

Appendix A – 3rd Quarters Performance Report

Dorset Local Performance & Scrutiny Committee

Dorset & Wiltshire Fire and Rescue Service

Dorset

01/10/2016 - 31/12/2016



DORSET & WILTSHIRE
FIRE AND RESCUE

Dorset

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 support our communities

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?

Progress comment:

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.

Deliberate Firesetting:

It is important to take a proactive approach in tackling deliberate firesetting and we recognize the important role we have in addressing arson as a form of anti-social behaviour. Reducing arson in the community is recognized as a priority across the Service area. We are committed to reducing deliberate fires by establishing partnerships with Dorset Police, Youth Offending Teams and Children's Services. By addressing firesetting behaviours early we are able to highlight the dangerous and tragic consequences of arson and prevent escalation to more serious fires. An arson reduction coordinator will be employed on a fixed term contract to explore Arson reduction and deliberate firesetting across the service area. They will support the working relationships with partners specifically looking at the need to work with adults in conjunction with the Prison Service.

School visits:

October 2016:

The combined total of number of children receiving fire safety education is 896

November 2016

The combined total of number of children receiving fire safety education is 1,127

December 2016

The combined total of number of children receiving fire safety education is 660

Secondary schools have received input from the Blitz project which delivers fire safety and antisocial behaviour education to year 9 students across Dorset.

Safewise Weymouth

October

The numbers receiving fire safety education and awareness input is 356

November

The numbers receiving fire safety education and awareness input is 1084

December

The numbers receiving fire safety education and awareness input is 56

SPARC:

The Youth Intervention Team are now in place and continuing to deliver SPARC and Salamander programmes. In Dorset one SPARC course was delivered in Weymouth for vulnerable young people and two SPARC Plus courses have been delivered, one in Weymouth and one in Springbourne. A total of 24 people have completed these programmes. A SPARC Plus course was also delivered in Dorchester in December. Candidates have gained an AQA Award, Emergency First Aid at Work qualification and have all completed the Personal Alcohol Holders License course.

The following courses are booked in for the remainder of this financial year.

Dorset - SPARC Plus courses are taking place at the following stations for Job Centre Plus claimants aged 18 and over

- Weymouth Fire Station from 13th to the 22nd Feb.
- Hamworthy Fire Station from 6th to the 14th March.

Cadets:

In October a Fire Cadets information session was held at Corfe Hills School. Additional information sessions to be arranged with five other local schools in Hamworthy area.

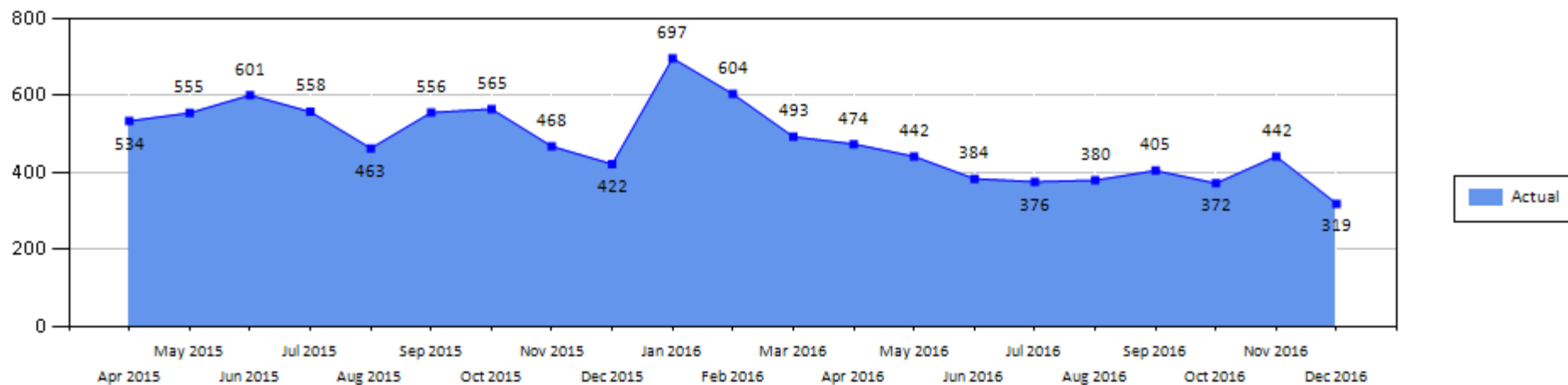
KLOE 2: How are vulnerable people receiving the level of support, advice and information that they require to drive down their risk of fire and improve their overall health and well-being?

Actions

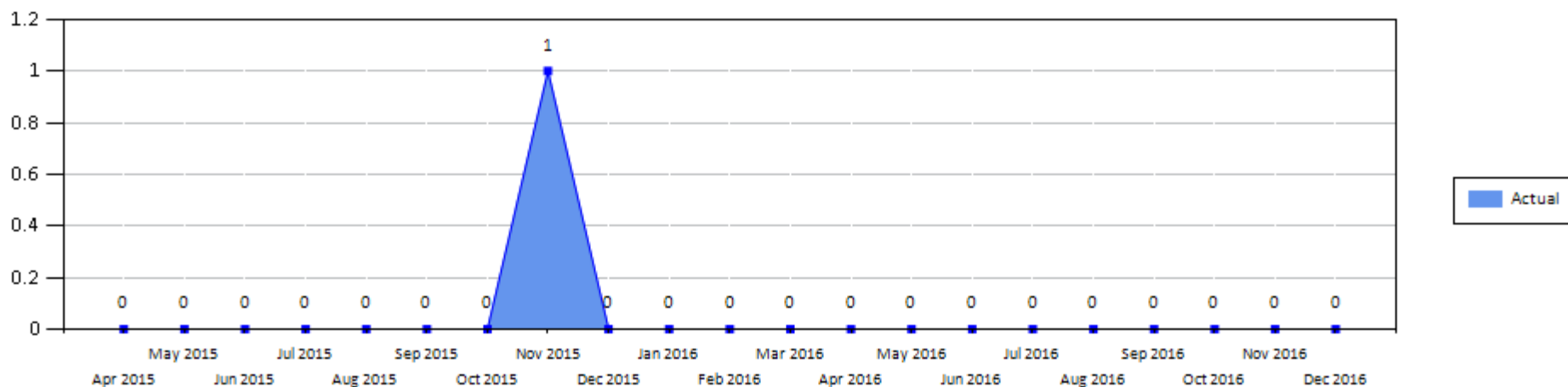
Action Code	Action Name
1.1.2.6	How are vulnerable people in Dorset receiving the level of support, advice and information that they require to drive down their risk of fire and improve their overall health and well-being?
<p>Progress comment:</p> <p>The 'Help You Home' project with Dorset County Hospital is about to be launched. This will allow us to enhance our collaborative working the British Red Cross, as they do a similar scheme in Poole and have recently started in Dorchester. The project would see our volunteers meeting discharged vulnerable patients that live in the community, as well as visiting the Acute Hospital ward at Dorset County Hospital to pass Safe and Well and volunteering information on to the nursing teams.</p> <p>Dorset POPPS and Healthy Homes have provided funding of £800 to purchase 20 new heaters to replace faulty and non-returned ones in Dorset.</p> <p>Safe and Well visits: During quarter 3 Dorset undertook 1,125, which included 30 deaf alerts. We have supported a range vulnerable groups with regards to providing; safe and well visits, fire safety talks, heater loans and slipper events.</p> <p>We are delivering dementia awareness to all operational staff using Dementia Friends to provide the input. We are developing an online fire related dementia awareness learning tool in partnership with Bournemouth University Dementia Institution and others.</p> <p>Advisors continue to promote the monthly messages from Fire Kills Fire Safety messages from the Home Office, whilst doing Safe & Well visits.</p> <p>Numerous press releases have been issued around winter tips, these included how to look after your chimney, electrical safety etc.</p> <p>Work is ongoing with Milbrook to ensure that all those who have been referred have received the necessary equipment. We will also confirm the terms of our agreement to ensure the scheme runs as expected.</p>	

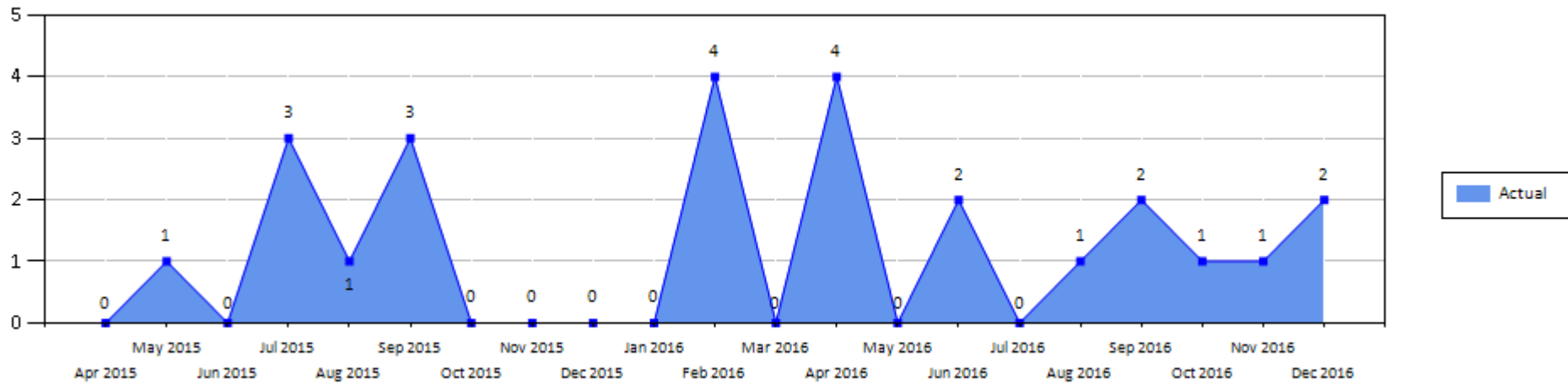
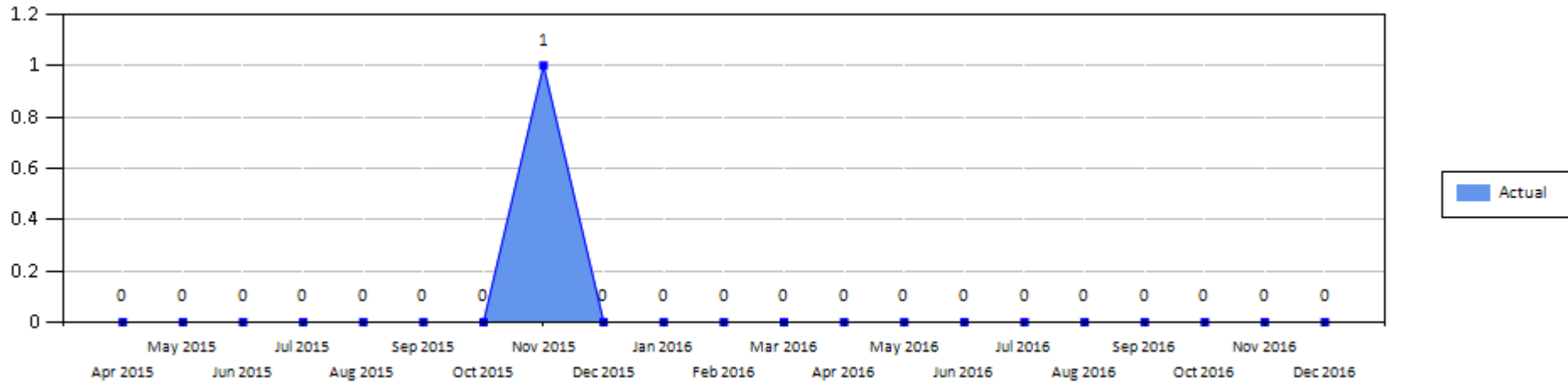
Key Performance Indicators

