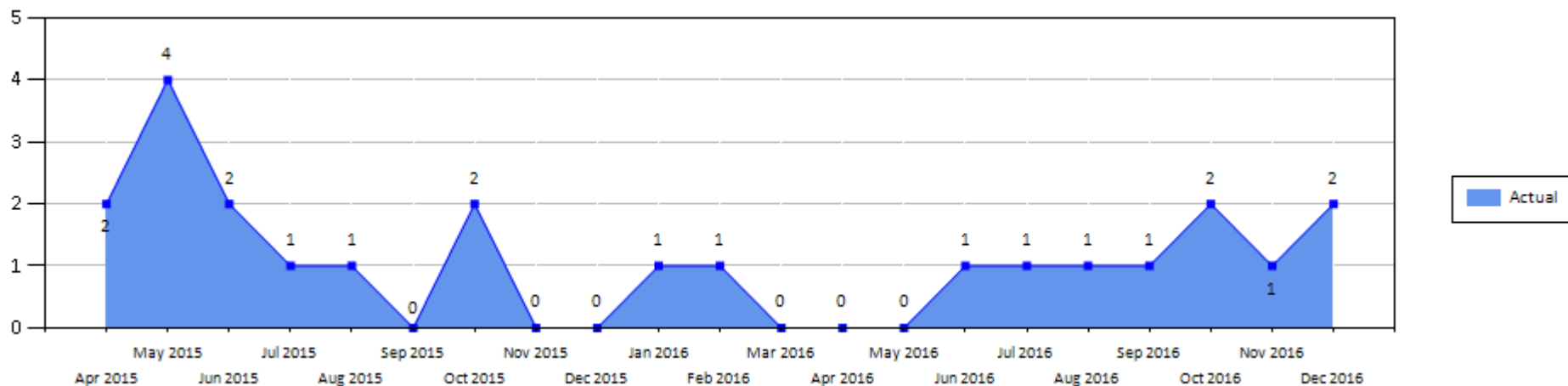
PRE02A-Total number of fire related injuries in accidental dwelling fires - Bournemouth and Poole

Month

Dec 2016

2





**KLOE 3: How are we working with our partners to use a wider range of information and technology to improve the wellbeing and independence of vulnerable people?**

**Actions**

Action Code	Action Name
1.1.3.6	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?
<p><b>Progress comment:</b></p> <p>We continue to support both the Bournemouth and Poole Community Safety Partnerships and the priorities that they have identified. The Area Commander has now been invited to attend the Safeguarding Board. The extent of this means we are supporting partners with domestic homicide reviews, which includes a recent review in the Poole Area.</p> <p>Continual liaison between station staff and Fire Safety enforcement Teams (via District Commanders) has resulted in improved communication between operational crews and St Ann's Hospital, with a resultant reduction in false alarms to this high risk premises. Where false alarms do occur, these are followed up more effectively.</p> <p>We continue to develop our partnership interaction, for example in talks with NHS Blood Donation Service regarding supporting blood donation sessions on fire stations in the area. We chair a multi-agency University liaison group and, through this, we are continuing to reduce unwanted fire signals in student accommodation.</p>	



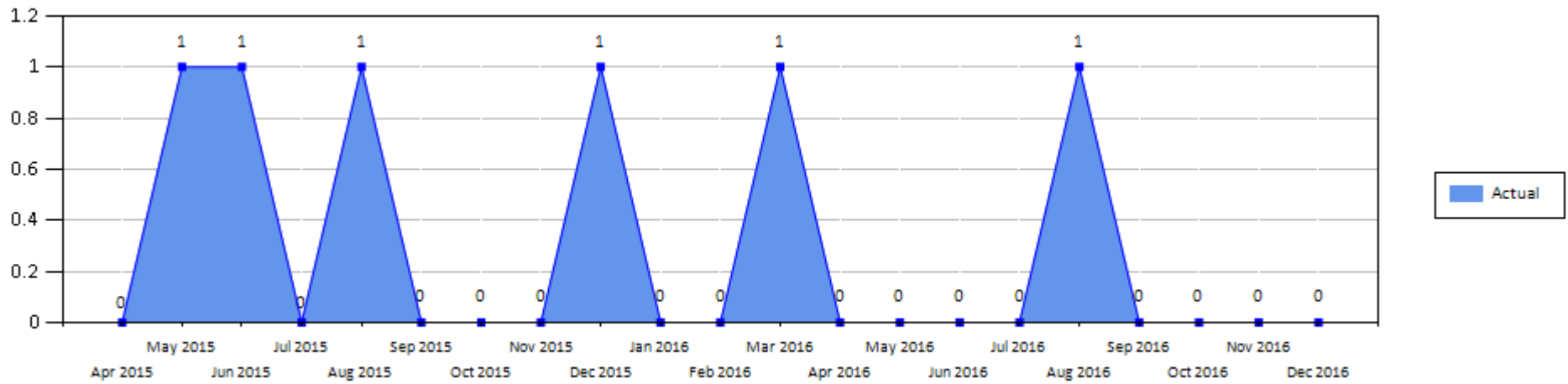
## KLOE 4: How are we delivering effective road safety education to reduce the risk of road traffic deaths and serious injuries

### Actions

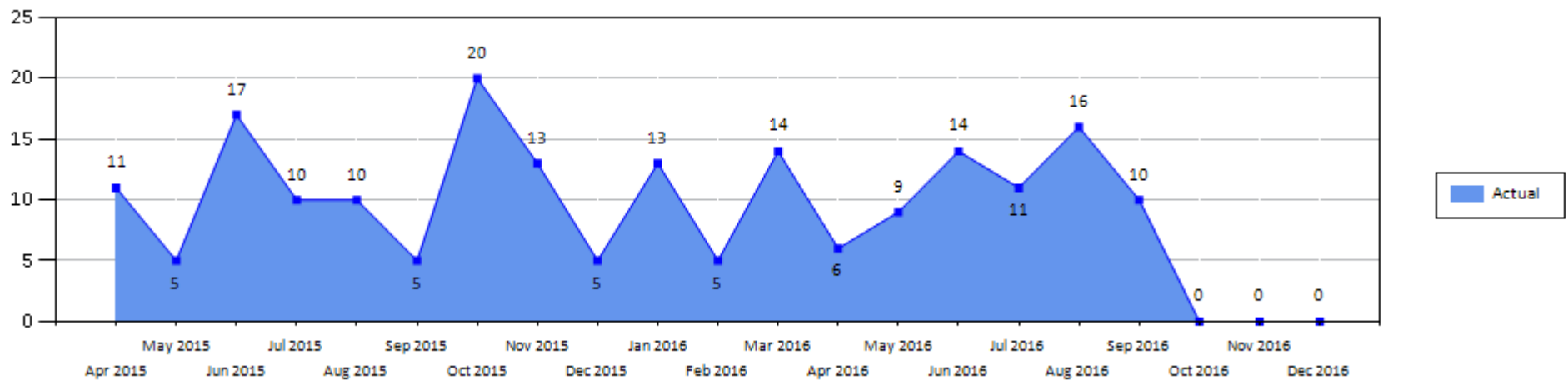
Action Code	Action Name
1.1.4.7	How are we delivering effective road safety education in Bournemouth and Poole to reduce the risk of traffic deaths and injuries?
<p><b>Progress comment:</b> Safe Drive Roadshows completed: 650 students from Bournemouth School for Girls &amp; Poole High School &amp; Poole Grammar</p> <p>Future Safe Drive Roadshows: LEAF Academy, Bournemouth 6th February 14:00-15:00 Bournemouth School, 20th March 10:35-11:35 Highcliffe School, 16th Tuesday 11:20-12:20</p> <p>During January, the Road Safety Manager will be leading a review of the Safe Drive Programme in partnership with Dorset Police, Poole Council, Bournemouth Council, Dorset Council. The review is bringing together key Partners to strengthen the support for the roadshow and to develop a plan to expand the number of schools attending.</p> <p>On 27 February, the Road Safety Manager will be attending Poole &amp; Bournemouth Schools Forum, with the aim of gaining access to more schools with Safe Drive Stay Alive roadshow.</p> <p>DWFRS will be supporting a community road safety education event at Safewise Bournemouth on the 28 January in partnership with Dorset Police and Kwikfit.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions-Bournemouth and Poole	Month	Dec 2016	0



KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions-Bournemouth and Poole	Month	Dec 2016	0



## Priority 2: Protect you and the environment from harm

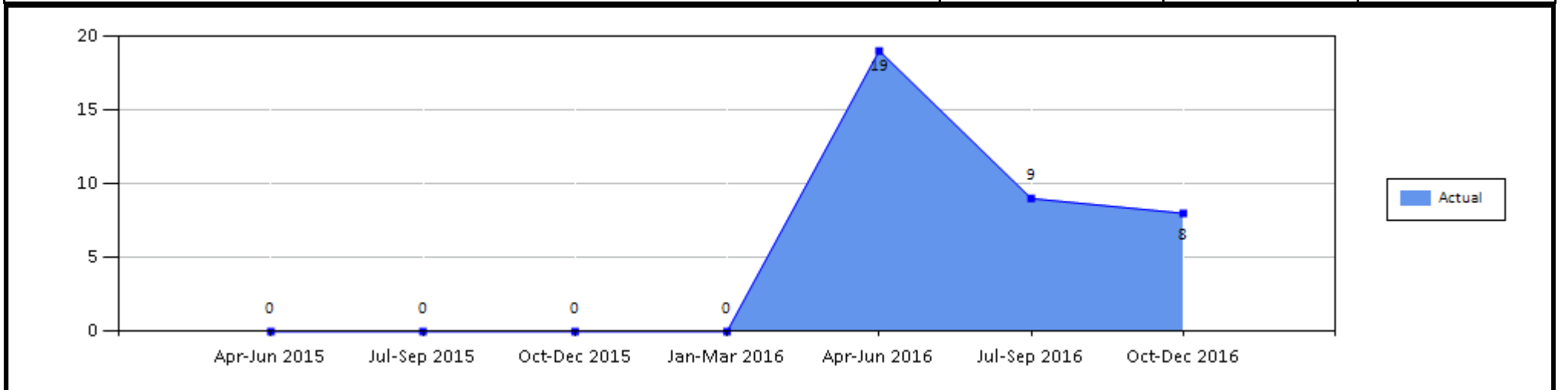
### KLOE 5: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

#### Actions

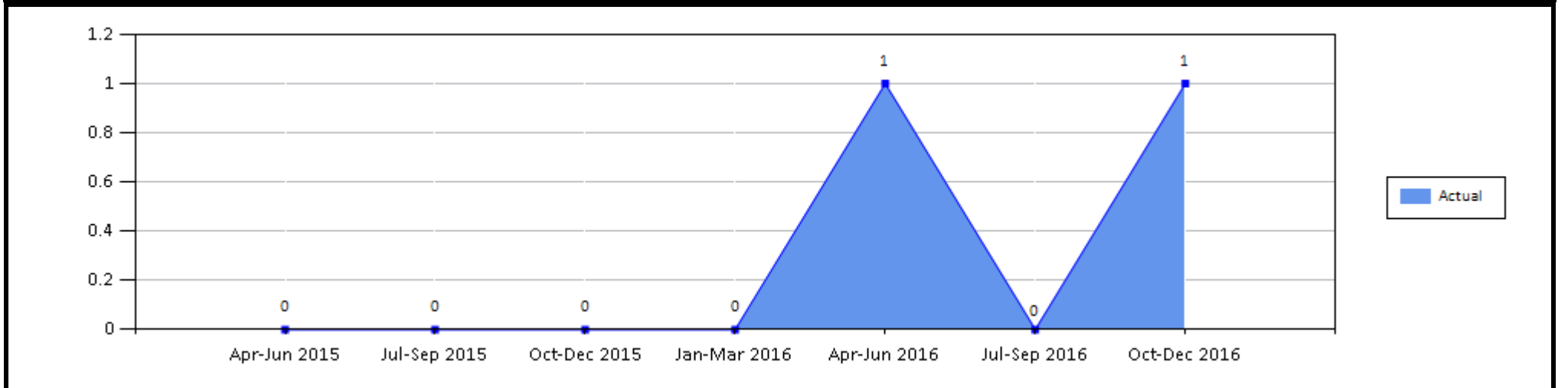
Action Code	Action Name
1.2.1.7	How are we effectively working with our partners in Bournemouth and Poole to safeguard the vulnerable people we come into contact with?
<p><b>Progress comment:</b></p> <p>There were 8 adult safeguarding referrals during the 3<sup>rd</sup> Quarter, 5 referred by crews and 3 by Safe and Well Advisors. There was one child safeguarding referral identified by one of our crews.</p> <p>Safeguarding training has been rolled out across the service to help ensure a consistent approach for recognising safeguarding issues is delivered across the service.</p> <p>The hoarding panel is now well established and working well.</p> <p>We have been involved in one serious case review as part of our representation on the Poole and Bournemouth Adult Safeguarding Board.</p> <p>The Safeguarding Coordinator has attended conferences on hoarding, self-neglect and domestic abuse, which focused on abuse in men. The Safeguarding Coordinator sits on the practitioner board in Poole and Bournemouth for safeguarding leads. This board shares best practice and reviewing cases, with the aim of building knowledge when dealing with cases.</p> <p>We have been involved in several Multi Agency Risk Management Meetings, (with Social Workers, Care Workers, GP's, Lawyers etc.)</p> <p>Duty Area Managers now have access to the safeguarding emails which is helping to ensure continuity should the Safeguarding Coordinator and the deputies be unavailable.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals - Bournemouth and Poole Borough Area	Quarter	Oct-Dec 2016	0



