

Appendix A – 3rd Quarters Performance Report

Swindon Local Performance & Scrutiny Committee

Dorset and Wiltshire Fire and Rescue Service

Swindon

01/10/2016 - 31/12/2016



DORSET & WILTSHIRE
FIRE AND RESCUE

Priority 1: Help you to make safer and healthier choices

KLOE 1: 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 |
|--|--|
| 1.1.1.10 | How are we delivering education programmes in Swindon which support families, children and young adults to achieve their potential and strengthen our communities? |
| <p>Progress comment:</p> <p>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 Education team use their expertise and resources to deliver carefully designed age appropriate bespoke lesson plans which cover the spread of fire, hazards in the home, smoke alarms, fire escape plans, dialing 999, the dangers of matches and lighters, stop, drop and roll, burns and scalds and firefighter protective clothing. The lesson plans help to 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. To work with effective partners on education programmes which reduce risks to people from accidental and deliberate fires. 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.</p> <p>By engaging with children and young people we aim to:</p> <ul style="list-style-type: none">• 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. <p>During 3rd Quarter we achieved the following from our school visits and Youth intervention Programmes:</p> <p>October: 397 children November: 550 children December: 146 children Quarterly total = 1093 children</p> <ul style="list-style-type: none">• Swindon Courses were: October Job Centre Plus(JCP), November Uplands Educational Trust and Families First in January.• Total Number of accredited outcomes achieved 65 | |

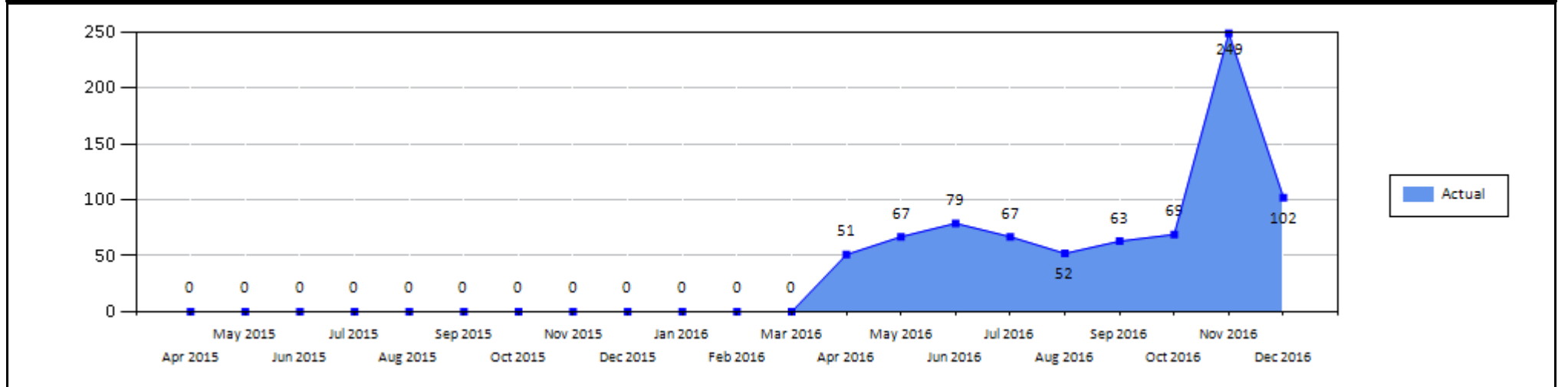
KLOE 2: How are vulnerable people receiving the level of support, advice and information that they require to drive down their risk of fire and improve their overall health and well-being?