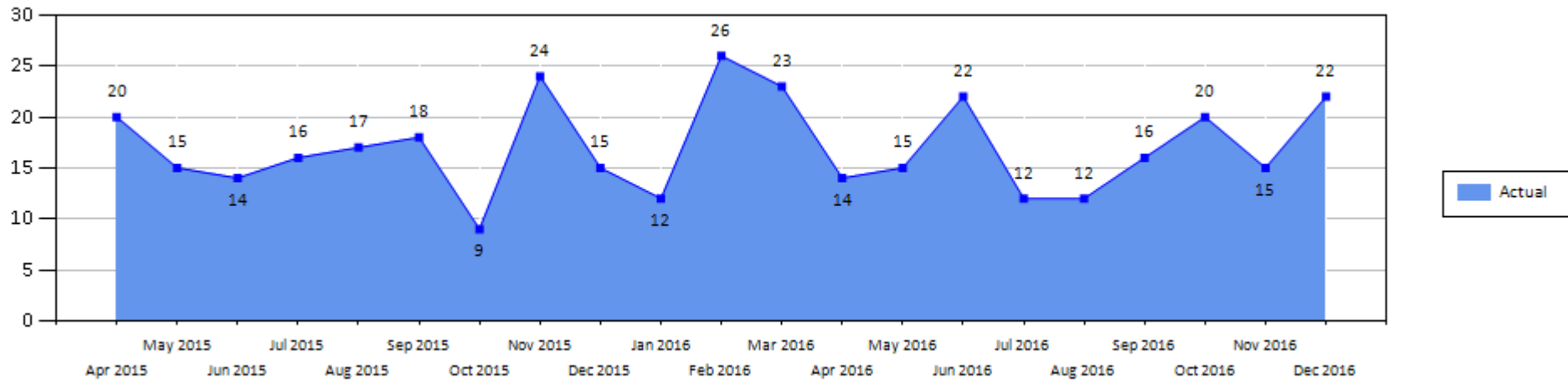
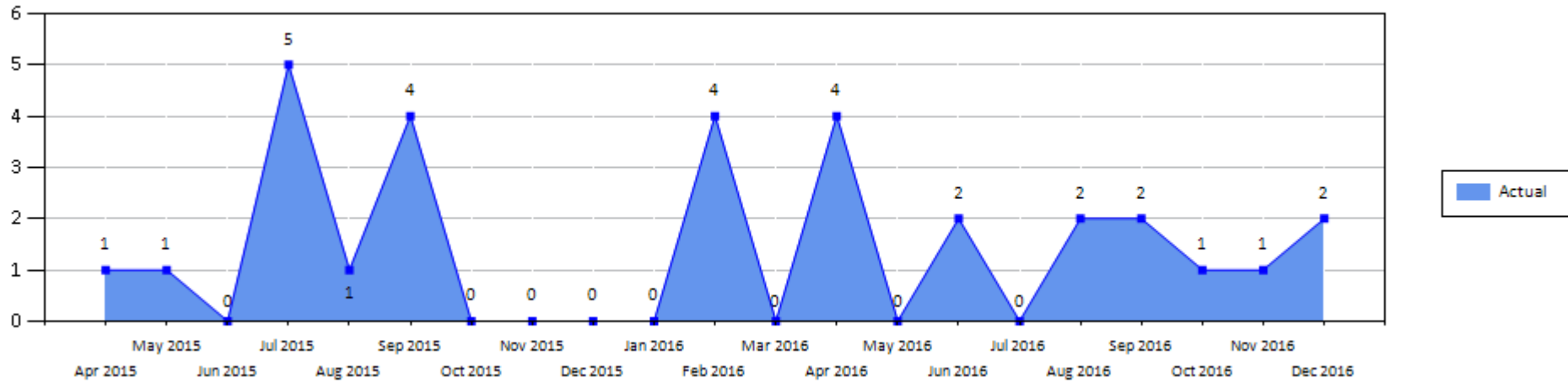
KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Dorset County Council	Month	Dec 2016	319



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







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
1.1.3.5	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:

The Protection team have procured misting units capable of alerting Fire Control when activated and will be deployed to improve the well-being of vulnerable people. Our Protection team champions assisted technologies and has been successful in extending the 'Orion Network' across Dorset which gives us immediate notification when a misting unit activates in a vulnerable person's home. Using our knowledge of modern technologies blended with our experience in fire safety, we are able to help protect those at greatest risk in our community. Due to issues surrounding the logistics around siting the units and the supporting Orion Network we are still in the pilot phase of the programme. Taking proactive steps to reduce unwanted fire signals will keep fire crews available for real emergencies and reduce our financial footprint. Our assisted technologies work will compliment a risk based approach on fire cover. Improvements to data systems will allow us to better target those at greatest risk and allow us to educate on a range of signposting options to partner agencies. All of these reduce the risk exposure to the service, and keeping our communities safer from fire. Safe & Well Advisors are now referring to Millbrook Healthcare for free linked care line smoke alarms and telecare assessments.

We have worked in partnership with a police photographer to carry out the groundwork for a 360-degree virtual reality experience to support road safety awareness campaigns and the development of operational training through liaison with the Training Centre. We are also looking at the work that Leicestershire FRS have done in this area to assist development.

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

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?

Progress comment:

The Area has delivered, in partnership with Dorset Police and Kwikfit, a successful pilot of four community road safety events. These were predominantly based at fire stations and involved joint presentations to drivers of all ages and experiences delivering a proactive and preventative education programme.

Mobile Phone Use - Police forces are taking part in two upcoming national 'using a mobile phone whilst driving' enforcement campaigns, the first of which will be held from 23rd – 29th January 2017. The second campaign will be held from 1st – 7th March 2017 to coincide with the legislative changes on mobile phone offences which are anticipated to come into effect from 1st March. DWFRS will be supporting this with a joint social media campaign.

Looking forward we will be working with Dorset Police joint media strategies developing the community road safe events and drawing together other aspects of road safety such as community speed watch, no excuse, Dorset driver gold and mobile crashed car display as common resources to work proactively. We are developing a seminar aimed at business drivers to help them reduce organisational risk and help them improve road safety.

In the past quarter we have visited the following schools to deliver Safe Drive Stay Alive:

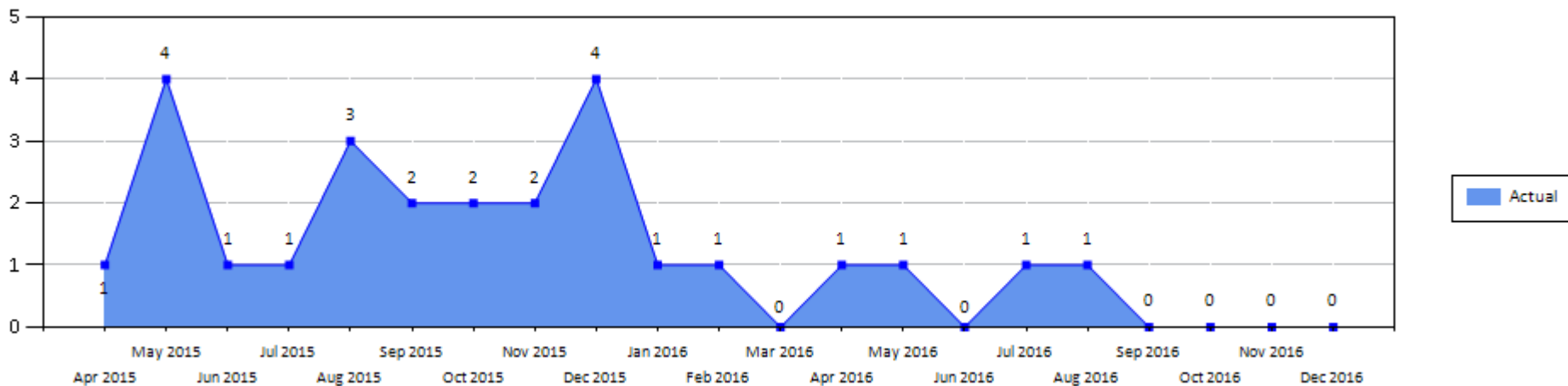
Ferndown School - 200 students
Corfe Hills School - 150 students
Weymouth Pavilion - 780 students
Gillingham - 200 students

10 schools will attend SDSA during 2016-17
18 schools are not yet attending

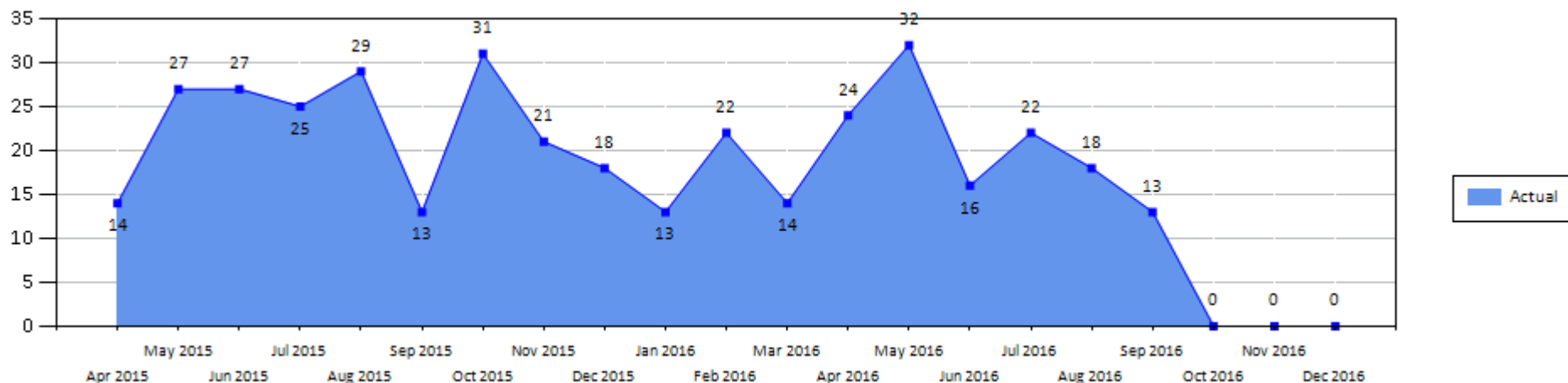
Future Quarter's Safe Drive Events
Sir J.Colfox Academy 10 Jan
Thomas Hardy 24 January
Blandford School 1st March
Gryphon School, 7th March
Sherborne School 29 June

Key Performance Indicators

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



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



Priority 2: Protect you and the environment from harm

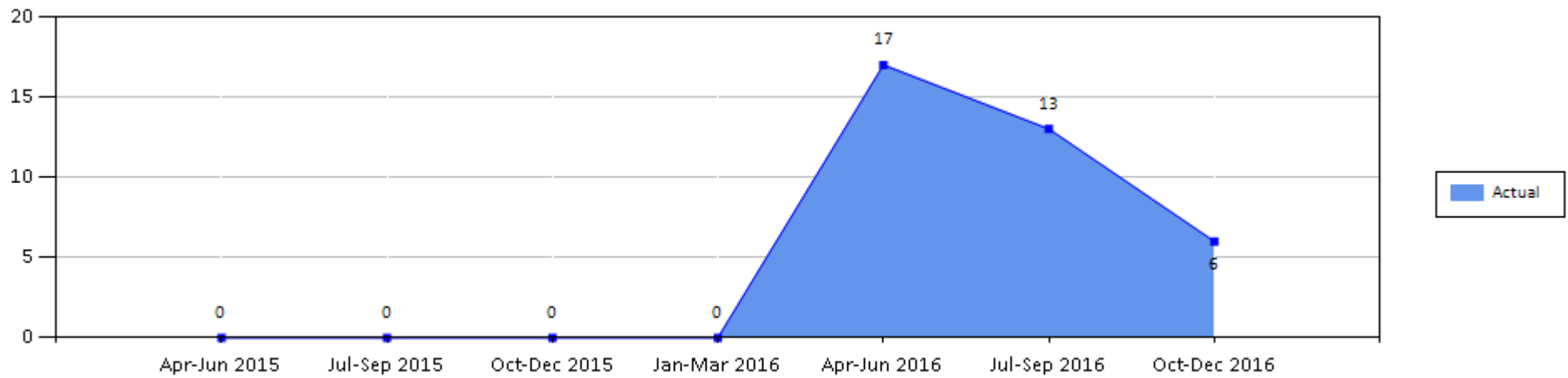
KLOE 5: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

Actions

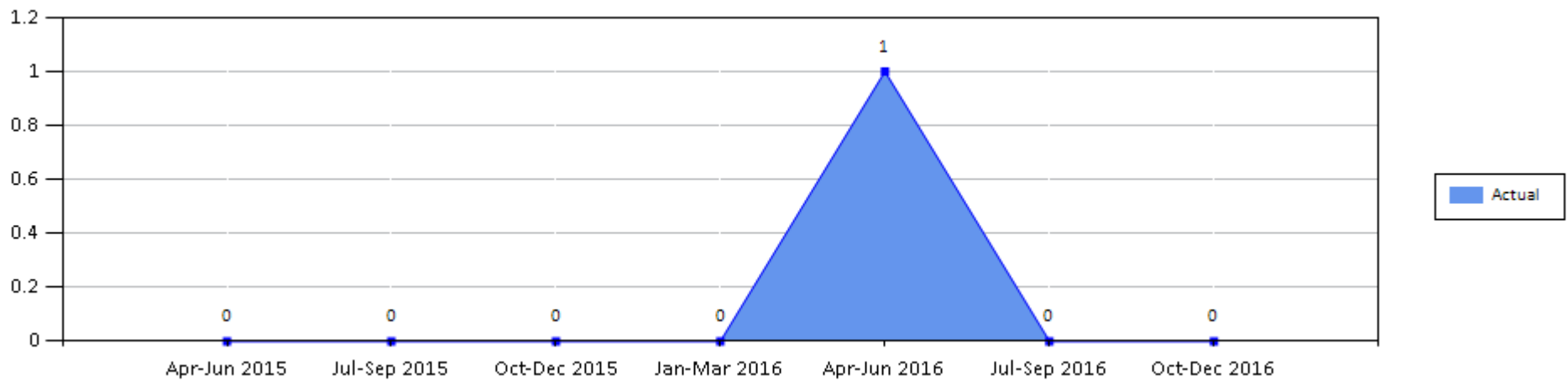
Action Code	Action Name
1.2.1.6	How are we effectively working with our partners in Dorset to safeguard the vulnerable people we come into contact with?
<p>Progress comment:</p> <p>There were 6 adult safeguarding referrals during the 3rd Quarter, 2 referred by crews and 4 by Safe and Well Advisors. There were no recorded child safeguarding referrals</p> <p>The Service has attended conferences on hoarding, self-neglect, and domestic abuse.</p> <p>The Service Safeguarding Coordinator sits on the board for Safeguarding Leads across Dorset, Poole and Bournemouth sharing best practice and reviewing cases to build knowledge when dealing with cases.</p> <p>The Service has learnt lessons from shared best practice across the County to highlight the extra support that was needed by a vulnerable elderly male but also to make sure the welfare of our staff is considered when entering properties that may put them at risk.</p> <p>We have been involved in several Multi Agency Risk Management Meetings with social workers, care workers, GP's and police.</p> <p>Safeguarding training continues, being delivered at Corporate Induction and to all relevant staff .</p> <p>Dorset Area Commander now represents the service on the Pan Dorset Prevent Board which coordinates the multi-agency approach to delivering prevention education and awareness on radicalisation and extremism.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals - Dorset County Council Area	Quarter	Oct-Dec 2016	0



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals - Dorset County Council 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
1.2.2.11	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?