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals - Bournemouth and Poole Borough Area	Quarter	Oct-Dec 2016	0



## KLOE 6: 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?

### Actions

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?
<p><b>Progress comment:</b></p> <p>1. Enforcement/Prohibition/Prosecution: Enforcement -Nil Prohibitions Nil Prosecutions – The Service attended Court in December as part of an intended prosecution against the owner of a takeaway establishment in Bournemouth. The District Judge has adjourned any hearing of the case to allow witnesses to be called and therefore it is expected that this prosecution will proceed during the next Quarter.</p> <p>2. 3<sup>rd</sup> Quarter- Significant Fires- Number of commercial fires and cause: 7 Significant fires in Bournemouth and Poole (5 Accidental, 2 Deliberate). Incidences of arson, electrical appliance defects, and leaving items to close to heat source. 12 Non Significant fires in Bournemouth and Poole. Incidences of careless disposal, unattended cooking, arson and fire in dust extraction unit.</p> <p>3. Audit numbers and trends: 81 Building Regulations consultations completed in 3<sup>rd</sup> Quarter. 68 Licensing jobs have also completed during this time 46 Complaints 63 Post fire audits. 72 Fire Safety Audits</p> <p>Common findings of audits completed in 3<sup>rd</sup> Quarter:</p> <ul style="list-style-type: none"><li>• The failure to have completed a Fire Risk Assessment</li><li>• wedged open or poorly maintained fire doors</li><li>• Inadequate education of staff in what to do in the event of fire</li><li>• Poor records relating to weekly fire alarm and monthly emergency lighting tests</li><li>• Out of date fire extinguishers</li></ul> <p>4. Proactive Events – Supporting Business/ Educational/Training events, Workshops, Seminars, CFOA calendar events Under the Better Regulations Delivery Office guide, Fire Safety inspectors seek to educate business in fire safety to allow them to attain voluntary compliance. The BRDO approach supports consistent regulation, improving the professionalism of front-line regulators and gives ownership to businesses in their own regulation.</p>	

Officers engaged with landlords at the Landlords exhibition in the Bournemouth International Centre during October, passing on valuable advice and subsequently visiting landlords' premises for audits.

During October, the team also engaged in responsible person training , a Bournemouth County Council led programme, where we gave advice from the enforcement side of the Fire Safety Order.

Working on inspecting every residential care home which has not had an inspection in the last 3 years

Team Leaders also driving forward a programme of inspecting takeaways with residential accommodation above. This project is being supported by the Food Standards Agency.

#### 5. Unwanted Fire Signals

There were 196 Unwanted Fire Signals: WFS (92 Bournemouth, 36 Poole)

Poole. 33. – BOFA, Balena Close

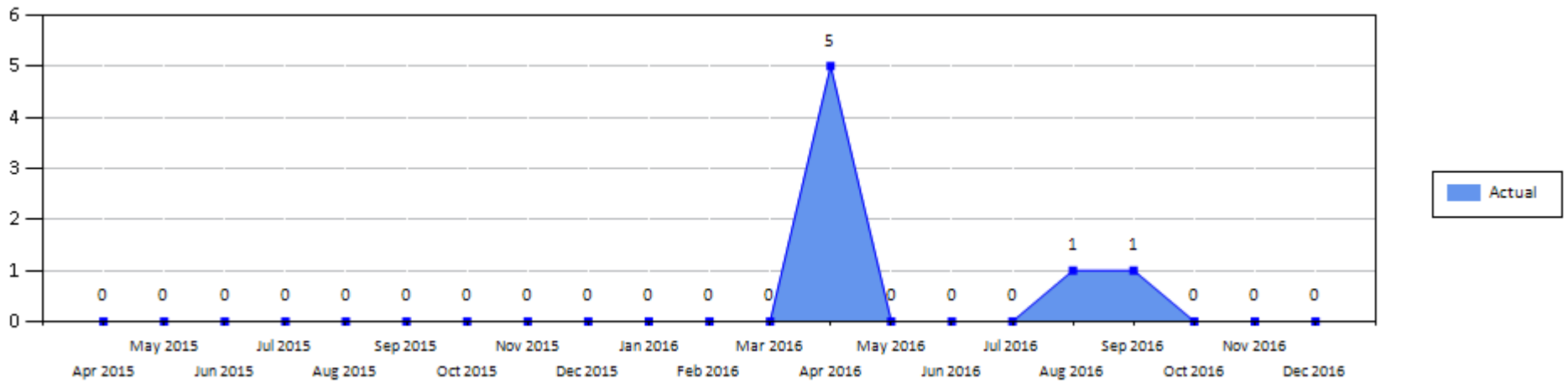
Redhill. 19- Hectors House, Wimborne (6), Road, Epiphany Church (4)

Westbourne. 20 – Shaftesbury Court (2), Bournemouth Arts Institute (3)

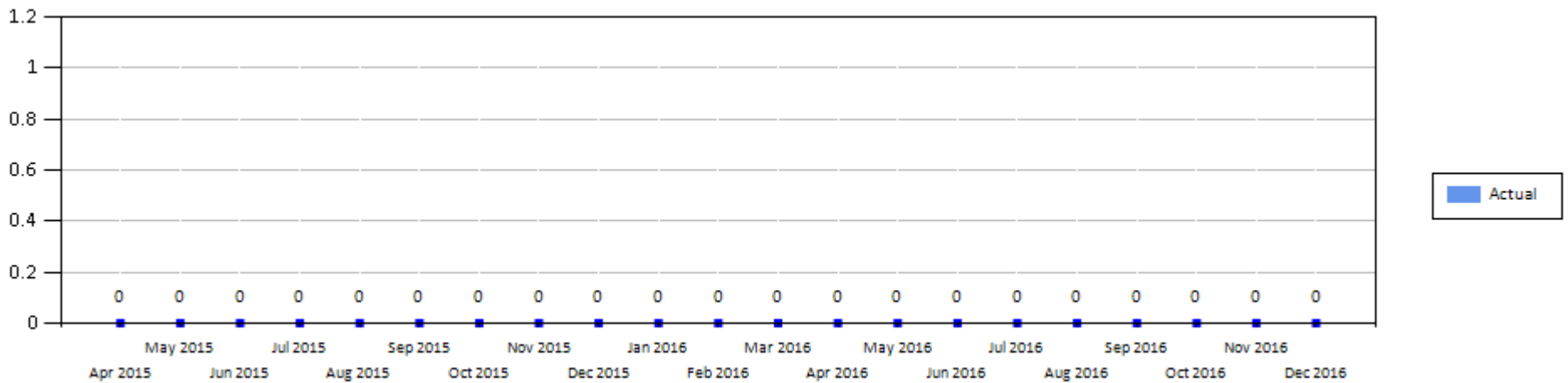
Springbourne. 59 –Christadelphian Church Bath Road (3) Hectors House (6), Bournemouth Hospital (3), 28A Bath Road (3), St Katherine School (2), epiphany School (4),

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Bournemouth and Poole Borough	Month	Dec 2016	0



KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Bournemouth and Poole	Month	Dec 2016	0

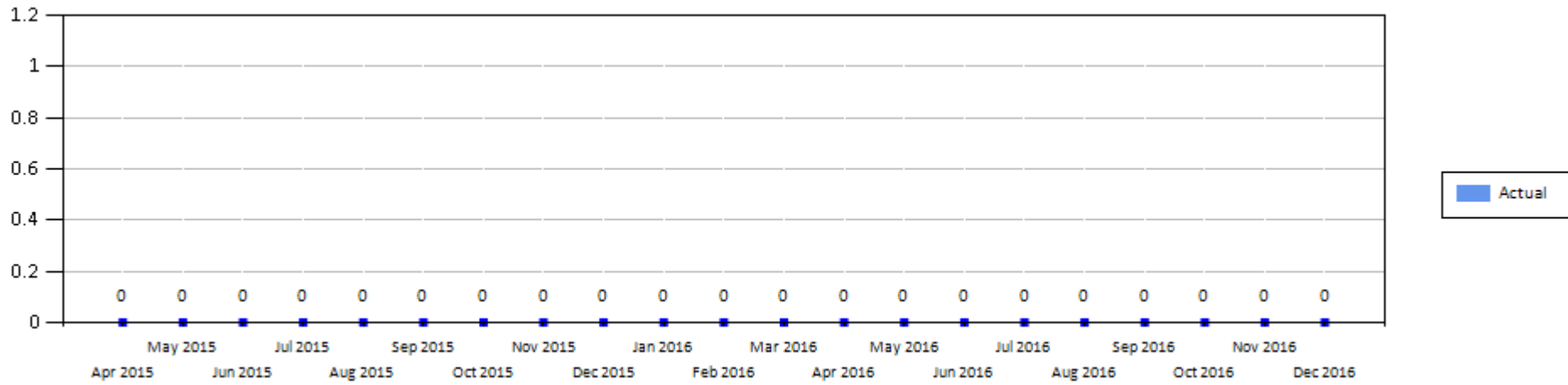


Number of prosecutions in Bournemouth and Poole Borough

Month

Dec 2016

0

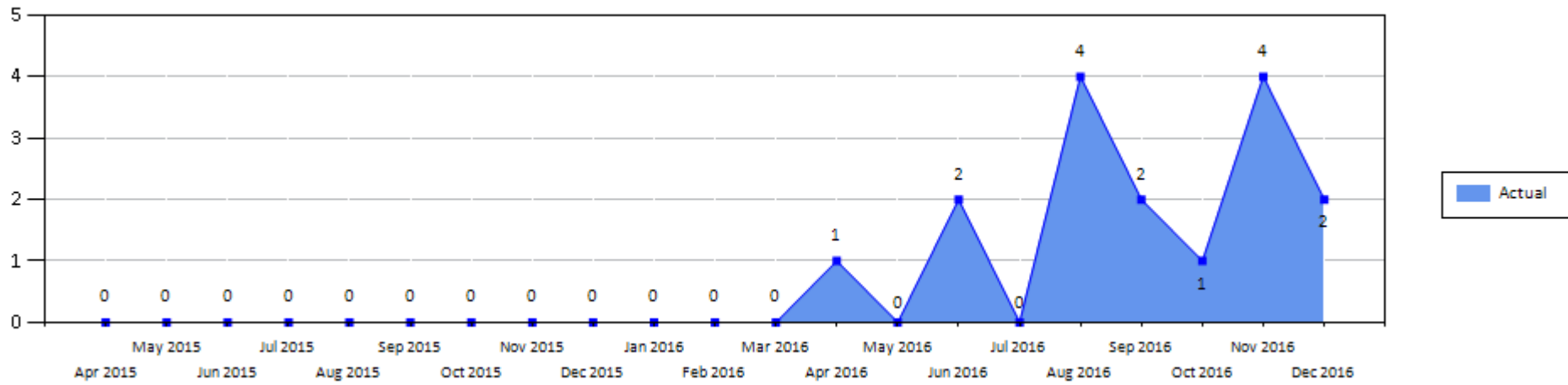


Number of significant fires in non-domestic premises in Bournemouth and Poole Area

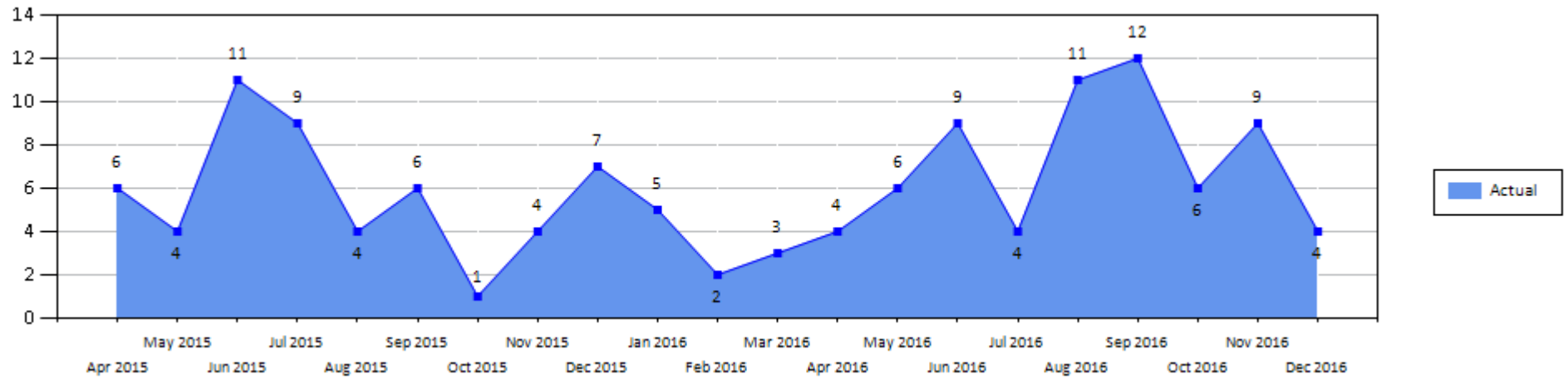
Month

Dec 2016

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## KLOE 7: How are we identifying and driving down risks to the community, unique heritage and environment?