Actions

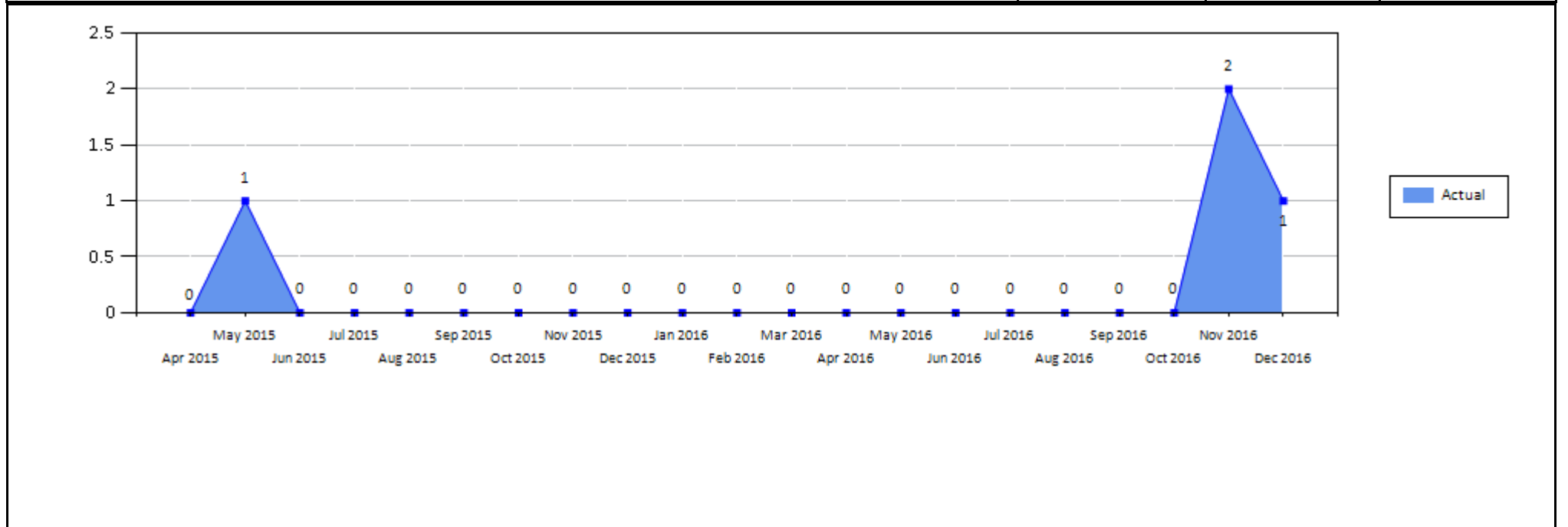
| Action Code | Action Name |
|---|---|
| 1.1.2.9 | How are vulnerable people in Swindon receiving the level of support, advice and information that they require to drive down their risk of fire and improve their overall health and well-being? |
| <p>Progress comment:</p> <p>Safe and Well visits: During 3rd Quarter, a total of 3133 Safe and Well visits took place throughout the Service, with 420 completed in Swindon Borough. Following the fatal fire in Manchester Road in Swindon over 289 jobs were raised for Safe and Well visits that are directly attributed to the work in the area following the incident. 249 visits were undertaken in the Swindon area during November. Safe and Well visits are still being requested as a result of the incident.</p> <p>Wholetime crews have commenced undertaking visits from referrals received from Air Liquide, these referrals are aimed at vulnerable people with breathing difficulties and require the support of oxygen therapy in their homes. We provide these residents with the opportunity of receiving a safe and well visit.</p> <p>The number of safe and well visits continues to grow in the Swindon Area by data sharing and promotion with partners. DWFRS officers are actively engaged with community leaders to reach all communities in Swindon.</p> <p>Checks are being made to see what crews have already received it in Swindon, before agreeing who needs to receive the session.</p> <p>Partnership\Data Sharing: A database to help target the most vulnerable people in Swindon and Wiltshire is being developed to help the delivery of safe and well visits, a similar tool has been used in the Dorset Area for a number of years. This will help give a standard approach across the whole of the DW Service Area. This will support SAIL in Swindon.</p> <p>A voluntary group (VAS) have agreed in principal to administer Swindon SAIL, a governance board needs to be established in order for all partners to take responsibility.</p> <p>Advisors continue to promote the monthly messages from Fire Kills Fire Safety messages from the Home Office, whilst doing Safe & Well visits. The Advisors in Swindon & Wiltshire will be planning their promotional activities and ensuring this is shared with the crews.</p> <p>Numerous press releases have been issued around winter tips, which included how to look after your chimney, electrical safety etc.</p> <p>We are ordering further stock of the Easy Read version and Large Print versions of the Fire Safety in the Home booklets.</p> | |

Key Performance Indicators

| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Number of home safety/safe and well visits in Swindon Borough | Month | Dec 2016 | 102 |



| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE01A-Number of fire related deaths in accidental dwelling fires - Swindon | Month | Dec 2016 | 1 |