Progress comment:

Under the Better Regulations Delivery Office (BRDO) 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. However, common failings that fire safety inspecting officers find are:

- The failure to have completed a Fire Risk Assessment
- Wedged open or poorly maintained fire doors
- Inadequate education of staff in what to do in the event of fire
- Poor records for weekly fire alarm and monthly emergency lighting tests
- Out of date fire extinguishers

The team have been focusing on; working on inspecting every residential care home which has not had an inspection in the last 3 years.

Supporting business in the care sector by working with domiciliary care providers to help them better understand their fire safety responsibilities for staff and careers delivering care in the client's home. This involved presentations, workshops, including participating in the Dorset CCG Conference on Care Homes. Every opportunity is taken to promote the prevention messages to drive down accidental fires in the home and signpost to Safe and Well visits.

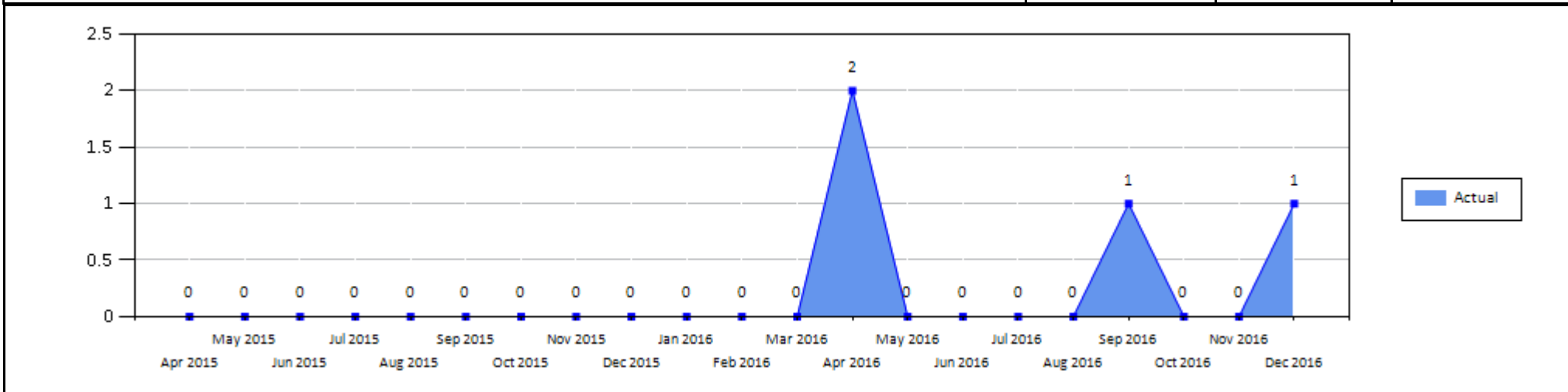
The majority of deliberate fires set in commercial buildings were in the prisons across Dorset, we are working with the prison service to make sure we have a joined approach to; prevention and protection measures within the prisons and effective response plans to deal with any fire. We are working with CFOA and trading standards over fire caused by electrical appliance defects and have feedback on incidents within Dorset.

District Commanders are working with Protection to engage with business to help reduce the number of false alarm activations that occur across Dorset. We are prioritising the locations with the highest number of false alarms and sharing best practice to others as part of the pro-active inspection program.

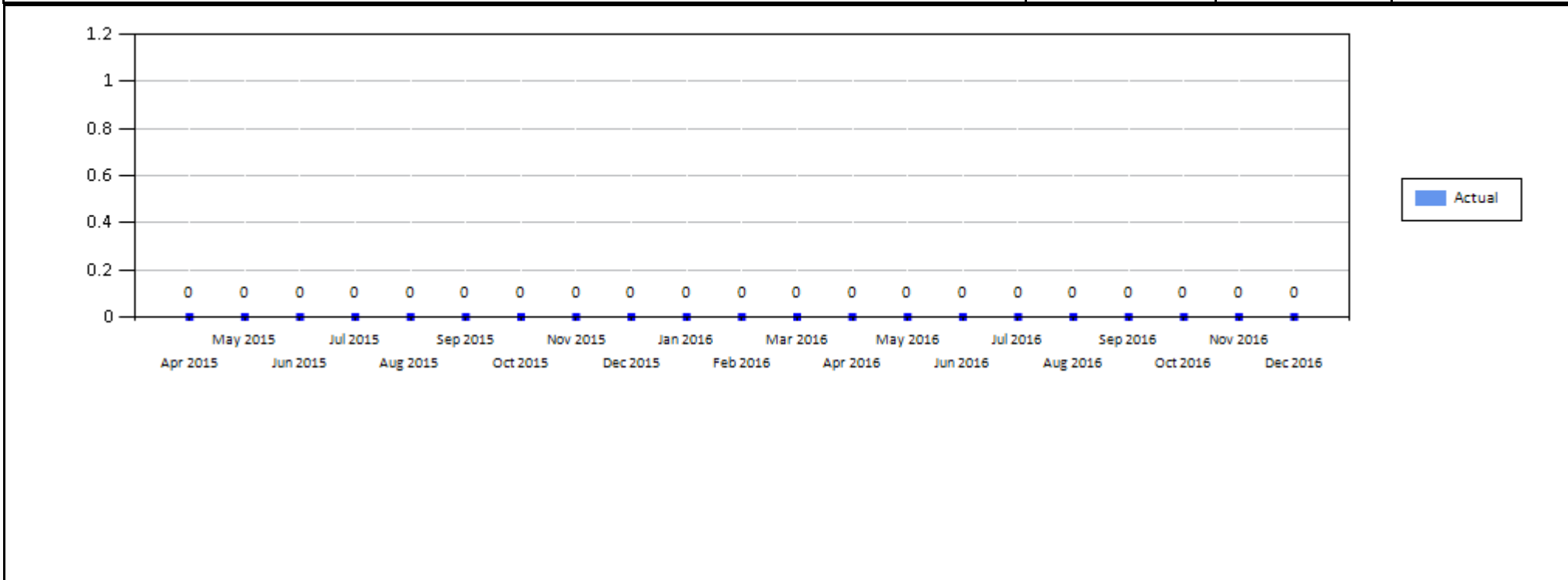
The one Enforcement notice issue in Dorset was in Weymouth to a take away food outlet with residential accommodation above. There was inadequate means of escape from the upper floors through the commercial kitchen. This case highlights the need for our continued oversight on these businesses and we regularly carry out joint inspections with Trading Standards and UK Border Force to improve community safety and reduce the risk to vulnerable people.

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Dorset (CC)	Month	Dec 2016	1



Number of prohibition notices served in Dorset (CC)	Month	Dec 2016	0
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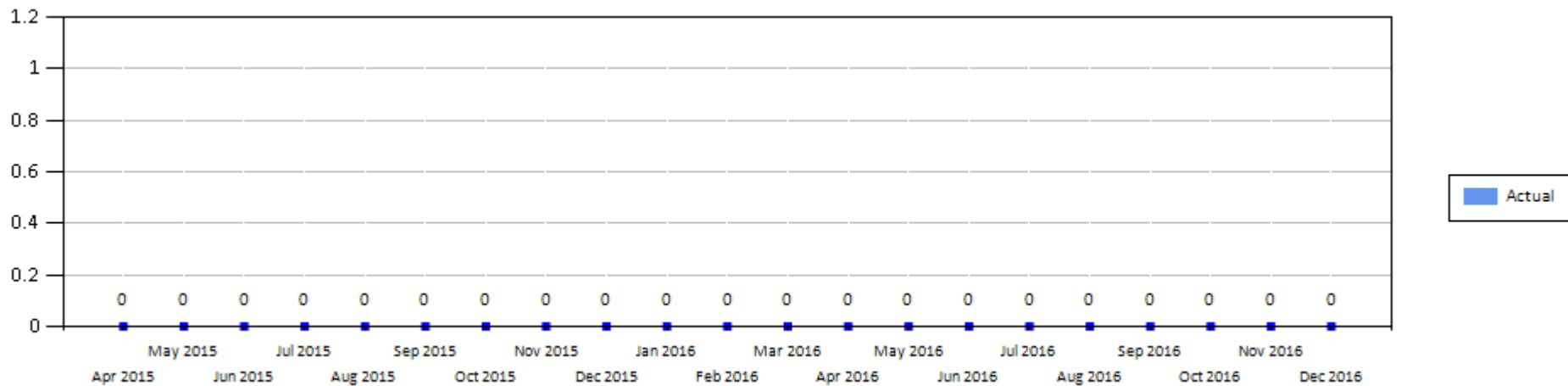


Number of prosecutions in Dorset (CC)

Month

Dec 2016

0

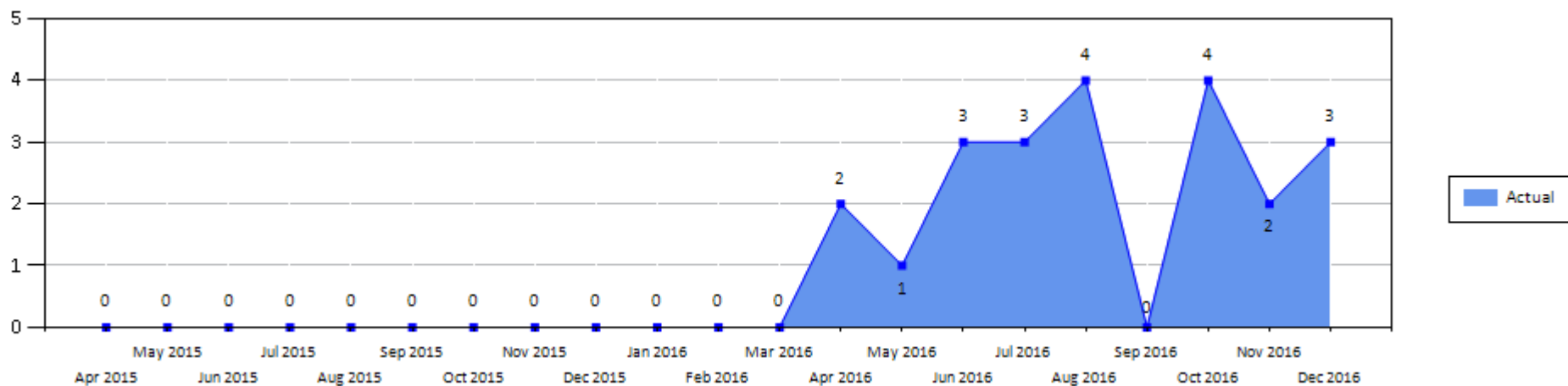


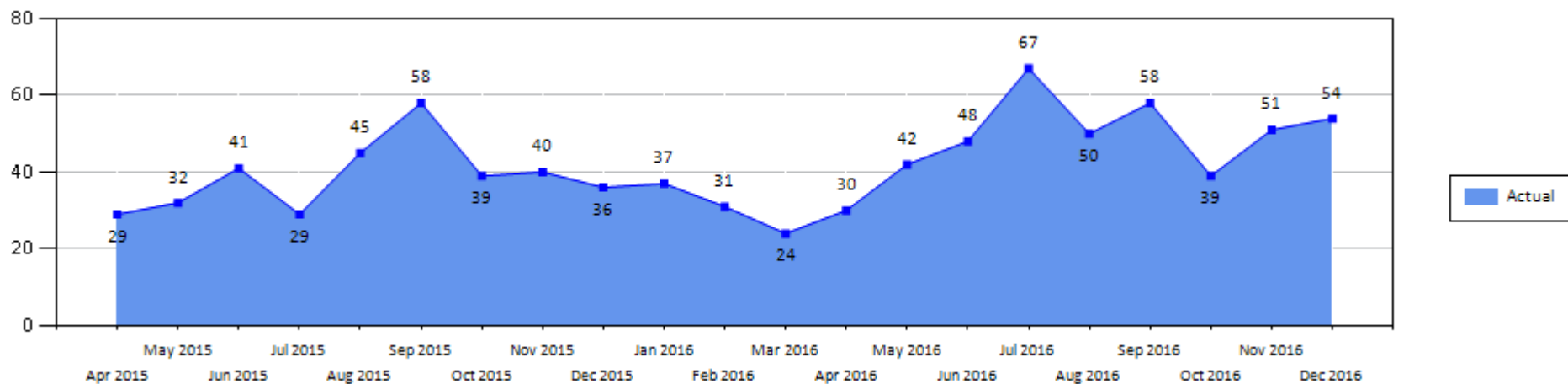
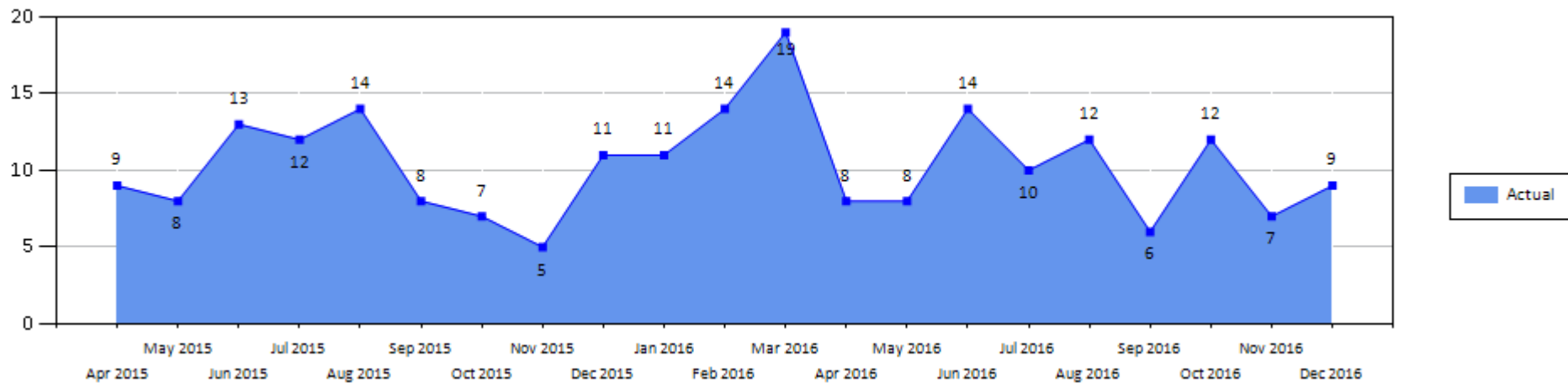
Number of significant fires in non-domestic premises in Dorset (County Council)