### Actions

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?

#### Progress comment:

We have a system and process for identifying and assessing operational and community risk, this is called Site Specific Risk Information. In Bournemouth and Poole, 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. A focus for operational risk information in our area has been high rise premises.

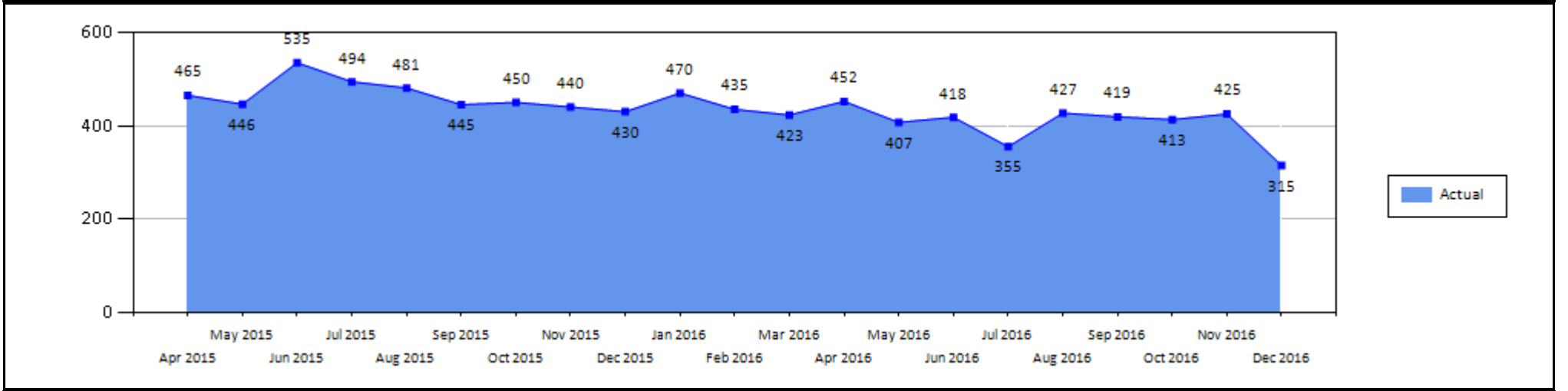
With the planning for the summer events now starting, there is significant involvement for the District Commanders and for fire safety teams, which involves attending safety advisory groups and reviewing event safety plans. There is also a significant amount of building development in the area, again requiring fire safety officers to advise station staff on the impact of these developments. This ensures that we have operational plans to deal with incidents in these new premises.

We are reviewing our plans and maps for heathland areas to give crews the best possible information to deal with incidents and reduce their impact. We support the Station Commander from Maiden Newton, with his national wild fire technical lead role, working with CFOA, Forestry Commission and others. This includes international deployments for wildfire incidents and training. We continue to improve our familiarisation of heritage buildings to improve fire fighter safety and to limit the impact of incidents.

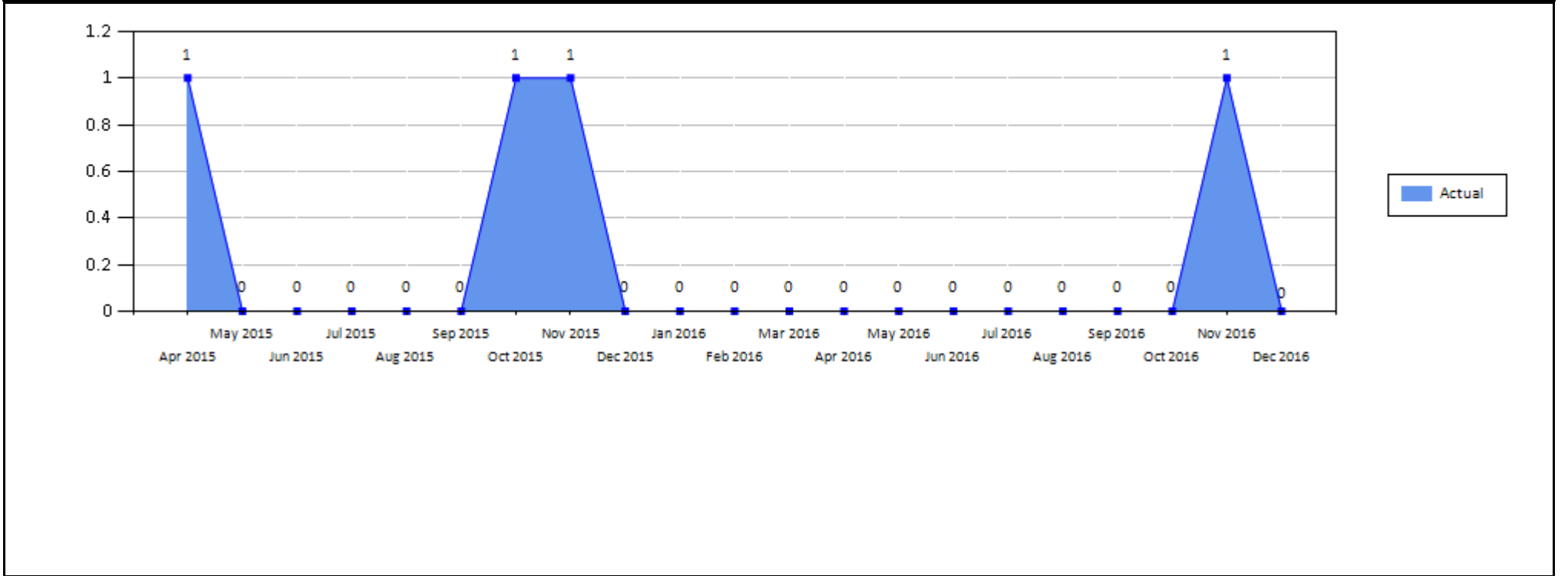
We continue to work in partnership with the Environment Agency to carry out joint inspections and enforcement action (when appropriate) and we participate in the national CFOA group on waste and recycling sites to inform national guidance and partnership working.

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Bournemouth and Poole Borough Council	Month	Dec 2016	315



KPI Title	Period	Time Frame	Period Actual
PRE01- Number of fire related deaths - Bournemouth and Poole	Month	Dec 2016	0

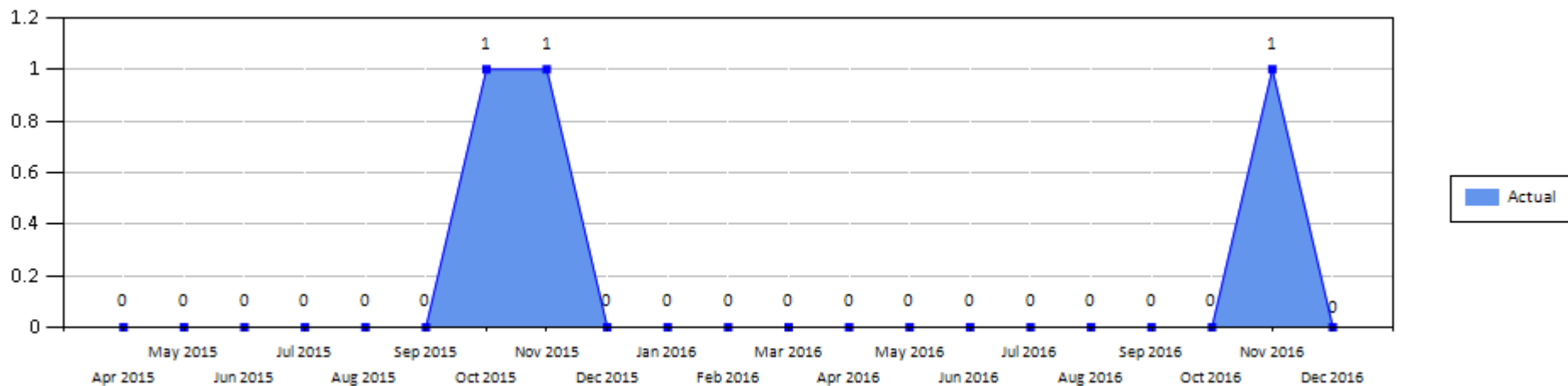


PRE01A-Number of fire related deaths in accidental dwelling fires - Bournemouth and Poole