Month

Dec 2016

3





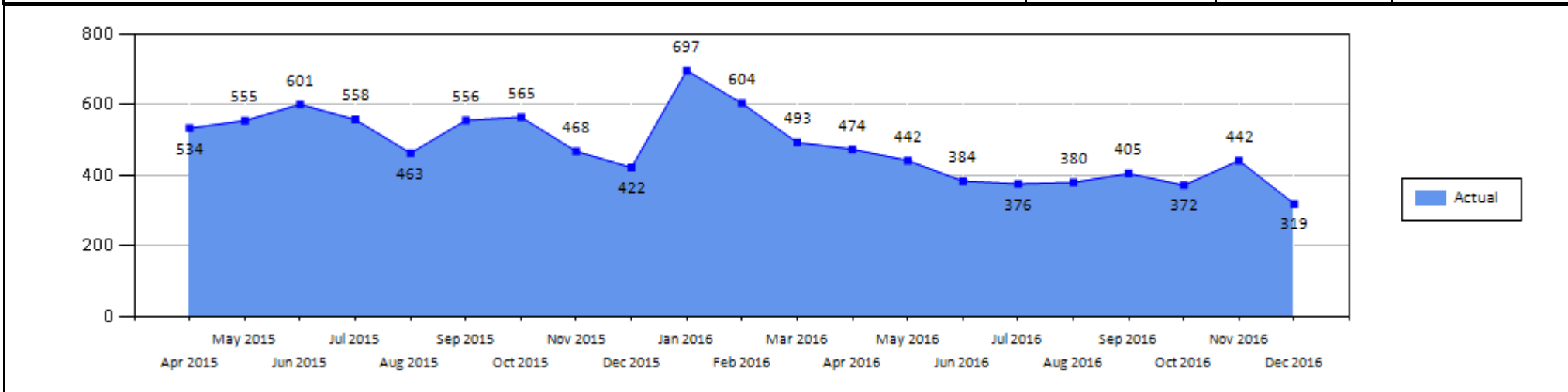
KLOE 7: How are we identifying and driving down risk risks to the community, unique heritage and environment?

Actions

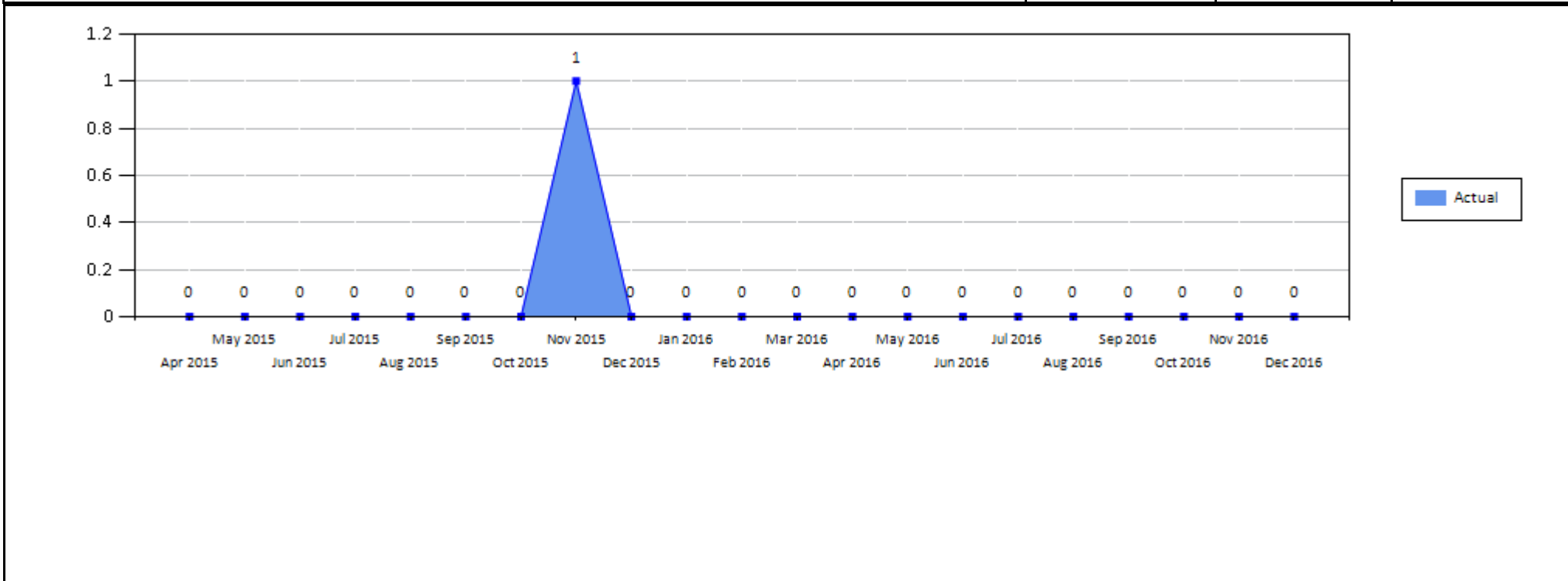
Action Code	Action Name
1.2.3.11	How are we identifying and driving down risk risks to the community, unique heritage and environment in Dorset?
<p>Progress comment:</p> <p>We have a system and process for identifying and assessing operational and community risk, this is called Site Specific Risk Information. 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>The Winfrith Site (managed by Magnox) is located within a heathland/SSSI area and we continue to liaise with the site especially now they no longer have their own fire and rescue response. Winfrith have delivered training to staff at local stations about the activities of the site and also operationally based radiation and asbestos training.</p> <p>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 in Dorset Area to improve fire fighter safety and to limit the impact of incidents.</p> <p>With continue to work in partnership with the EA 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.</p> <p>We work with the local authority to integrate plans to deal with issues on the South West coast path and potential cliff collapse.</p>	

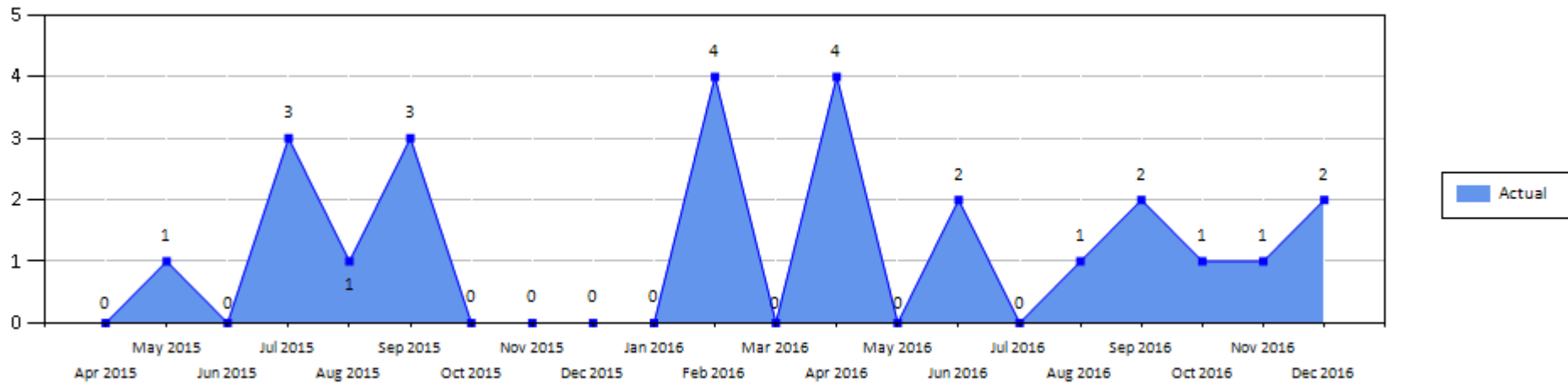
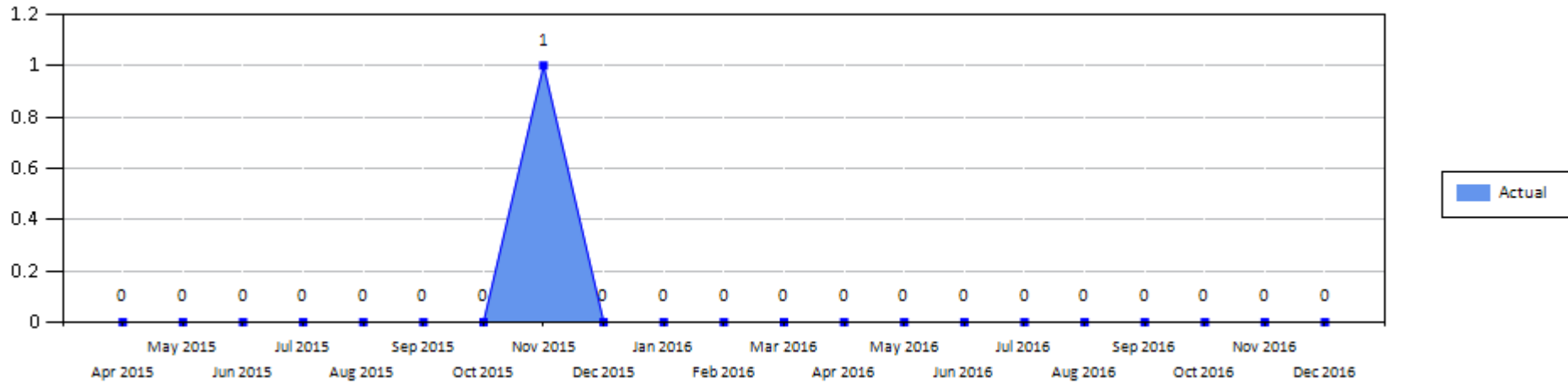
Key Performance Indicators

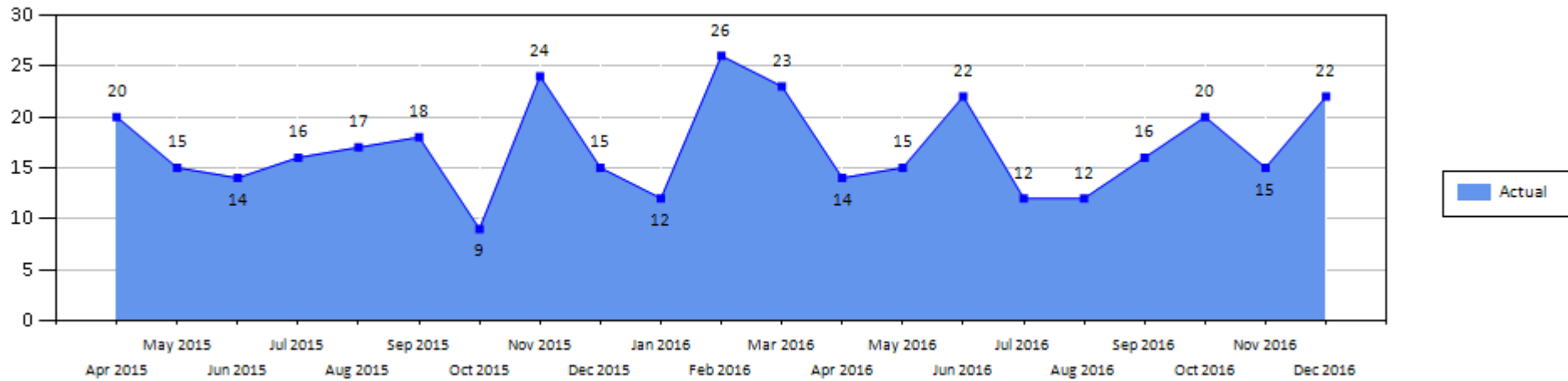
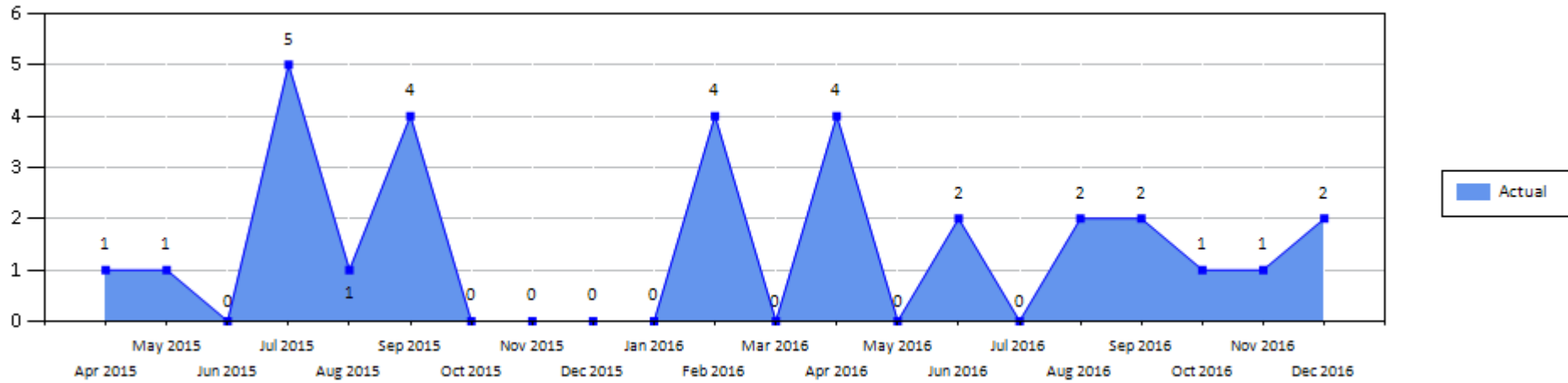
KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Dorset County Council	Month	Dec 2016	319