Month

Dec 2016

0

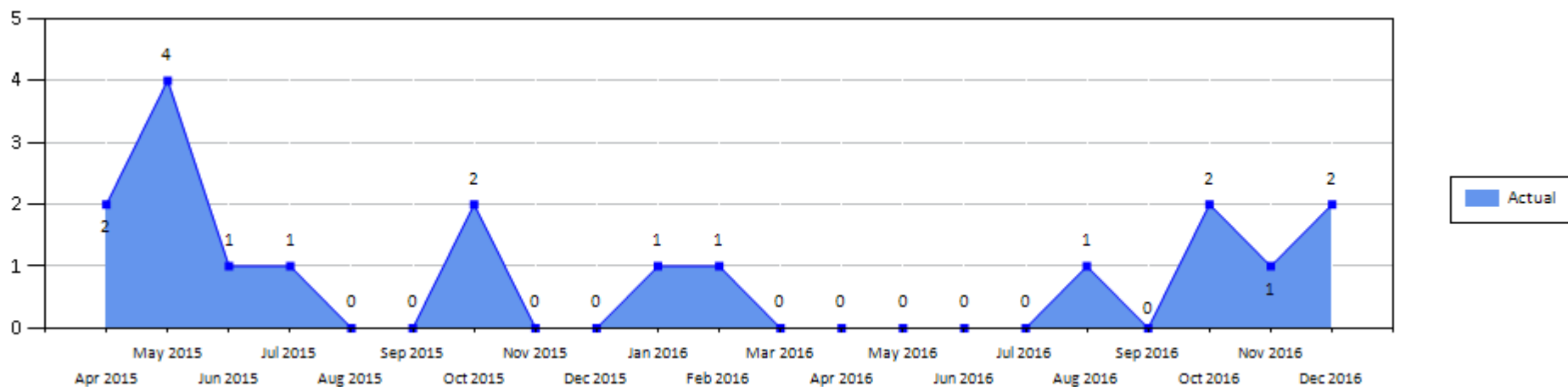


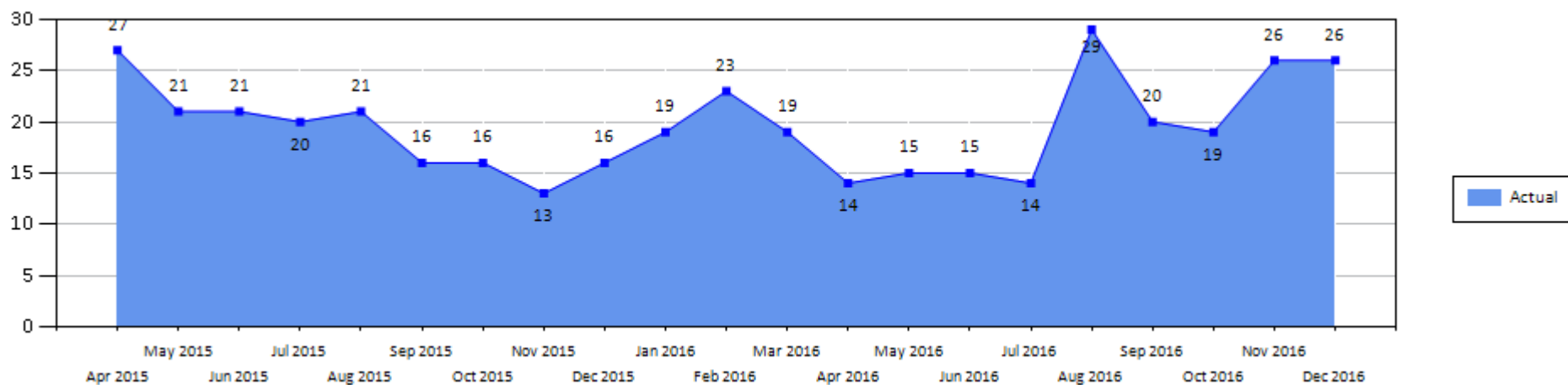
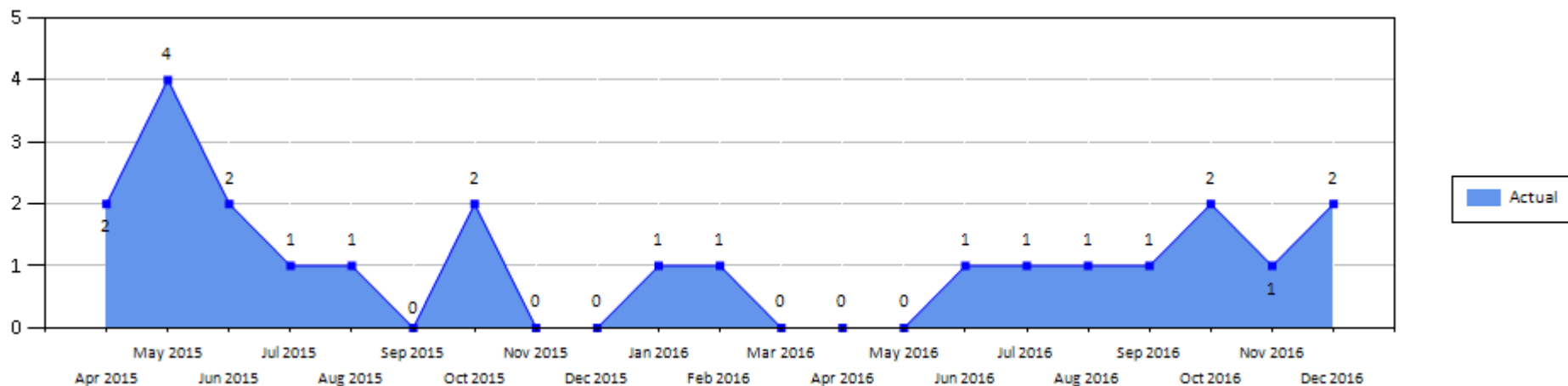
PRE02A-Total number of fire related injuries in accidental dwelling fires - Bournemouth and Poole

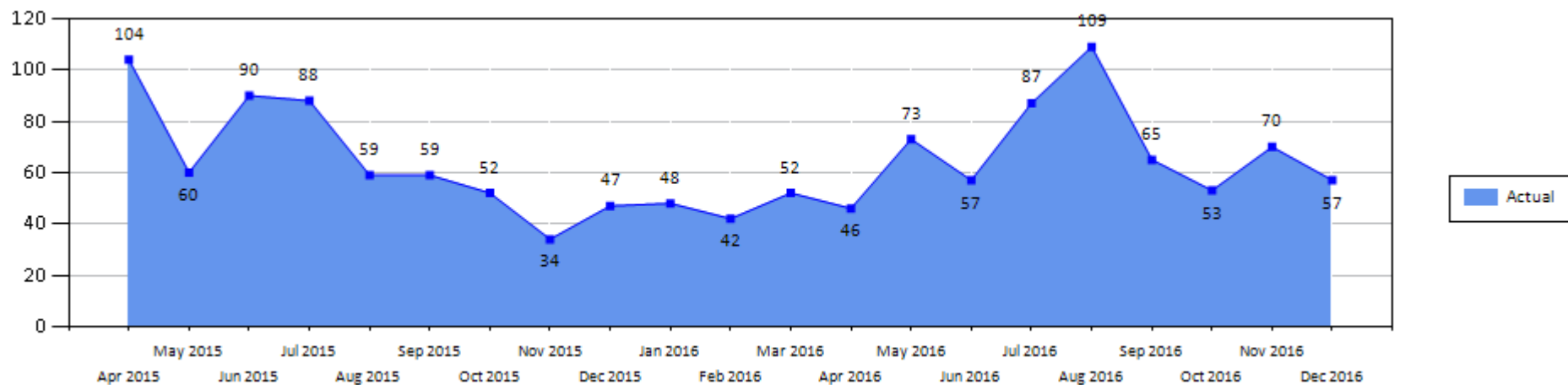
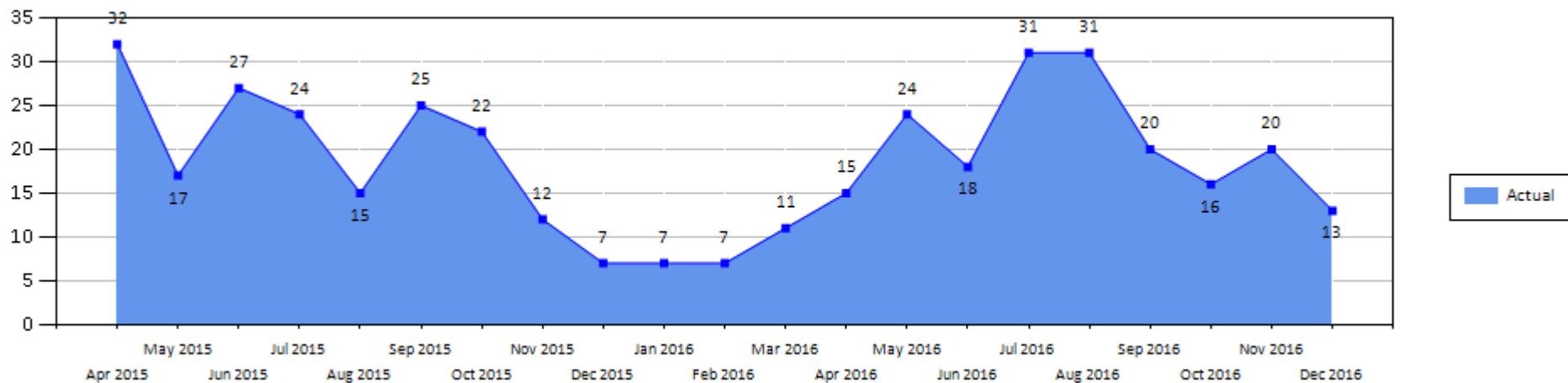
Month

Dec 2016

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## KLOE 8: How are our local resilience partnership arrangements providing effective support to improve community resilience?

### Actions

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?
<p><b>Progress comment:</b></p> <p>Community resilience events are held by the local authority and as joint events by members of the LRF to promote the benefits of local level emergency planning, a strong example of community resilience in action is the flood warden scheme run by the Environment Agency with support from partners. this scheme engages local people to act as community representatives, reporting flood information, informing their community and helping prepare for a flooding emergency.</p> <p>Community resilience plan templates are available on LRF and partner websites which help communities understand and assess their risk and make local plans to respond. A key benefit of this process is engagement with responders and establishing an understanding of the realistic response of the emergency services.</p> <p>Engagement with voluntary groups provides access to a broad range of people, skills and equipment who are trained and willing to support emergency incidents. Voluntary capabilities include 4x4 transport, search, water rescue, first aid, communications, feeding and welfare support.</p> <p>Dorset and Wiltshire Fire are a statutory member of the local resilience forum 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. Joint plans are created to respond to specific types of emergencies as well as generic areas such as command and control. 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 and coordinated by a Business Management Group (BMG) and an executive group. Which oversees the work plan and provides strategic or tactical direction.</p> <p>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. We are re-inspecting SSRIs for any buildings of note and carrying out /renewing SSRIs for all high</p>	

rise properties across the 2 boroughs. We use our Community Fire Risk MIS System to identify Grade 1, 2 and 2 star listings status.

We continue to maintain effective links with developments in our area and respond to local consultations, for example, the review of the Poole Local Plan and the Boscombe community plan, to ensure that we have an influence on, how proposed developments may impact on DWFRS resources in the future.

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. We support the operational heathland partnership led by Dorset police. Fire plans have been produced for the Heath risk in across the boroughs. These are available on the MDTs for responding crews.

Staff are continuing to maintain competence in water rescue in order to respond to our community need during possible future spate conditions. DWFRS are continuing to carry out Joint Emergency Services Interoperability Programme training with our partners, including Coastguard, SWAST, Police & RNLI.

We are an active partner in the following groups:

Poole Harbour Island Safety Group Meeting which meets 6 monthly. This meeting is a multi-agency response prevention and response to an incident on any of the Poole Harbour Islands. This enables us to establish partnership contacts, a joined up approach and information sharing.

Local Search and Rescue Working Group which meets 6 monthly. This enables us to share intelligence and a joined up approach to search and rescue between Cat 1 and 2 responders and 3rd sector organisations. This promotes co-ordination between blue lights service and 3rd sector organisation involved with search and rescue and flood response.

Operation Heathland group set up fully functioning to reduce heath/wildfire risk in the district and meeting are held on a quarterly basis to help reduce the number and the effect of fires. This enable shared intelligence between Police, Fire, and local heath partners to reduce instances of heath fires.

In Poole the Traffic Panel meets on a quarterly basis. This group deals with traffic related issues in the Borough of Poole area including access issues for emergency services.



**Priority 3: Be there when you need us**

**KLOE 9: Are appliances available when we need them?**

**Actions**

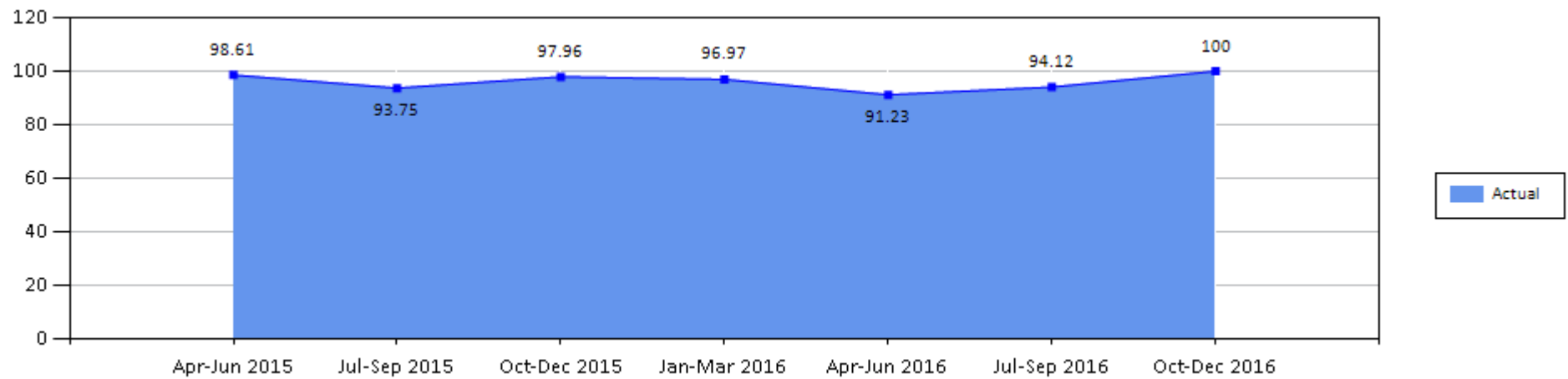
Action Code	Action Name
1.3.1.6	Are appliances in Bournemouth and Poole available when we need them?