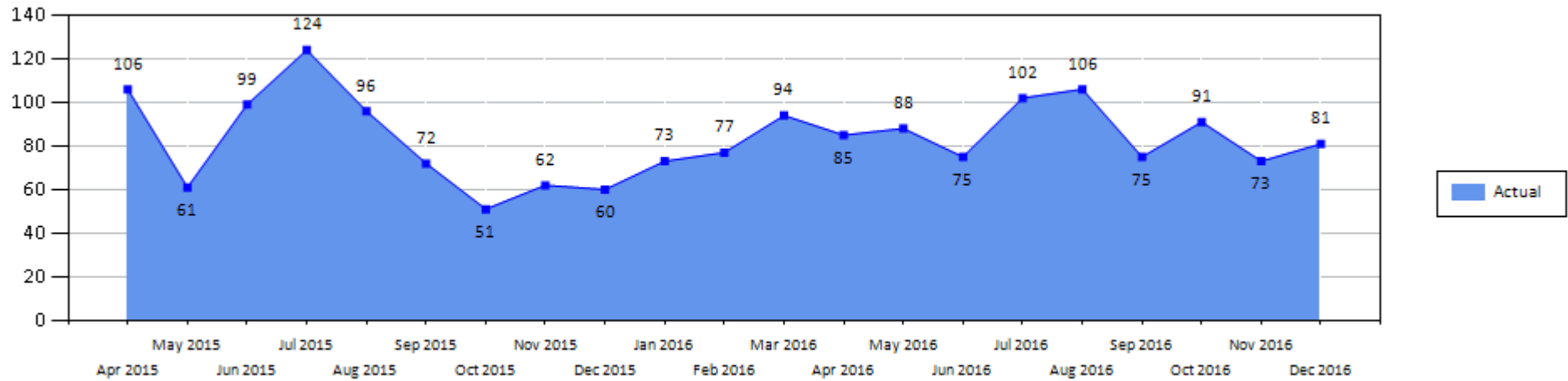
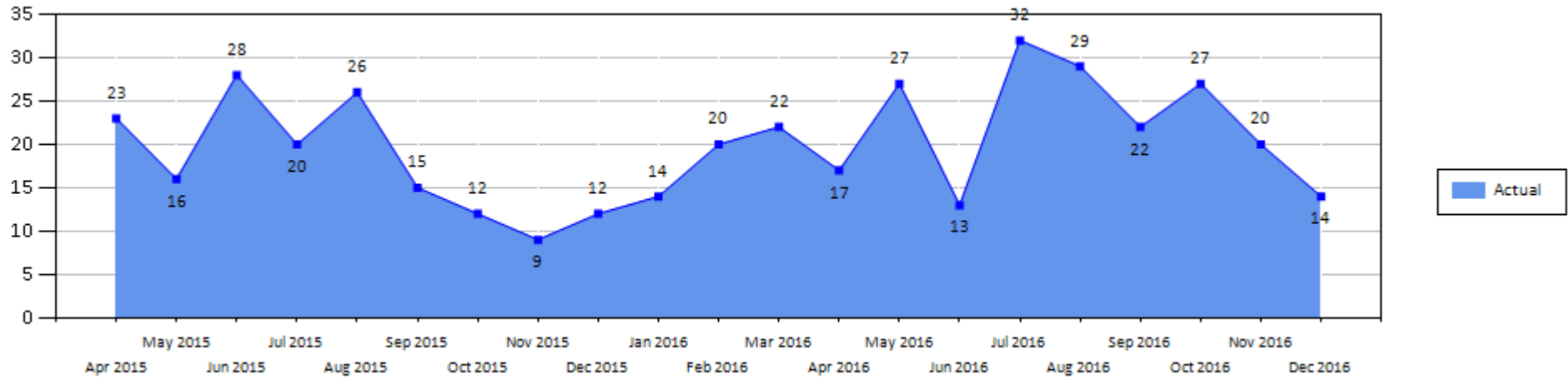


KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Dorset Area	Month	Dec 2016	0









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

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>Progress comment:</p> <p>Community resilience events are held by the local authority and as joint events by members of the Local Resilience Forum (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>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.</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 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>Staff are working with the Civil Contingencies Unit (CCU) and contributing to the Community Risk Register.</p> <p>Officers have attended meetings of the pan Dorset Prevent Meetings.</p> <p>Officers are also contributing to a newly formed 'Melcombe Regis Board' which is looking at creating opportunities for improvement in retail, housing, crime, health and environment in the Weymouth area. At the last meeting it was decided that DWFRS would also commit to part of</p>	

the funding for this initiative.

The District Commanders attend the Partnership Coordination Groups (PCG) in Weymouth, Purbeck, North, East and West Dorset. Where appropriate the safe and well coordinator has also attended these meetings to promote the work of the service and to look at how we can support partners.

Priority 3: Be there when you need us

KLOE 9: Are appliances available when we need them?

Actions

Action Code	Action Name
1.3.1.5	Are appliances available in Dorset when we need them?

Progress comment:

Current Performance remains high with 81% RDS availability for the Dorset area this quarter.

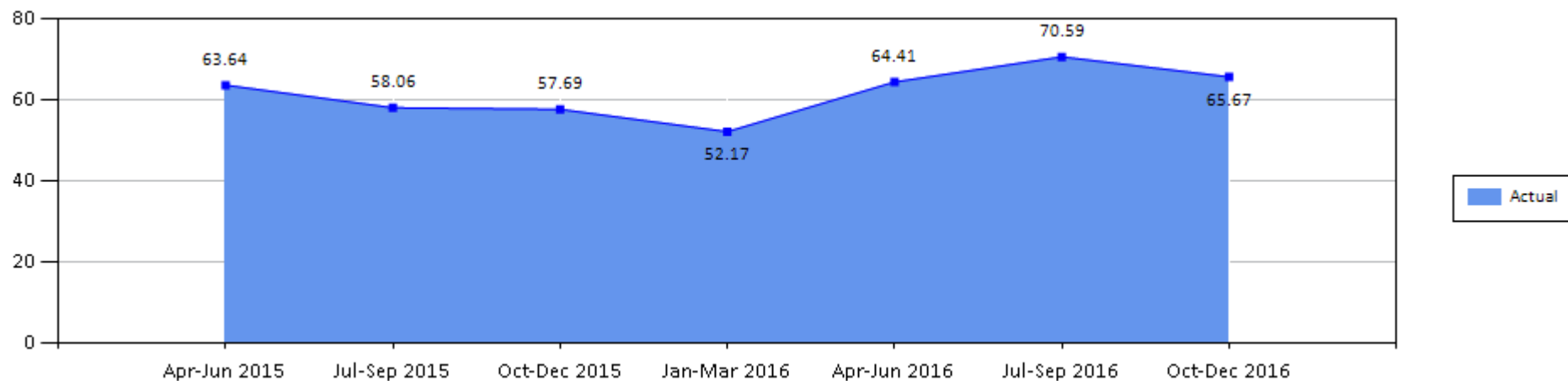
This figure remains stable as cover for shortfall is provided by RDS Liaison Officers working with station commanders to predict issues in advance. The overtime management system, managed by the RDS Support Officers, which provides covers outside of office hours continues to work well, however there is increasing pressure on available staff to provide cover and we are not always able to resource full availability.

Some RDS sections provide 100% availability in addition to the wholetime stations.

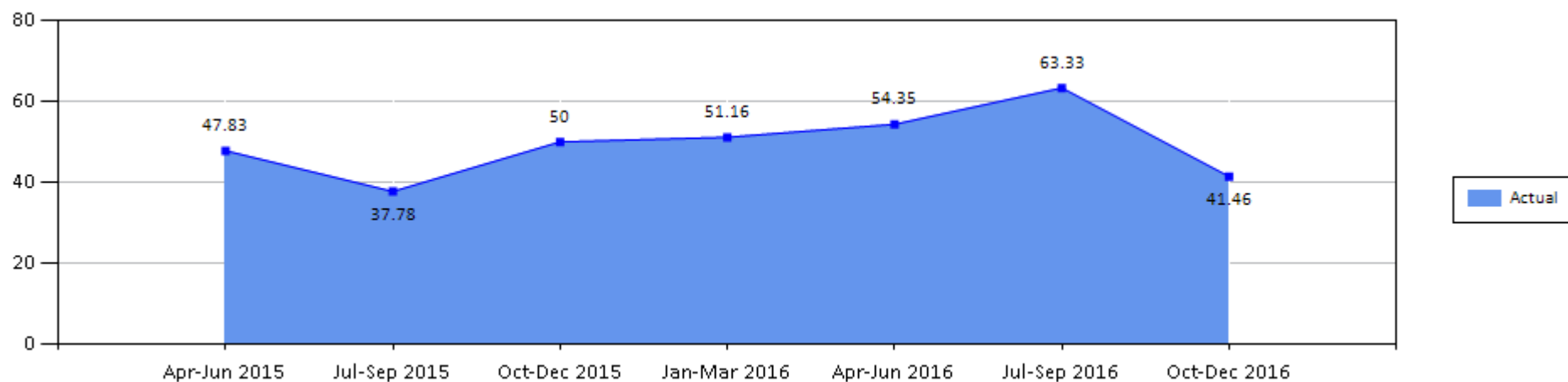
The recent promotion process for crew and watch managers has enabled us to permanently appoint into current vacancies. This will improve the availability of incident commanders and we are working with operational training to improve the process of training new drivers. The RDS Working Group chaired by Dorset Area Commander is reviewing processes and procedures relating to recruitment and retention. Work has continued to align RDS recruitment and selection resulting in a more streamlined and straightforward recruitment process, this will improve the numbers of recruits coming into the RDS system but there is work to do on improving our rates of retention.

Key Performance Indicators

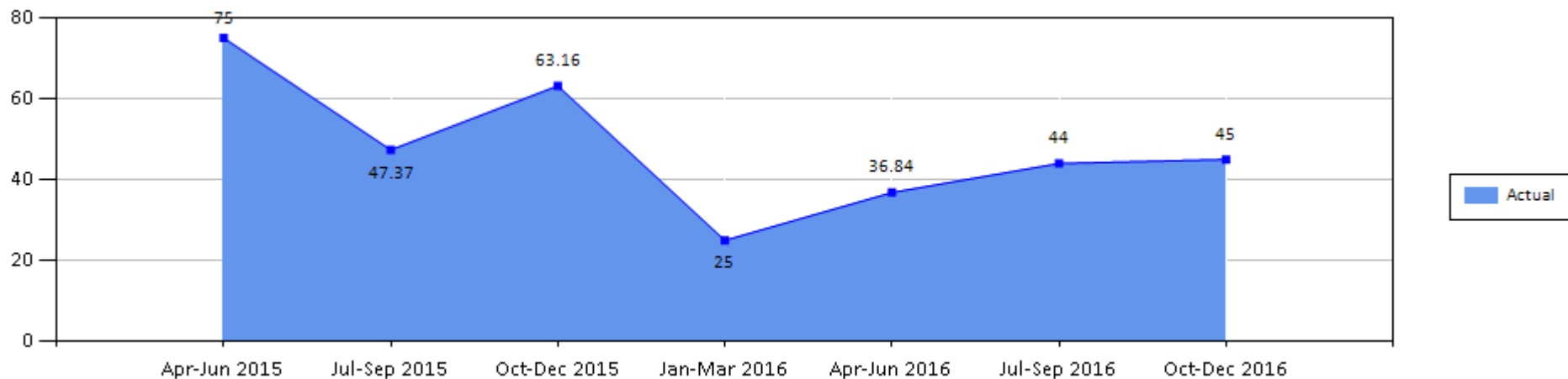
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2016	65.67%