**Progress comment:**

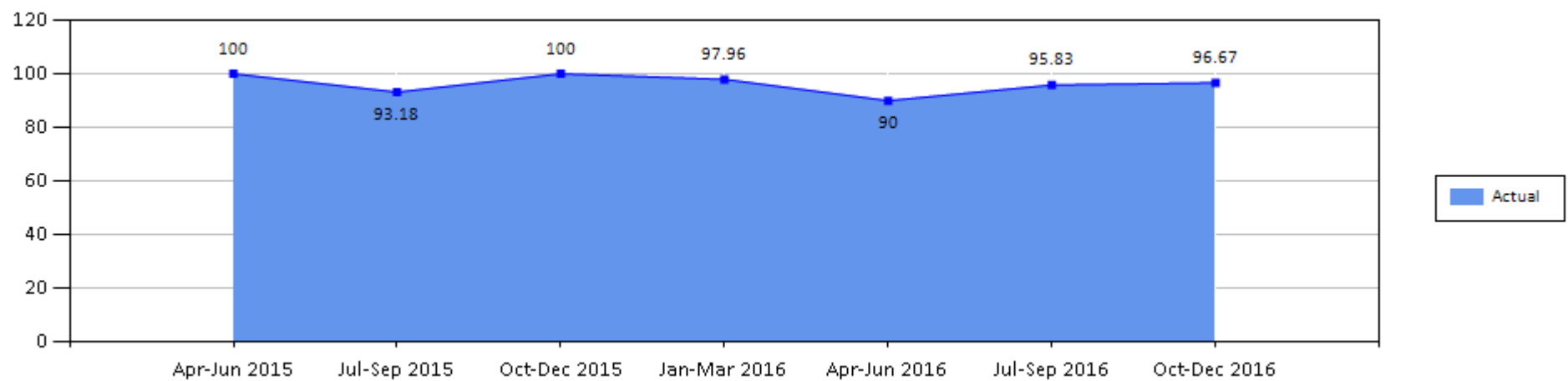
The appliances in Bournemouth and Poole are predominantly crewed by wholetime duty system staff, therefore we have a very high level of availability. We have two pumps crewed by on-call staff at Hamworthy and Poole. Hamworthy has been struggling to maintain availability in the day time however, this has not presented the service with problems.

## Key Performance Indicators

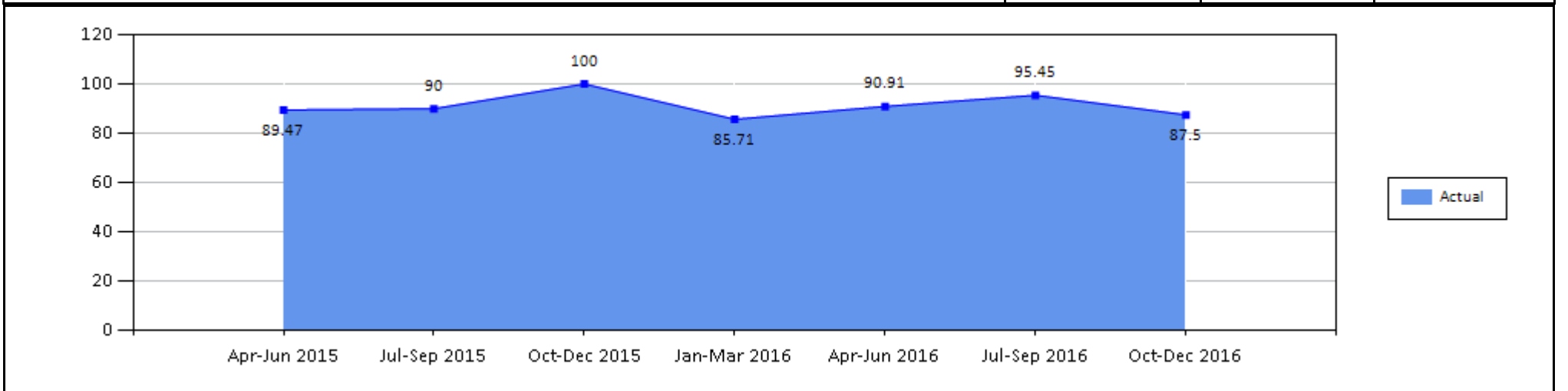
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2016	100%



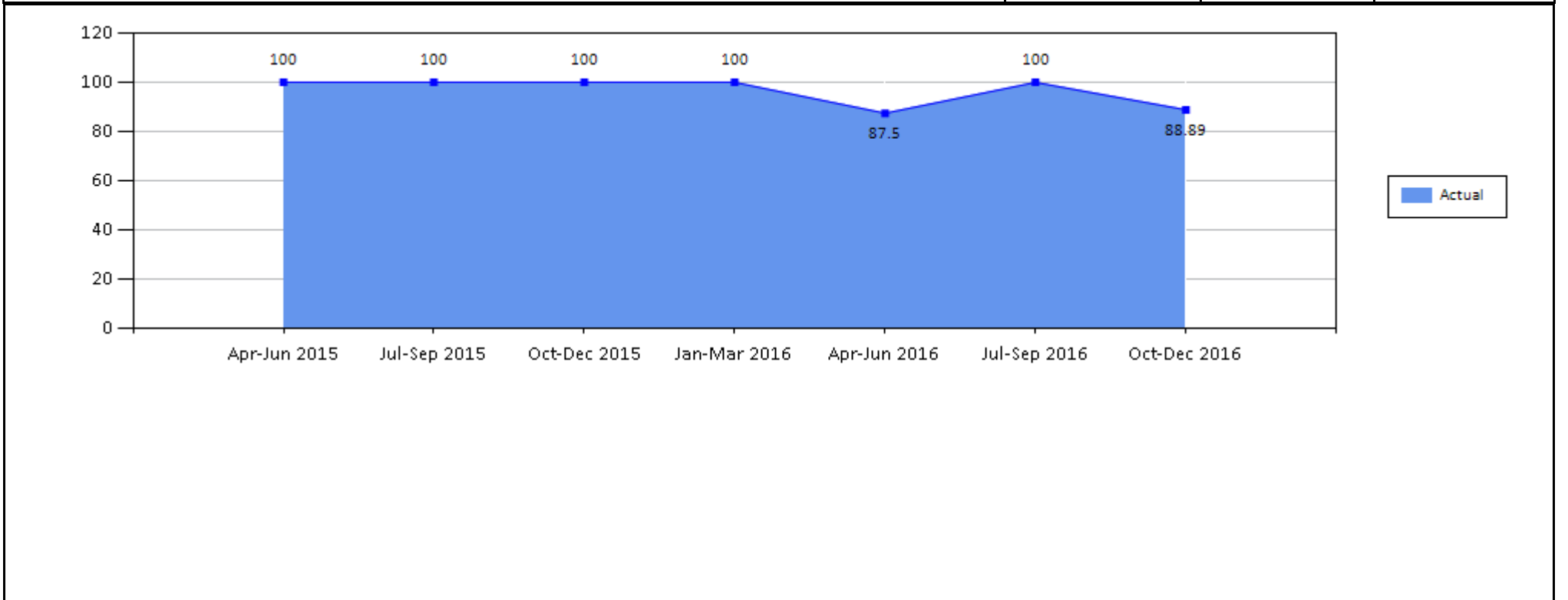
RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2016	96.67%
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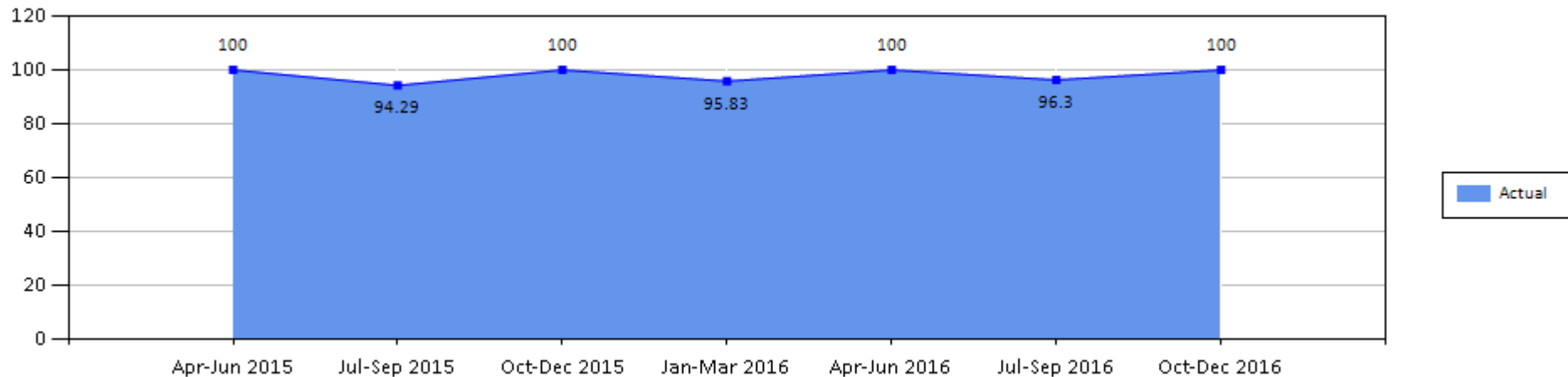
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2016	87.5%
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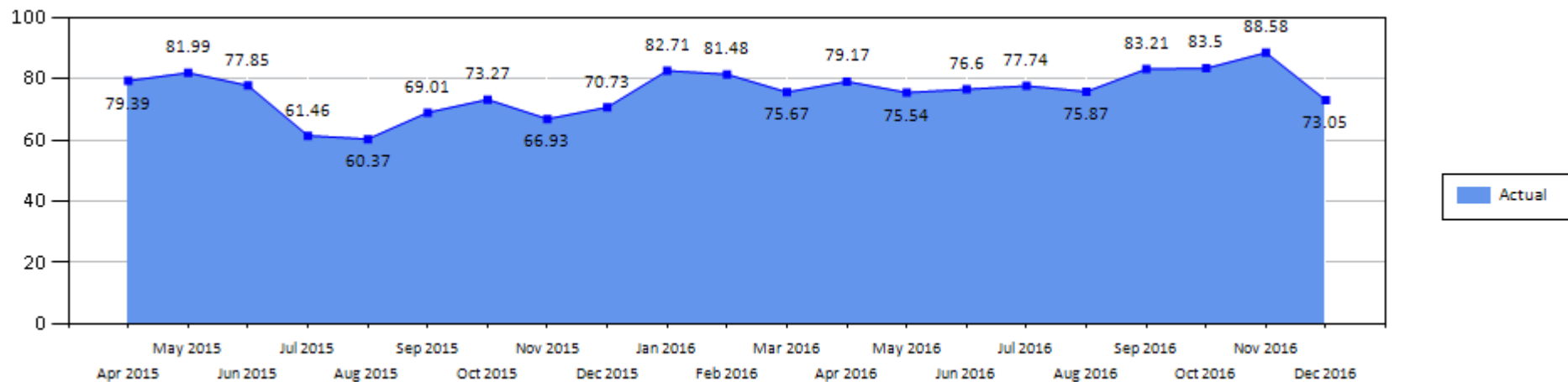
RES04-Percentage of incidents to other properties where the second appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2016	88.89%
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RES05-Percentage of road traffic collisions where the first appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2016	100%
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RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)-Bournemouth and Poole	Month	Dec 2016	73.05%
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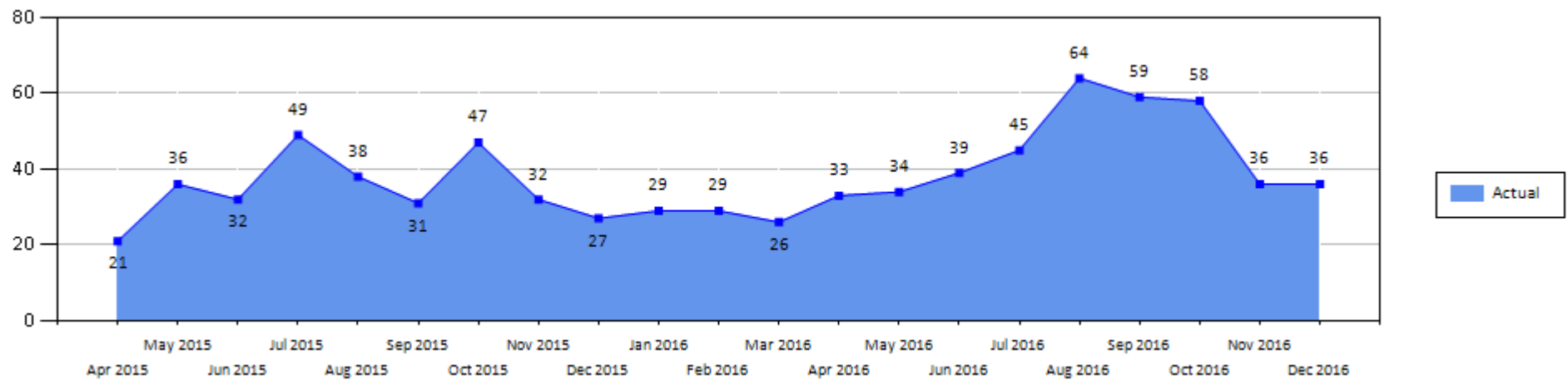
## KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents and medical emergencies we attend?