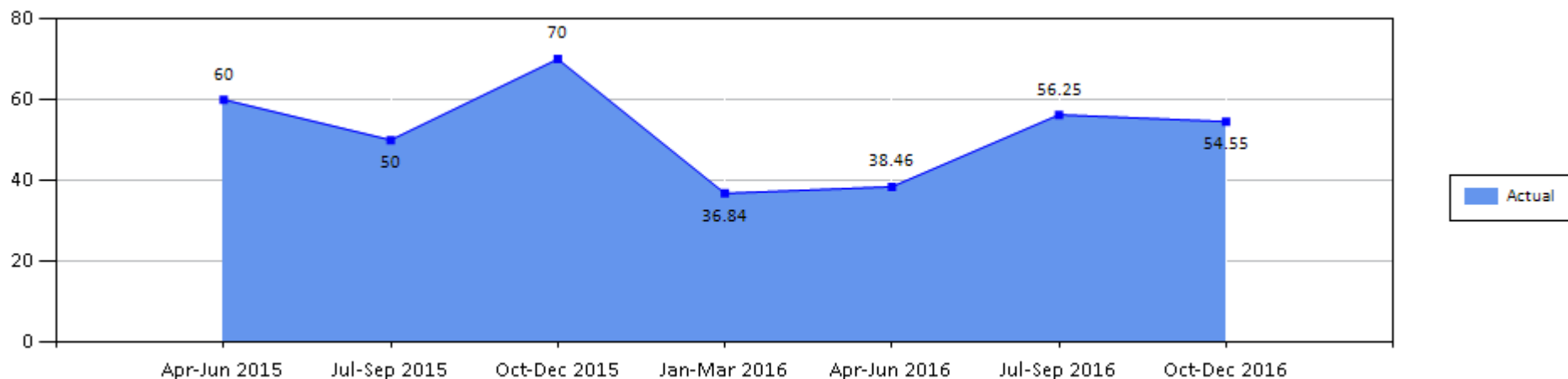
RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2016	41.46%
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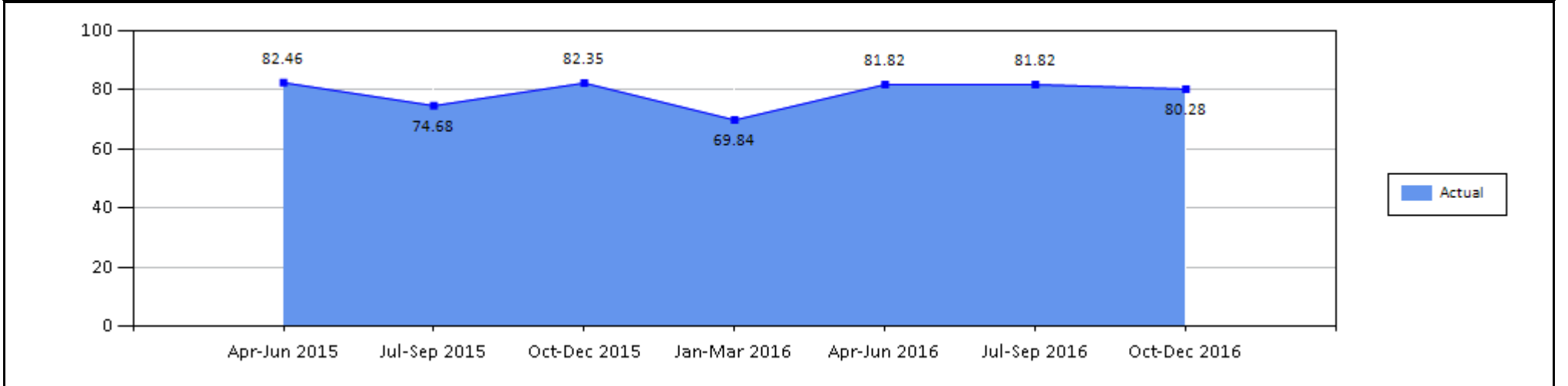
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2016	45%
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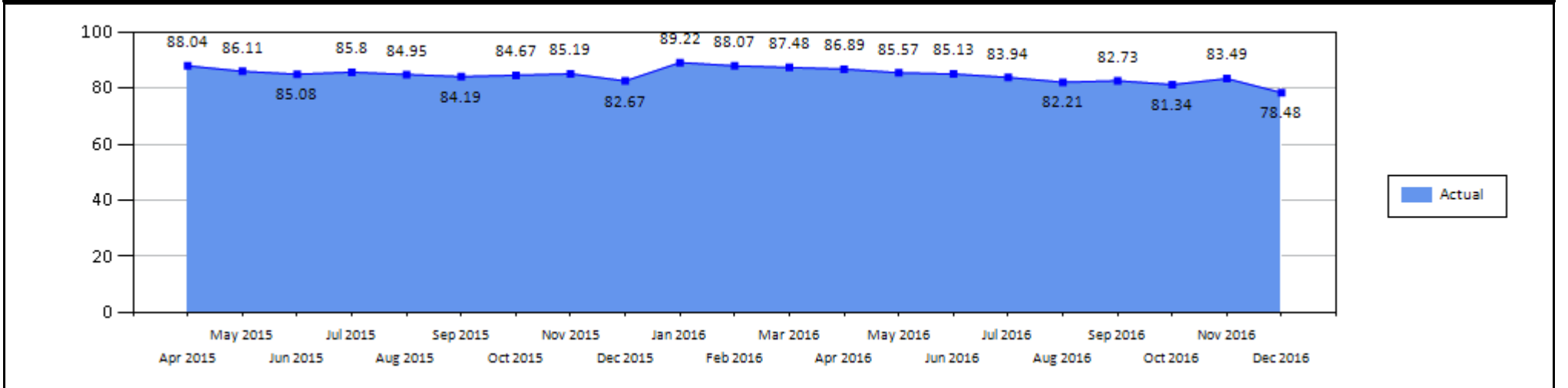
RES04-Percentage of incidents to other properties where the second appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2016	54.55%
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RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2016	80.28%
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RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)-Dorset Area	Month	Dec 2016	78.48%
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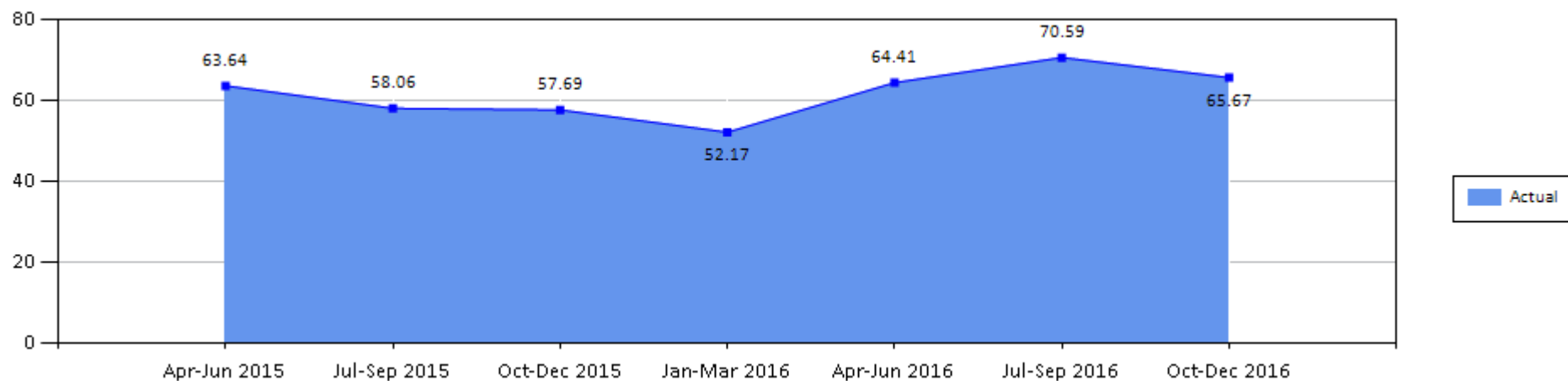
KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents and medical emergencies we attend?

Actions

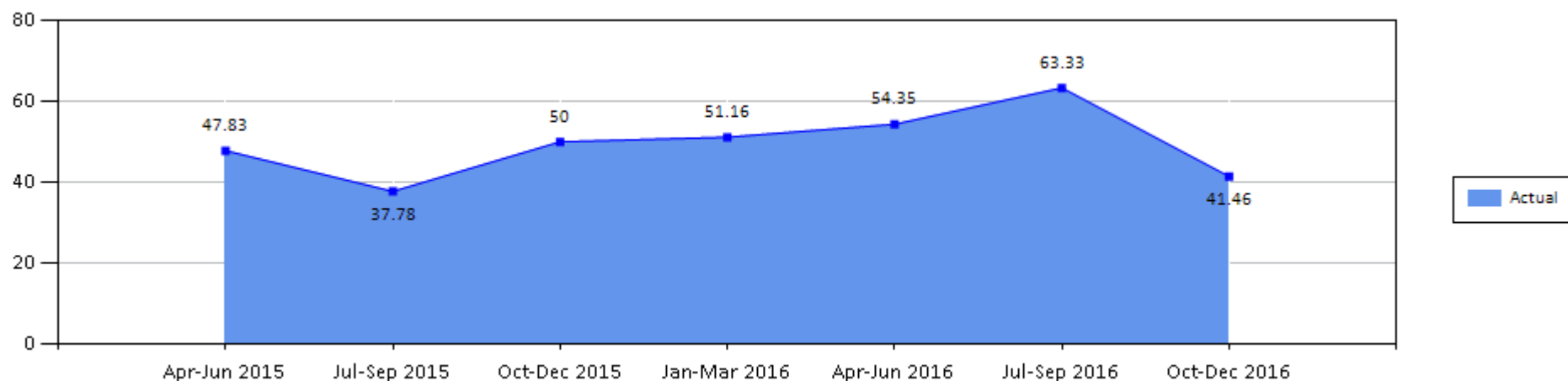
Action Code	Action Name
1.3.2.18	How effective and efficient are our response arrangements in Dorset for dealing with the range of incidents and medical emergencies we attend?
<p>Progress comment:</p> <p>Dorset Area's availability and performance against the response standards are good, especially when considered against the backdrop of supporting predominantly rural locations. Current performance for 1st pump to sleeping risks in quarter 3 is just over 65%, and to other buildings it is an improvement to 45%, whilst we remain stable with performance to RTCs achieving just over 80%.</p> <p>Officers review our performance against the service response standards and look to rectify any issues that impede our performance such as; from traffic congestion to wider service issues around mobilising technology.</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 112 incidents in the second quarter. The national ambulance response programme (ARP) trial, of which SWAST is a member, did reduce operational activity for co responders but further development of the programme has led to a slight upturn in activity. Further partnership working with SWAST is being coordinated through the IRMP team which has resulted in a MOU which covers gaining entry for medical emergencies.</p>	

Key Performance Indicators

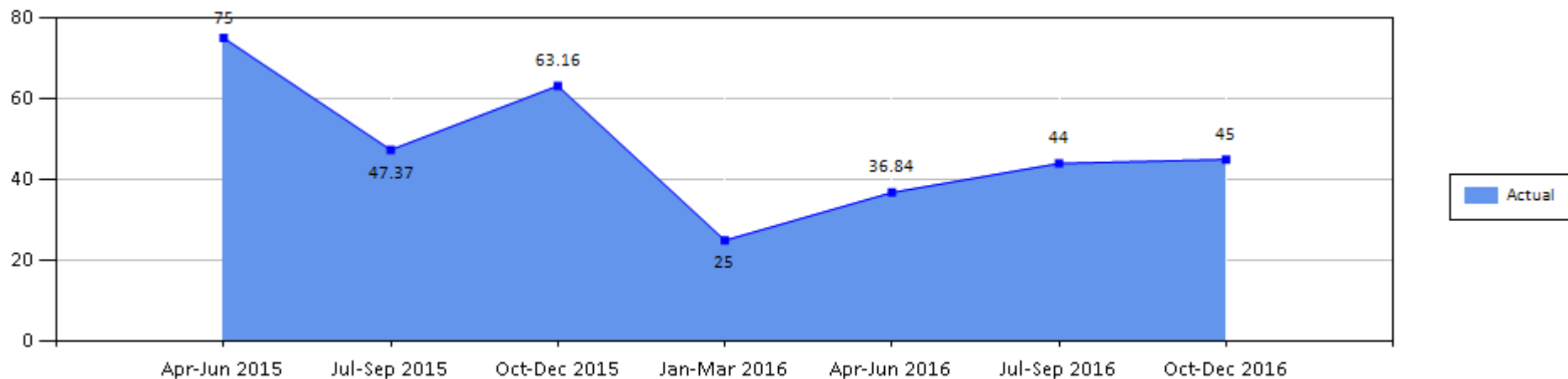
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2016	65.67%