### Actions

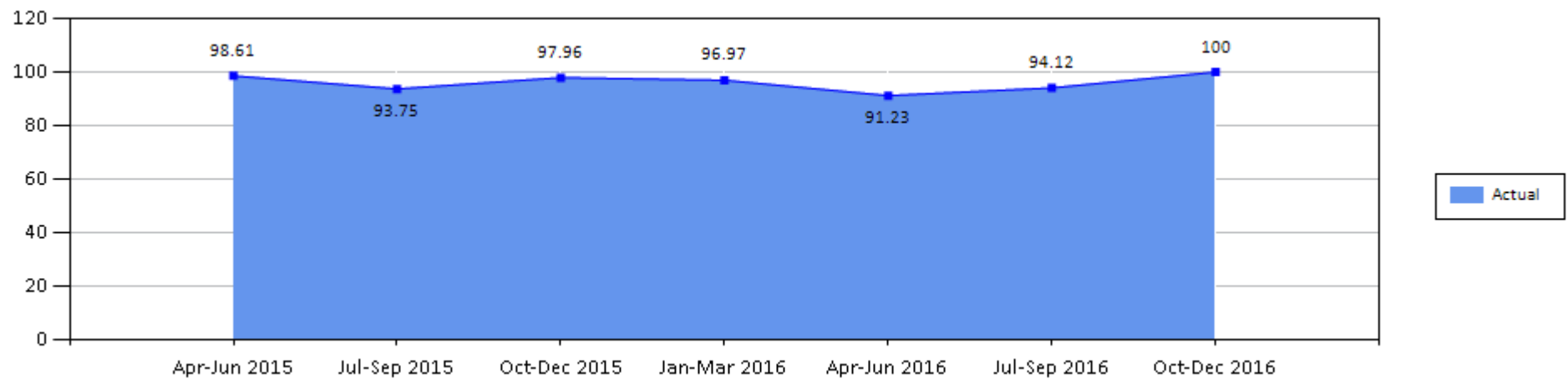
Action Code	Action Name
1.3.2.19	How effective and efficient are our response arrangements in Bournemouth and Poole for dealing with the range of incidents and medical emergencies we attend?
<p><b>Progress comment:</b> Within Bournemouth and Poole, we continually meet the majority of our response standards as we are predominately wholetime appliances. Improvements will need to be made to the On-call appliances within the area as at times they are unavailable due to crewing which in turn has an adverse effect on response times. We have an excellent performance with regard to response times. The performance statistics below provide evidence for how we are meeting our response standards effectively.</p> <p>Sleeping risk first pump 100% (80/80) Sleeping risk second pump 96.7% (58/60) Other buildings first pump 87.5% (14/16) Other buildings second pump 88.9 (8/9) RTC first pump 100% (29/29)</p>	

## Key Performance Indicators

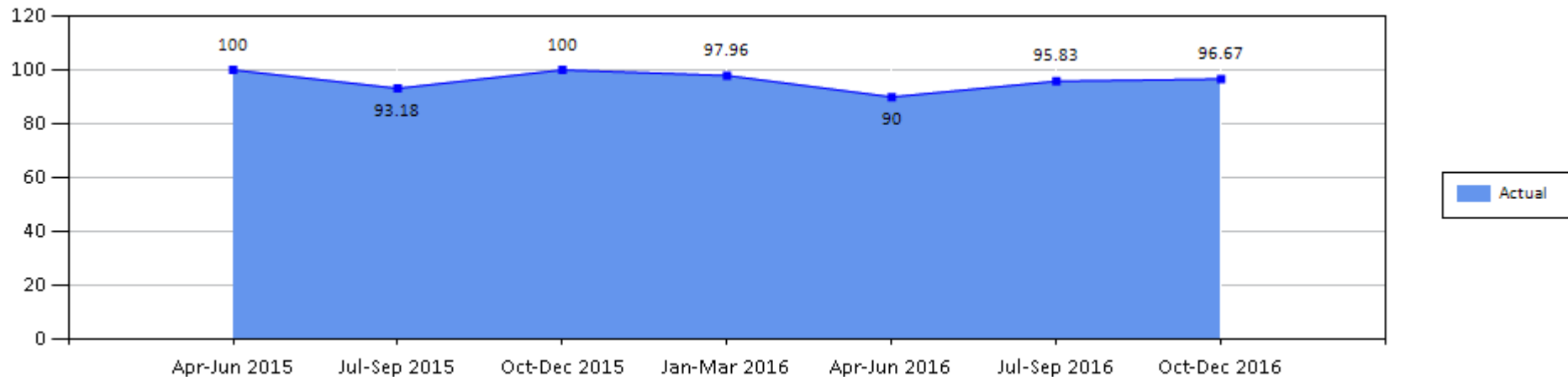
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Bournemouth and Poole	Month	Dec 2016	36



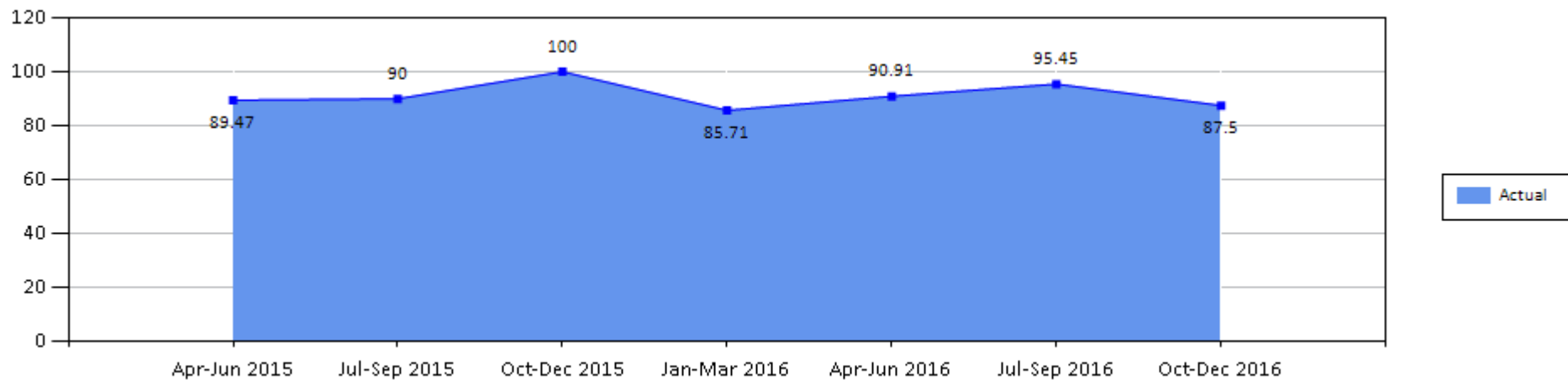
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2016	100%



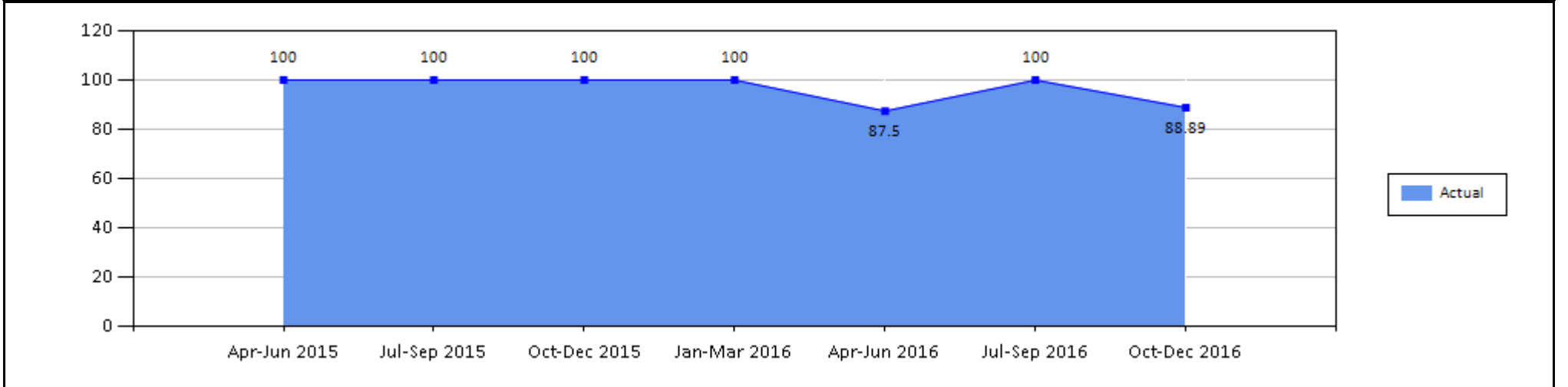
RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2016	96.67%
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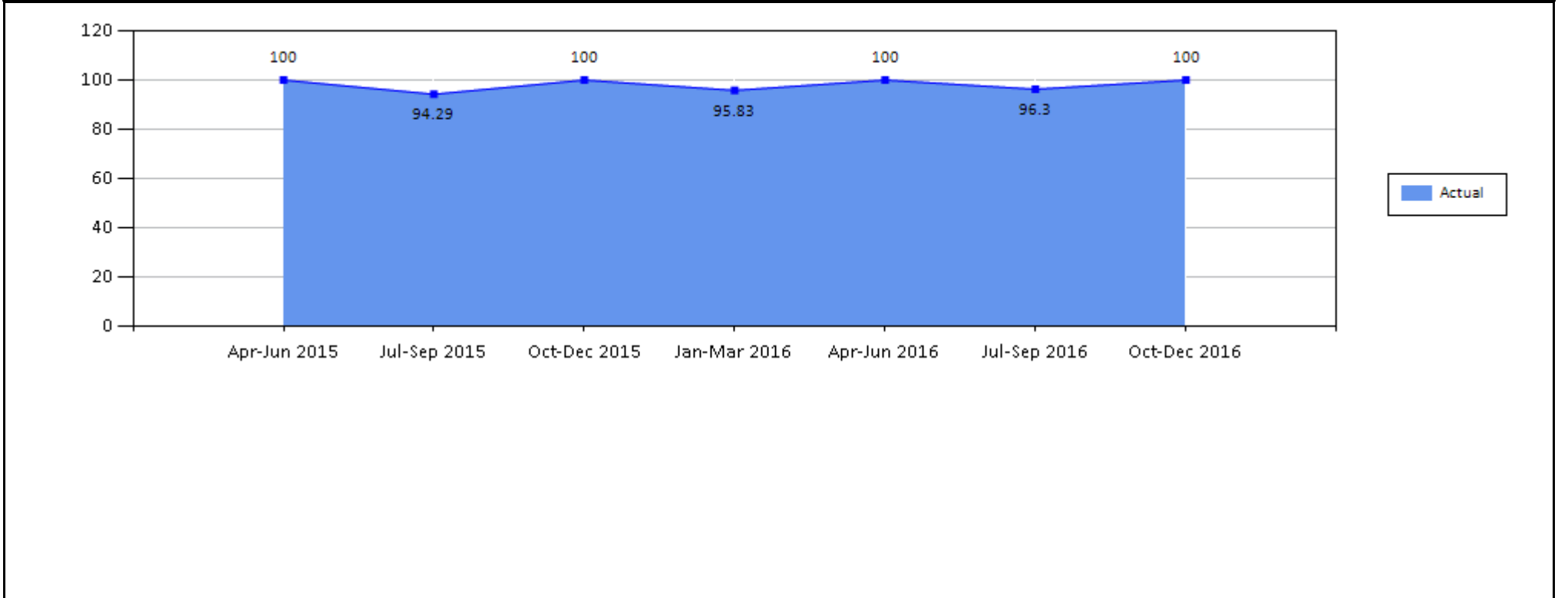
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2016	87.5%
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RES04-Percentage of incidents to other properties where the second appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2016	88.89%
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RES05-Percentage of road traffic collisions where the first appliance met the response standard-Bournemouth and Poole	Quarter	Oct-Dec 2016	100%
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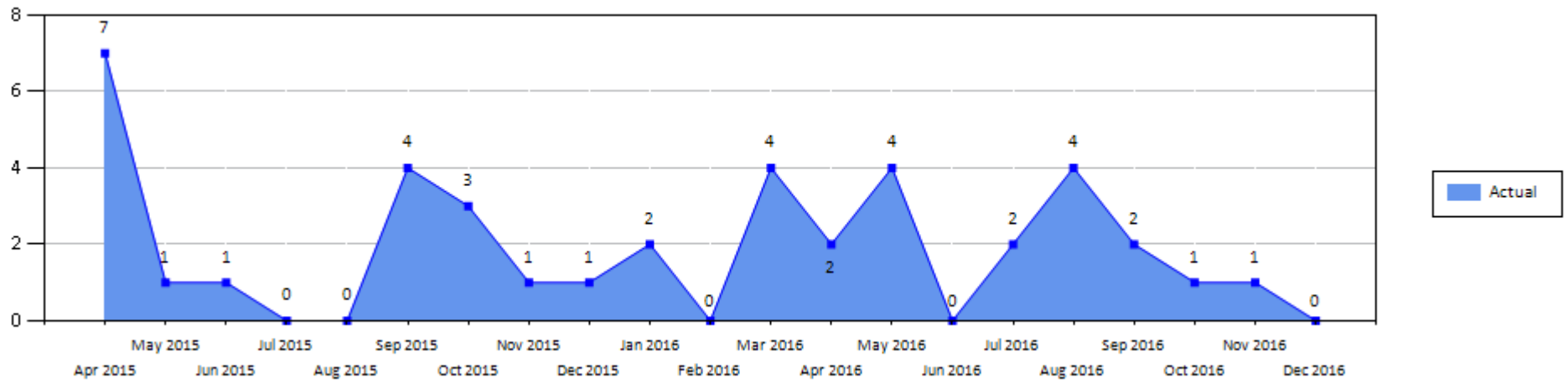


RES11-Number of people rescued at fire related incidents-Bournemouth and Poole

Month

Dec 2016

0

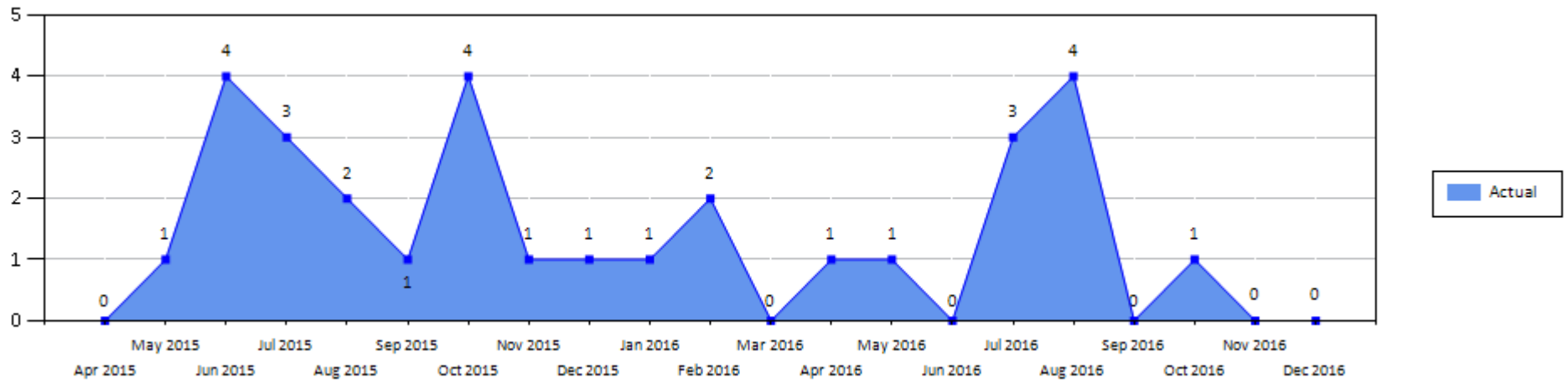


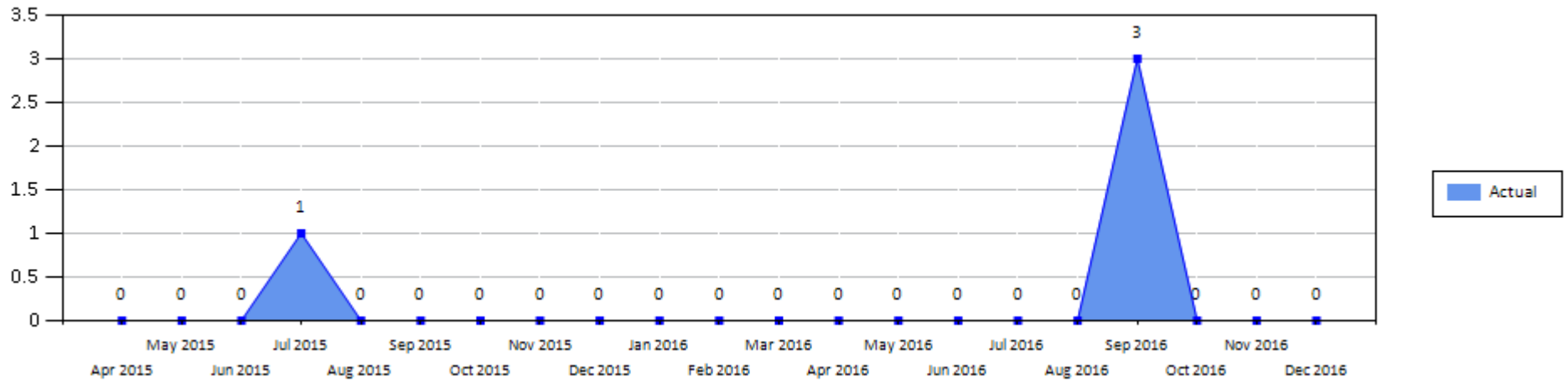
RES12-Number of people rescued from RTCs-Bournemouth and Poole

Month

Dec 2016

0





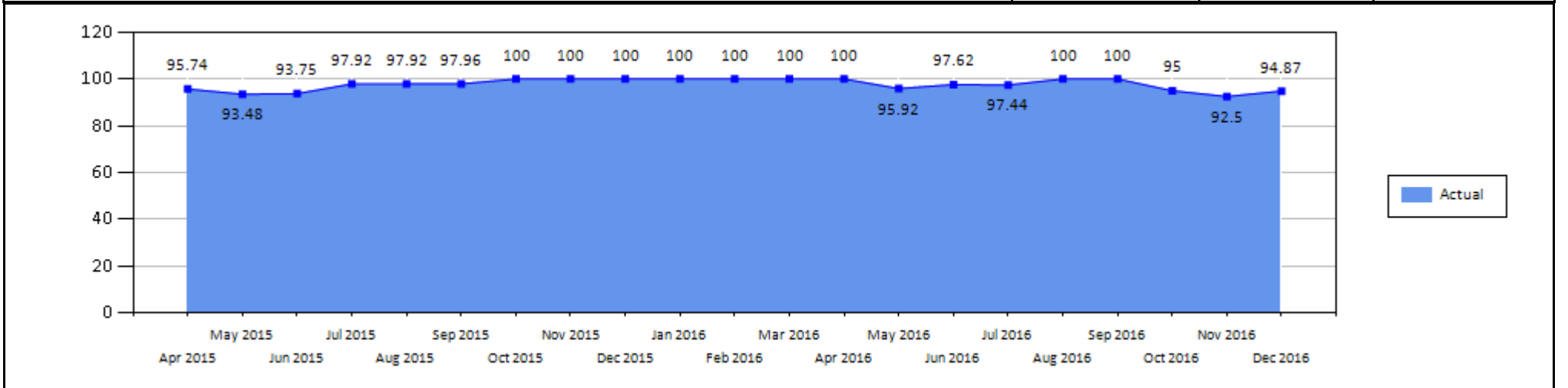
**KLOE 11: How are our operational staff safe and maintain the required levels of competence to attend the range of incidents they attend?**

**Actions**

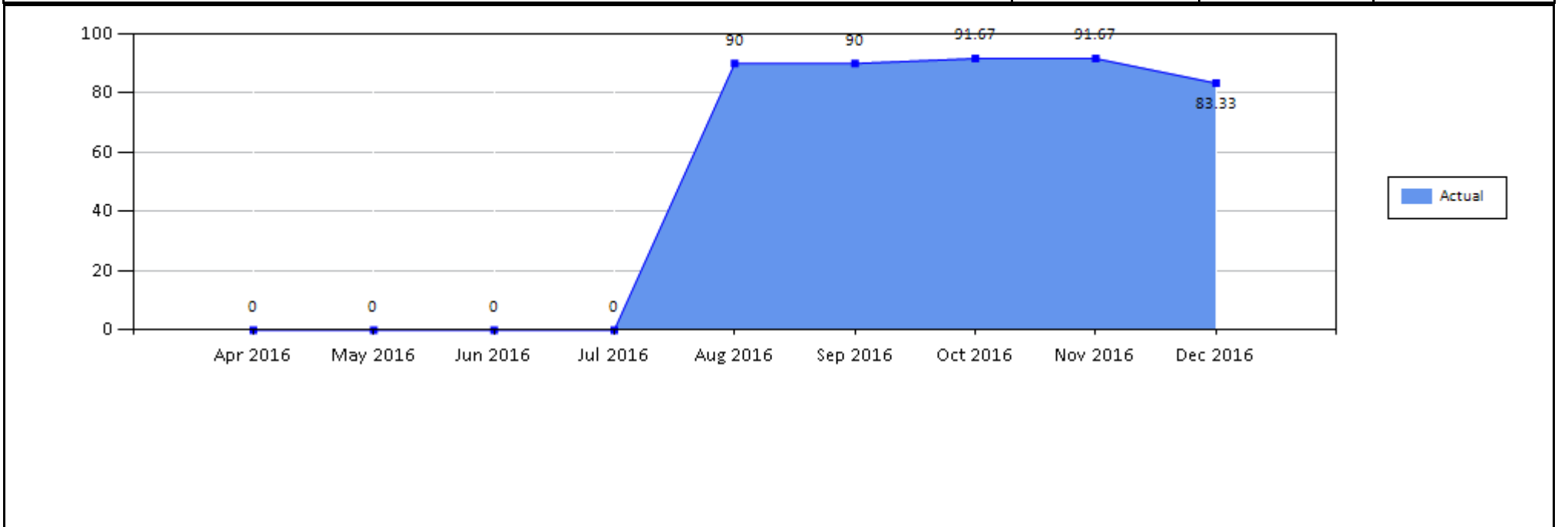
Action Code	Action Name
1.3.3.31	How are our operational staff safe and how do they maintain the required levels of competence needed for the range of incidents they attend in Bournemouth and Poole?
<p><b>Progress comment:</b></p> <p>Levels of operational competence remain high and are looked at on a regular basis by the District Management Team. Our competency scheme covers 53 strands, this is supplemented by "operational license" where competence must be assessed centrally in the following areas to ensure safety to our crews and the public:</p> <ul style="list-style-type: none"><li>• Command competence</li><li>• Supervisory managers course – SIM3</li><li>• ERD training for our drivers</li><li>• BA/FBT training</li></ul> <p>We have 3 fire fighters who have completed their apprenticeship they have now been permanently employed as fire fighters and have been proved competent by completing their fire fighter development programme.</p> <p>We undertake exercises on a quarterly basis to simulate real life situations, the most recent exercise was at Dorchester House, 138B Holdenhurst Road on 10 September . The next exercise scheduled is based at Bournemouth International Airport focusing on aircraft undercarriage fires and covers numerous dates through 3<sup>rd</sup> Quarter</p>	