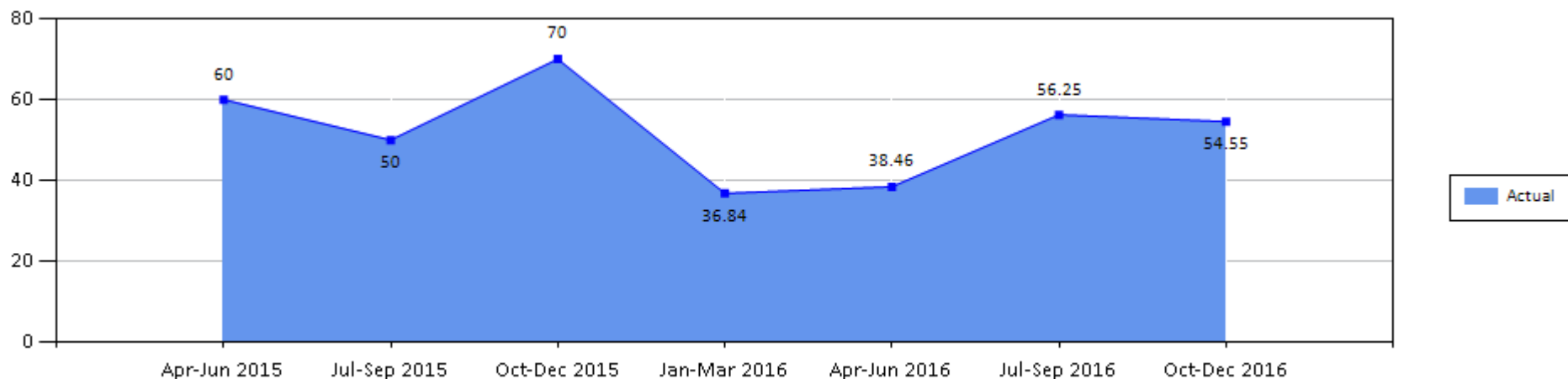
RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2016	41.46%
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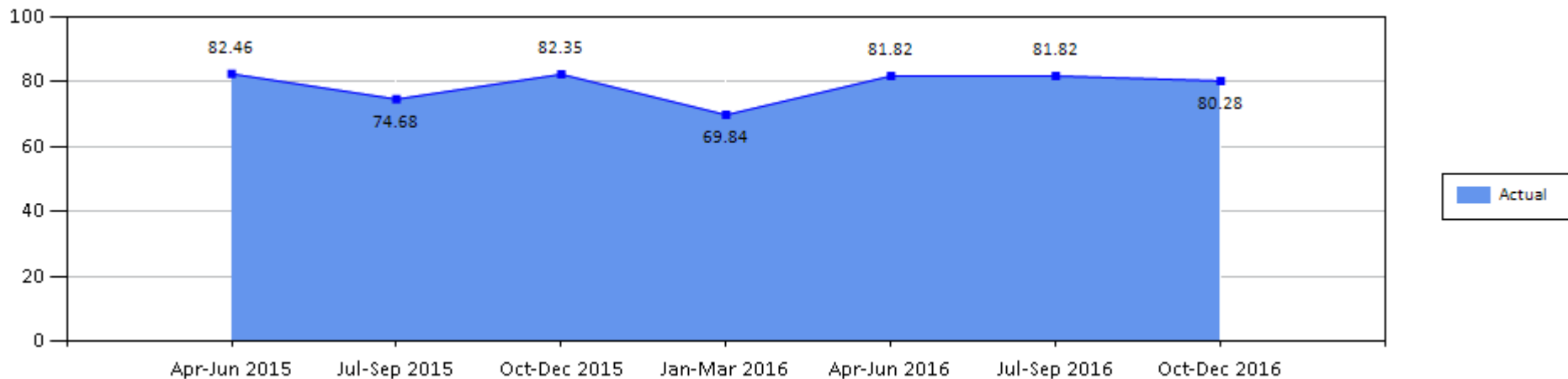
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2016	45%
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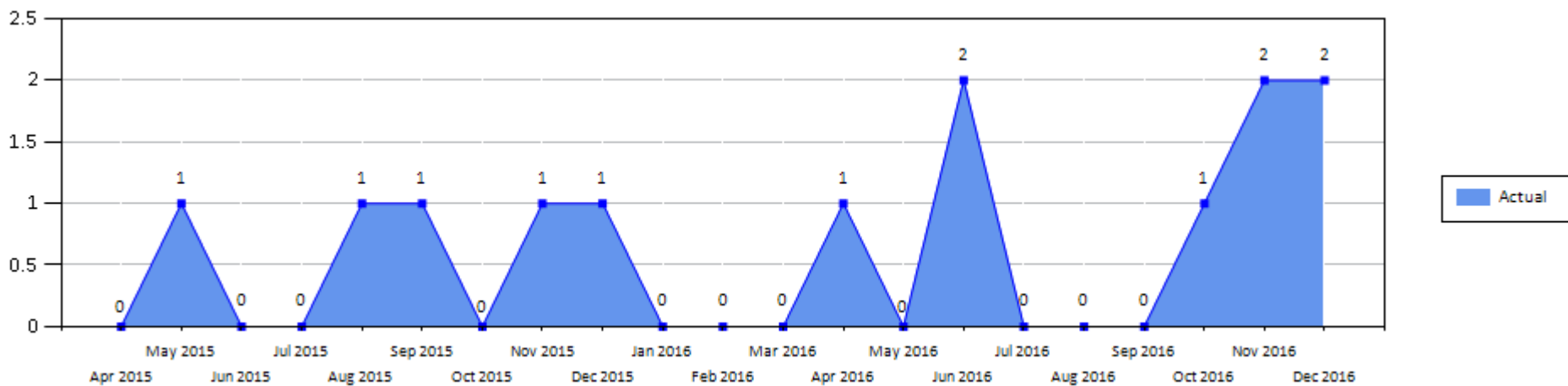
RES04-Percentage of incidents to other properties where the second appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2016	54.55%
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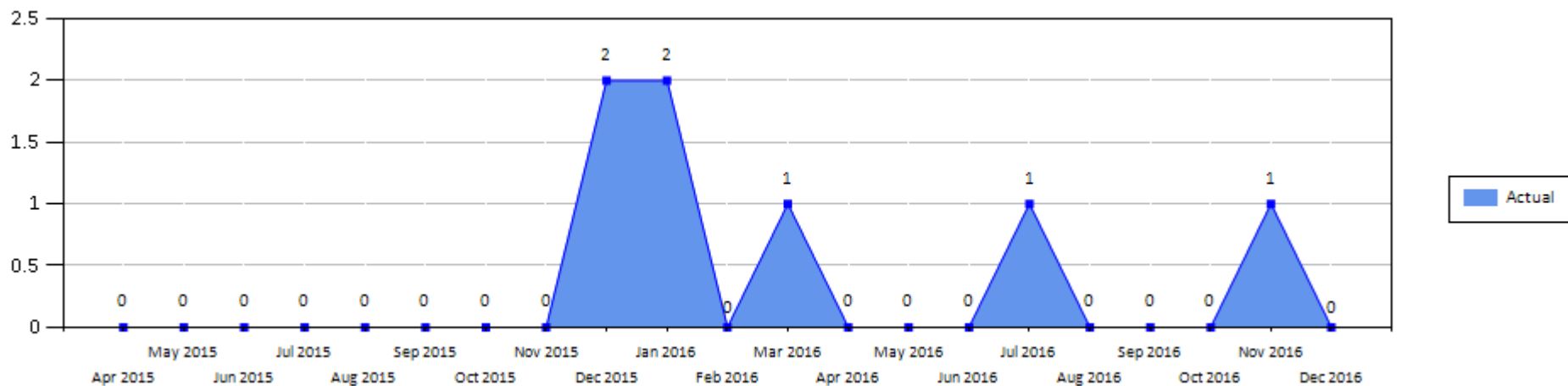
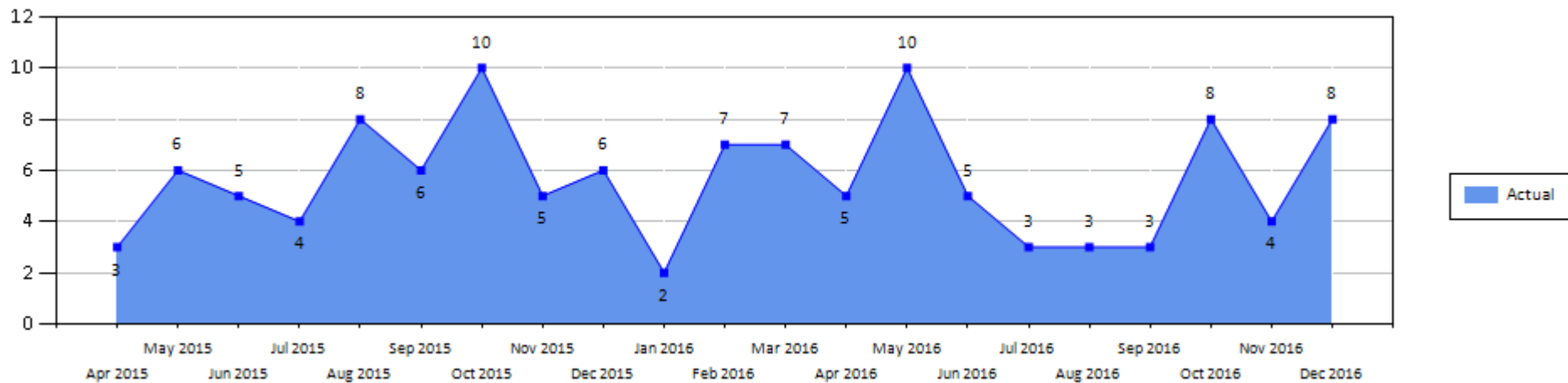


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Area	Quarter	Oct-Dec 2016	80.28%
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RES11-Number of people rescued at fire related incidents-Dorset Area	Month	Dec 2016	2
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KLOE 11: How are our operational staff safe and maintain the required levels of competence to attend the range of incidents they attend?

Actions

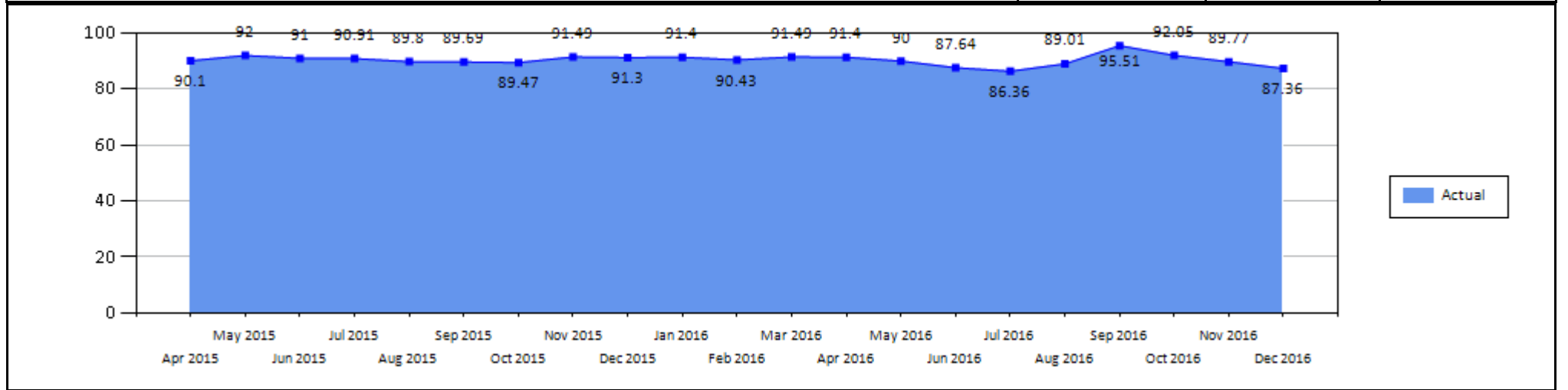
Action Code	Action Name
1.3.3.30	How are our operational staff safe and how do they maintain the required levels of competence needed for the range of incidents they attend in Dorset?

Progress comment:

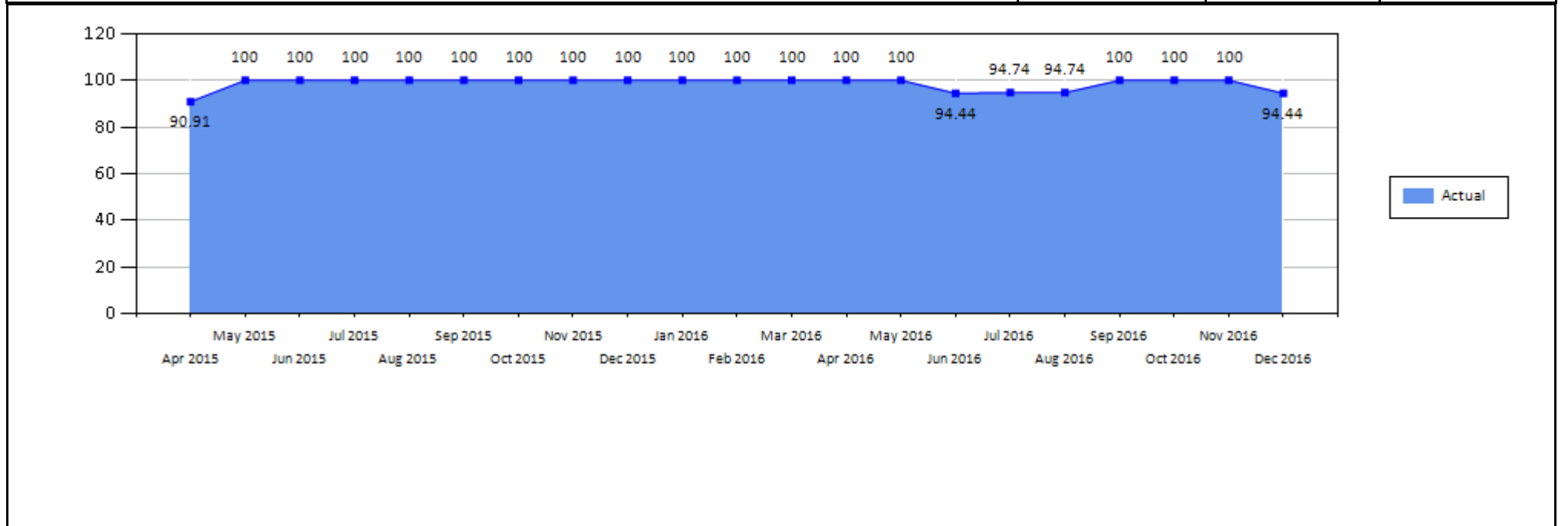
We proactively manage and monitor our staff's operational competence, including attendance on courses and other events. The current performance against the elements of the operational licence measures are generally high although unavoidable cancellation of some supervisory incident management courses has affected this figure temporarily while the courses are rescheduled. Training continues to be planned quarterly for the RDS and this includes combined training between stations and district exercises. This supports the maintenance of competence program and has achieved attainment levels against the operational licence of 80% (RDS) 94%(WDS).