## 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- Bournemouth + Poole stations (WT)	Month	Dec 2016	94.87



PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Bournemouth + Poole stations RDS	Month	Dec 2016	83.33%
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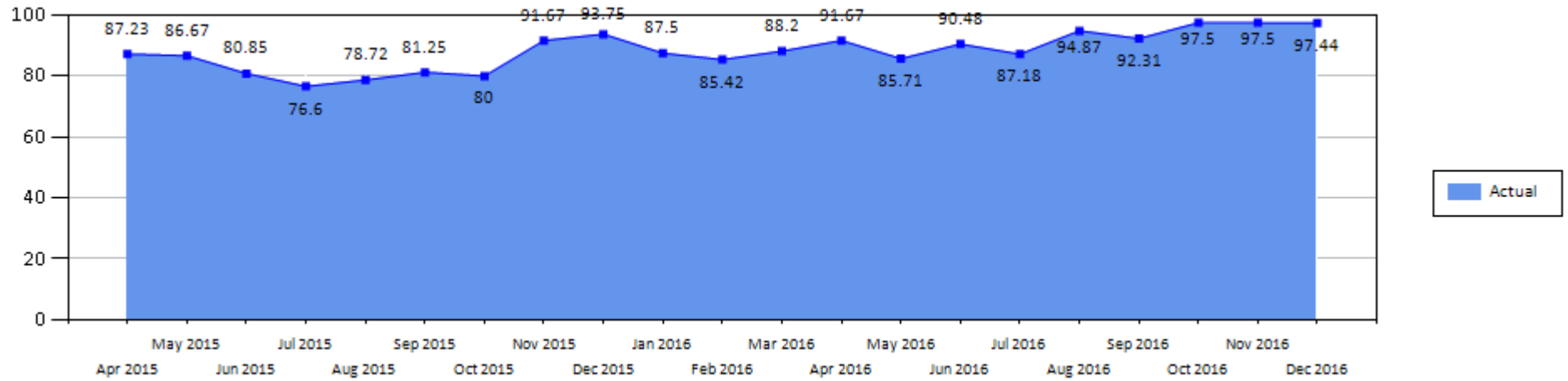


PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Bournemouth & Poole Area Stations (WT)

Month

Dec 2016

97.44

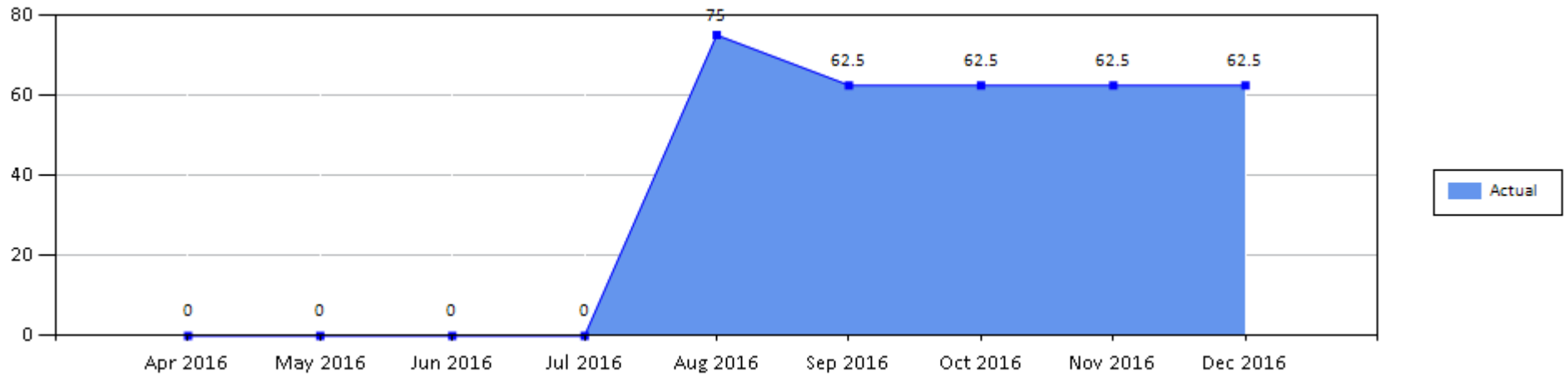


PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Bournemouth & Poole Area Stations RDS

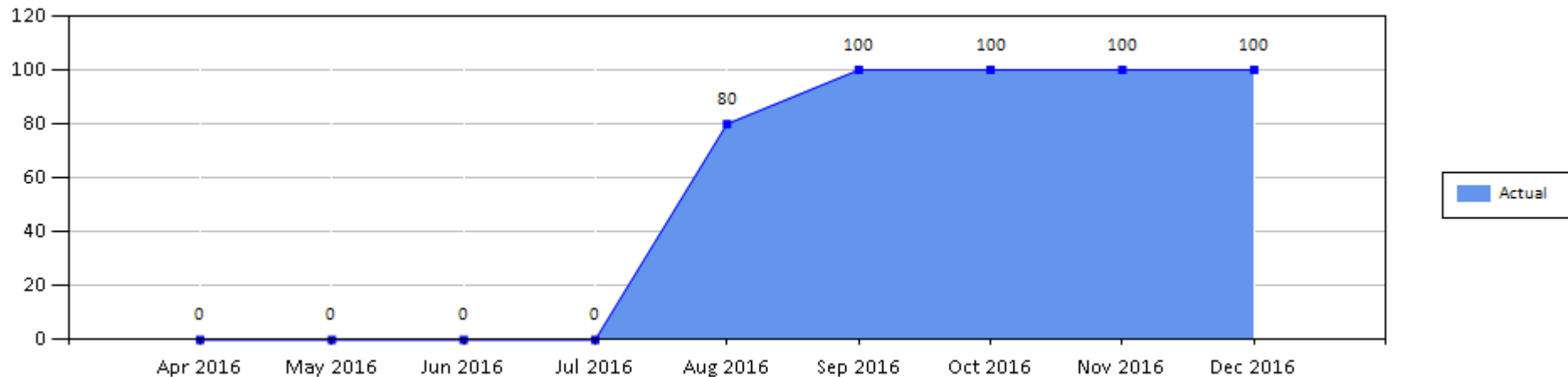
Month

Dec 2016

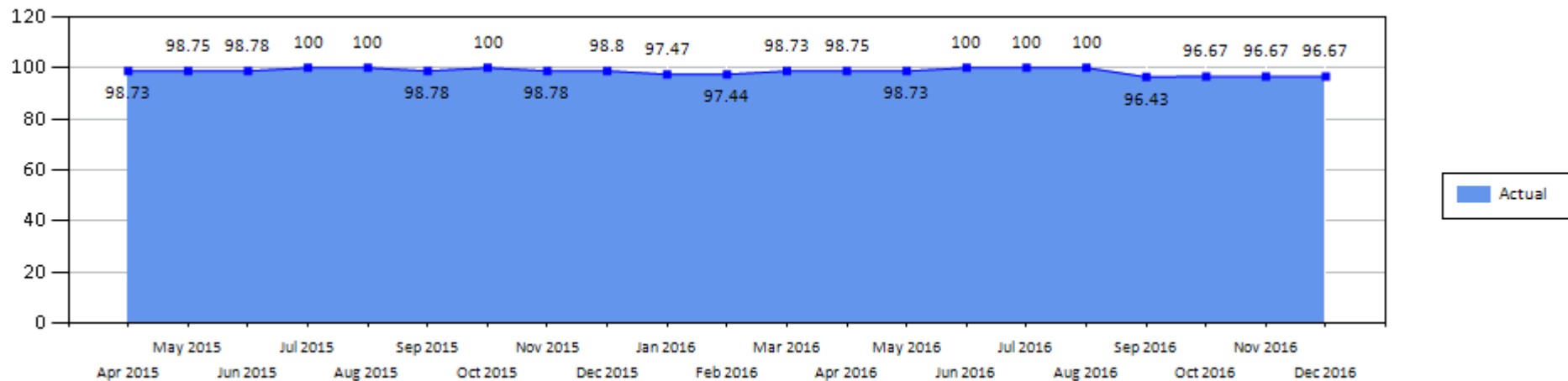
62.5%



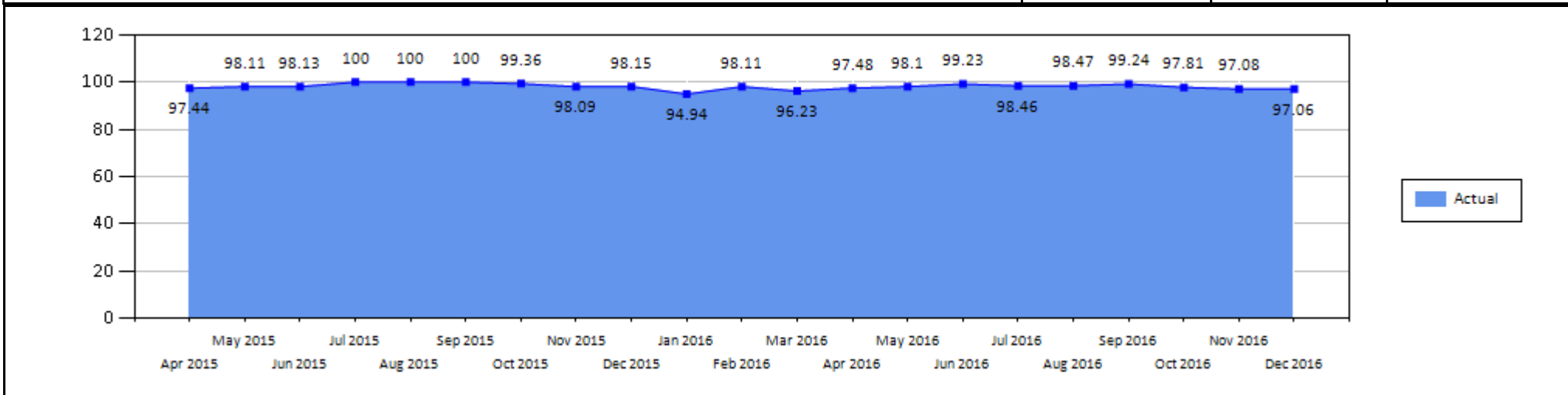
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Bournemouth & Poole Area Stations (RDS)	Month	Dec 2016	100%
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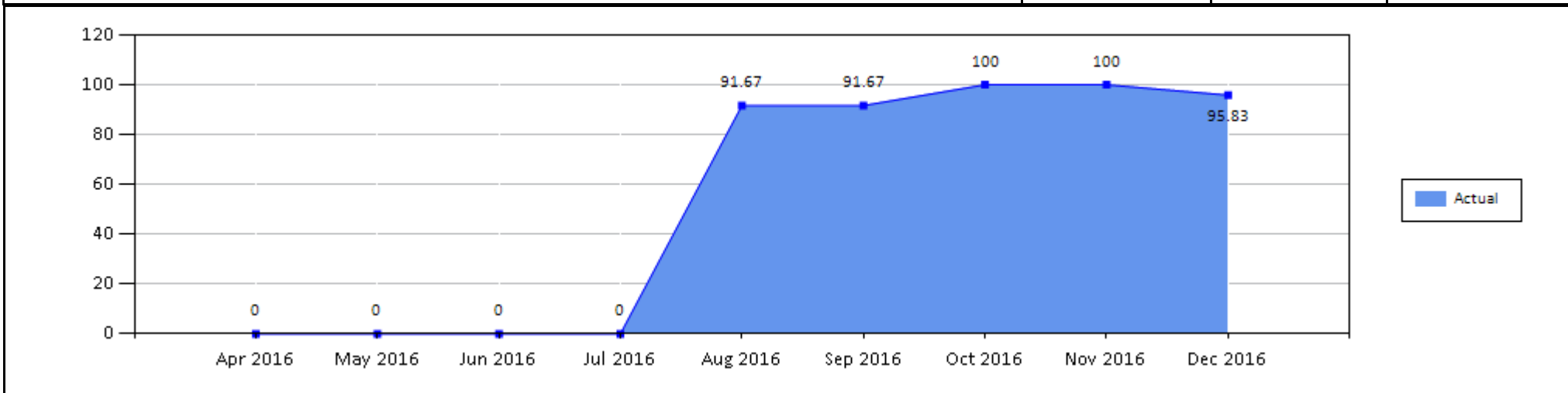
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Bournemouth & Poole Area Stations (WDS)	Month	Dec 2016	96.67
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PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Bournemouth and Poole Stations (WT)	Month	Dec 2016	97.06
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PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Bournemouth and Poole Stations RDS	Month	Dec 2016	95.83%
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## KLOE 12: How do we learn from operational and community risks, to improve the response services we provide?

### Actions

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?
<p><b>Progress comment:</b></p> <p>Through the work on previous Integrated Risk Management Plans and operational reviews, Officers believe that we have the required appliances and personnel in the right places. However, we constantly review this due to changes in incidents and the general movement of people and building work both commercially and private dwellings. We constantly monitor our prevention, protection and operational activity through our performance management tools but importantly by managers working together with the aim of reducing risk. Operational debriefs take place to discuss our performance and where necessary, the learning is shared with partners.</p> <p>Fatal fires, for example, attract an operational debrief to ensure that DWFRS crews have performed to the highest level and once the coroner has held the inquest, a fatal fire case conference is held to help us understand what more we could do to prevent similar situations arising in the future.</p>	