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	Dec 2016	87.36



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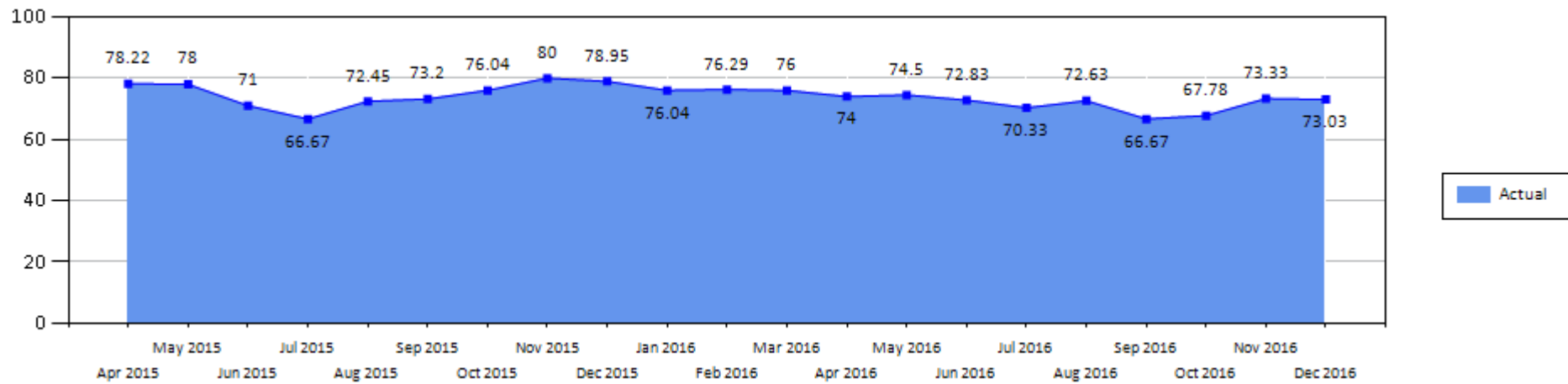


PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Dorset Area Stations (RDS)

Month

Dec 2016

73.03

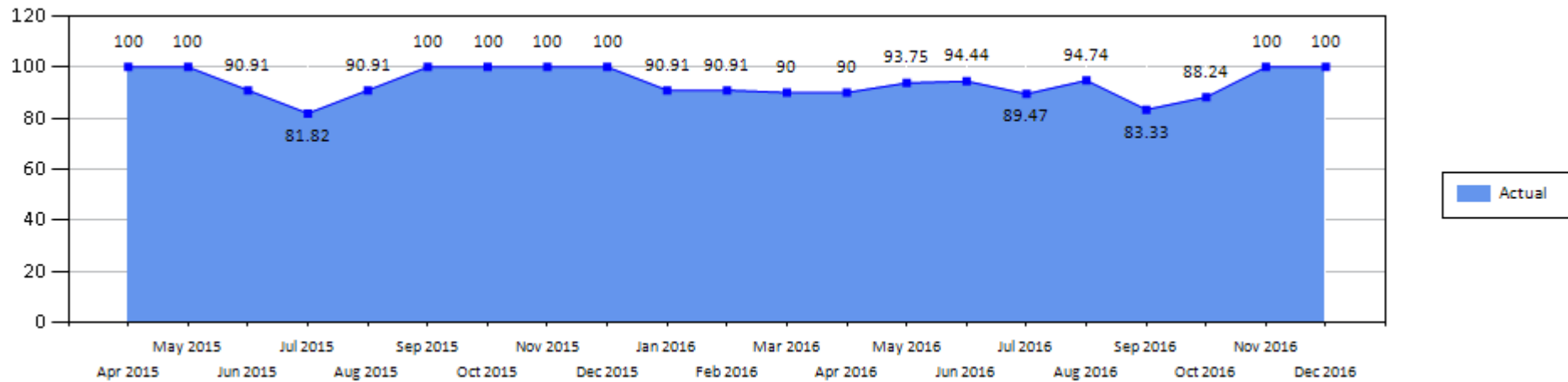


PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Dorset Area Stations (WT)

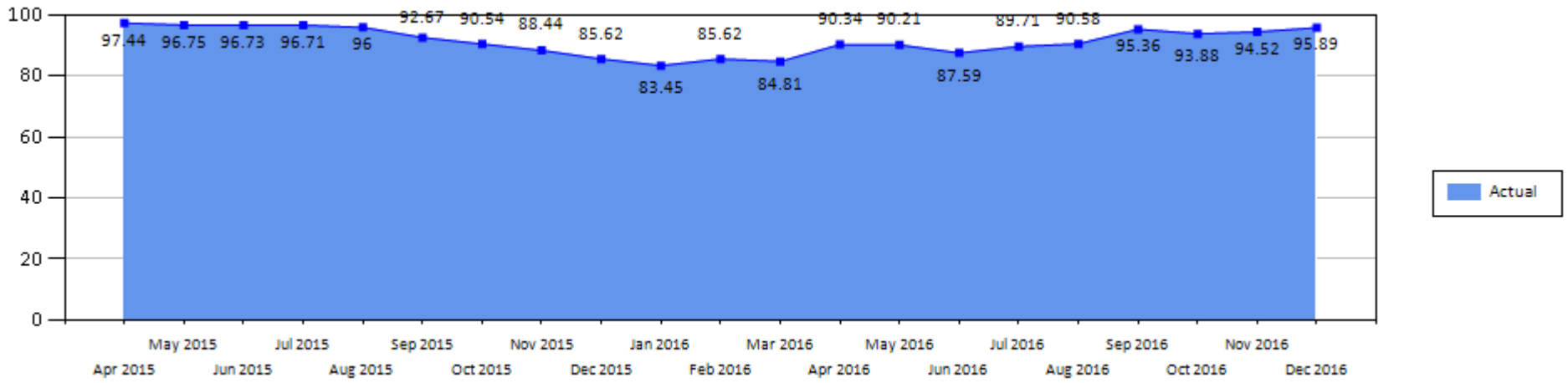
Month

Dec 2016

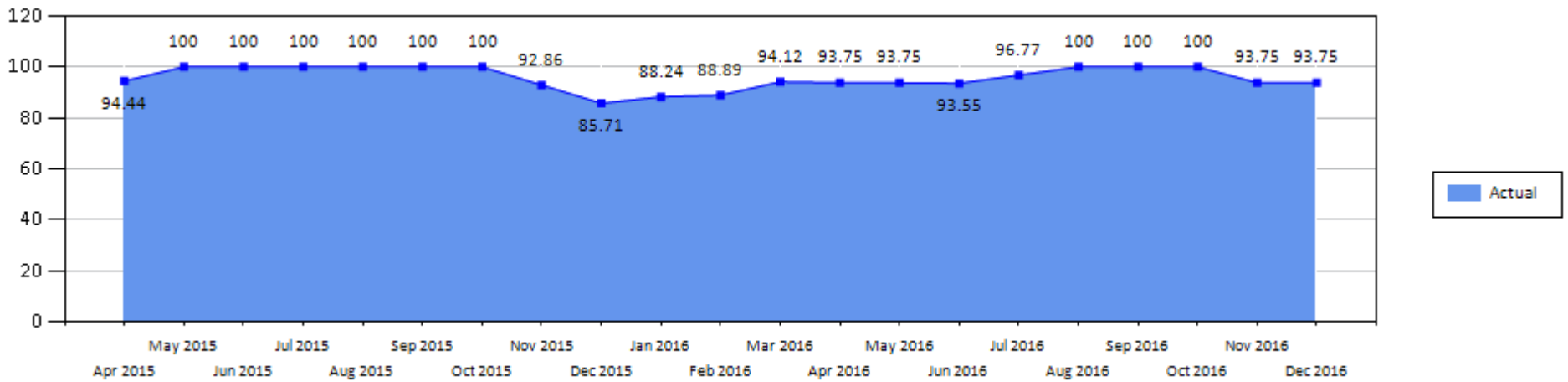
100



PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Dorset Area (RDS)	Month	Dec 2016	95.89
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PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Dorset Area Stations (WT)	Month	Dec 2016	93.75
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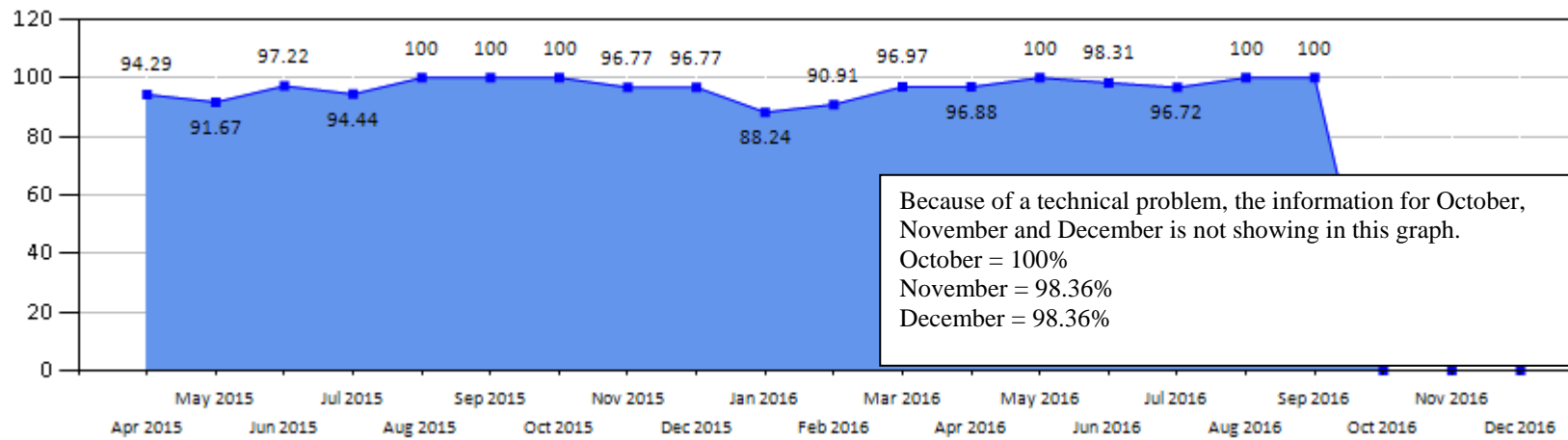


PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Dorset Area Stations (WT)

Month

Dec 2016

0

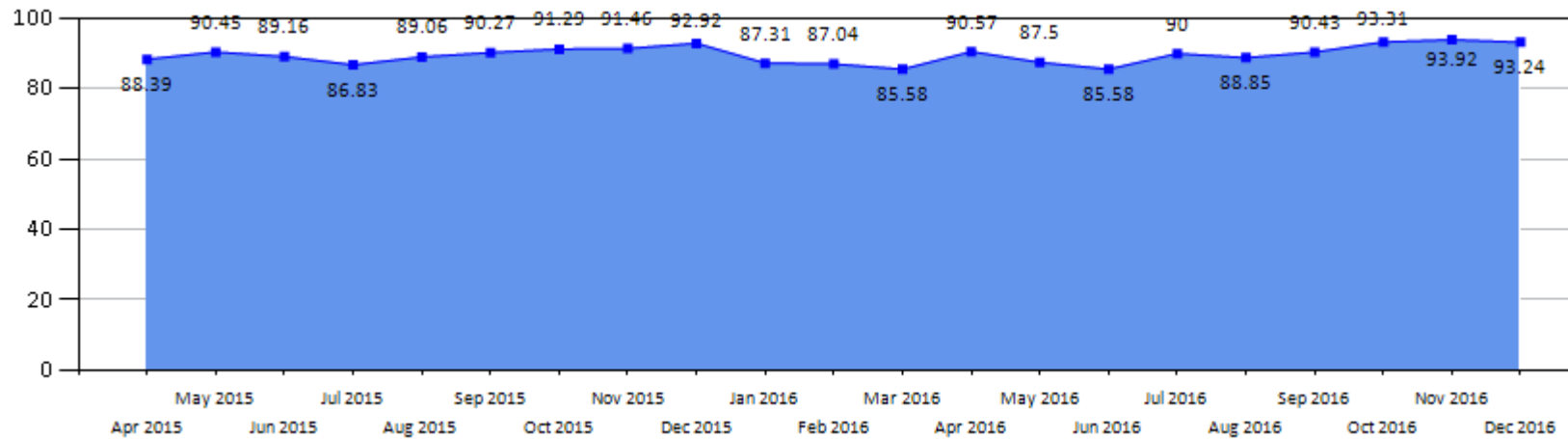


PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Dorset RDS Stations

Month

Dec 2016

93.24



KLOE 12: How do we learn from operational and community risks, to improve the response services we provide?

Actions

Action Code	Action Name
1.3.4.8	How do we learn from operational and community risks in Dorset , to improve the response services we provide?
<p>Progress comment:</p> <p>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>Following the 10 pump incident at Chalmington Manor near Maiden Newton a command debrief was held to learn the lessons from the operational and tactics and plan. The debrief involved staff from DWFRS and DSFRS.</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>	