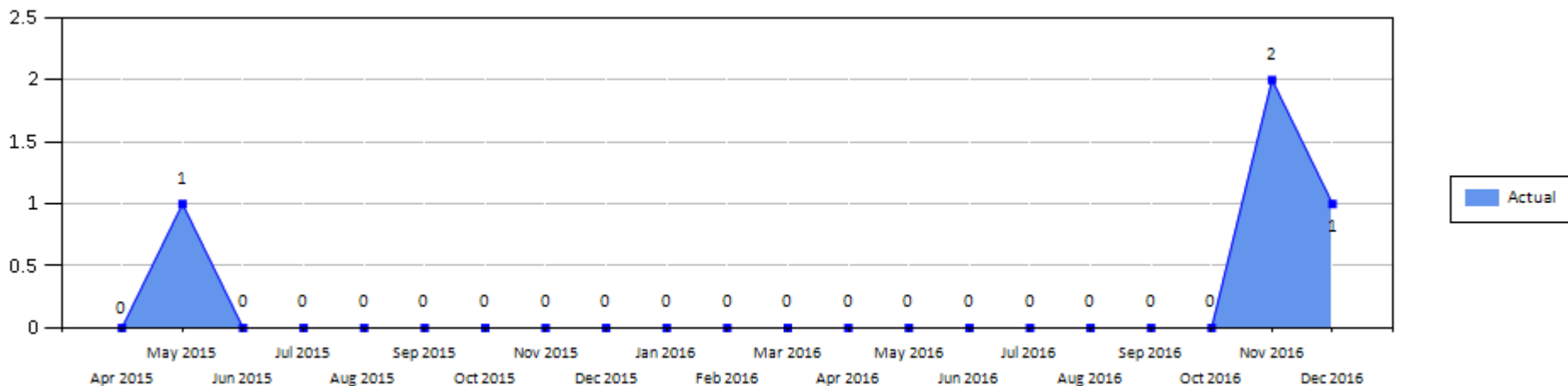


PRE01-Number of fire related deaths - Swindon

Month

Dec 2016

1

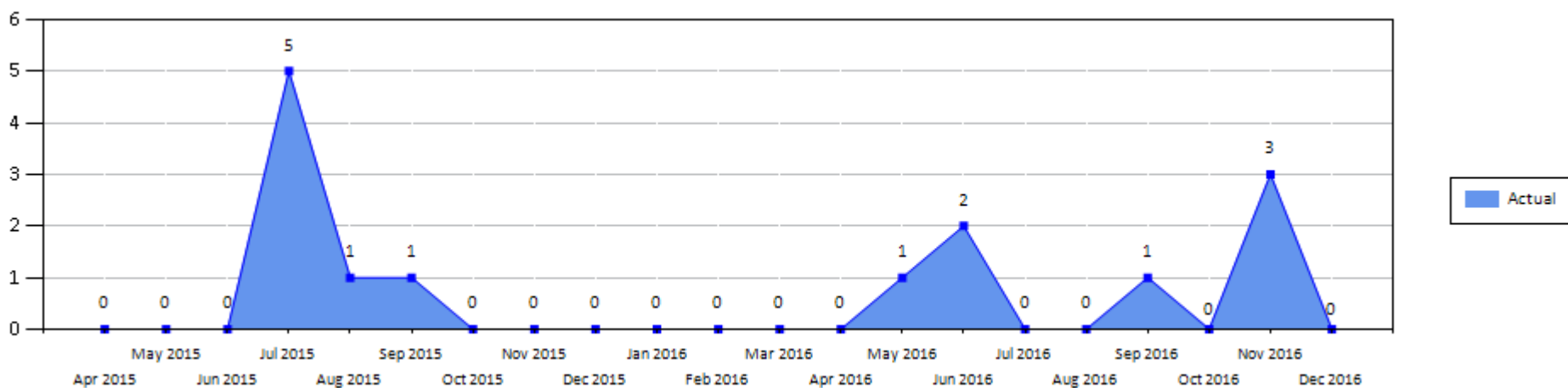


PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon

Month

Dec 2016

0

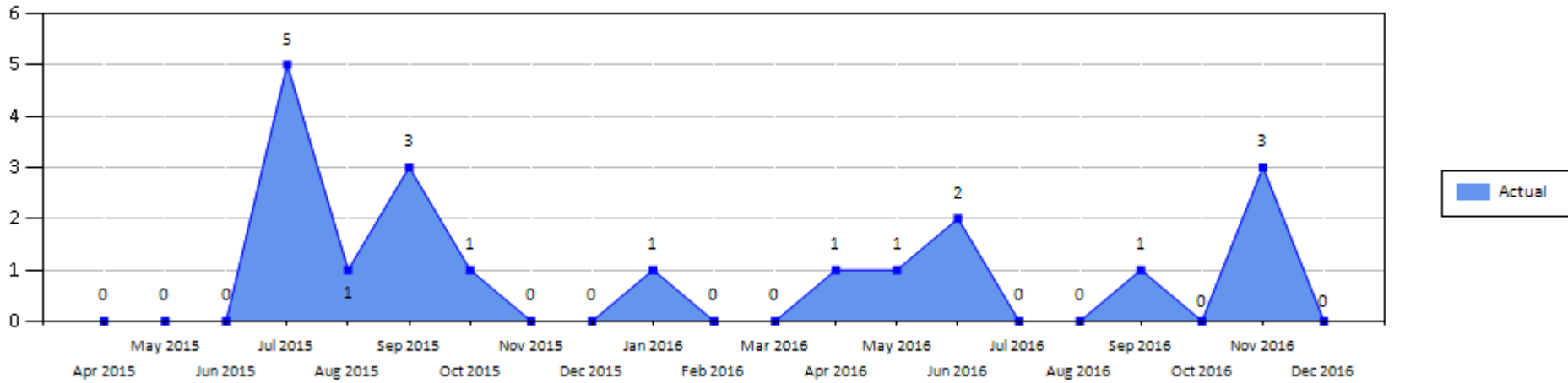


PRE02-Total number of fire related injuries - Swindon

Month

Dec 2016

0

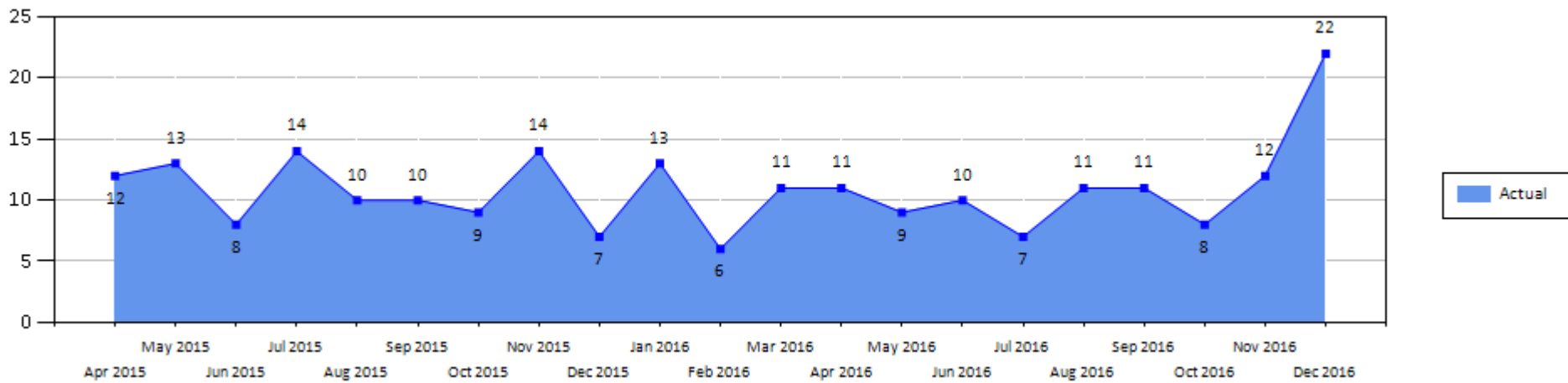


PRE03_Number of accidental dwelling fires - Swindon

Month

Dec 2016

22



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

Actions

| Action Code | Action Name |
|--|---|
| 1.1.3.8 | 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? |
| <p>Progress comment:</p> <p>There are a number of areas we are working with our partner agencies within Swindon Borough. There is an on-going project which is known as SAIL (Safe and Independent Living) in which we are able to signpost vulnerable people to the various agencies.</p> <p>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.</p> <p>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. A meeting has been held to make contact with the key community worker, who we hope to work with alongside our Safe and Well advisors.</p> | |

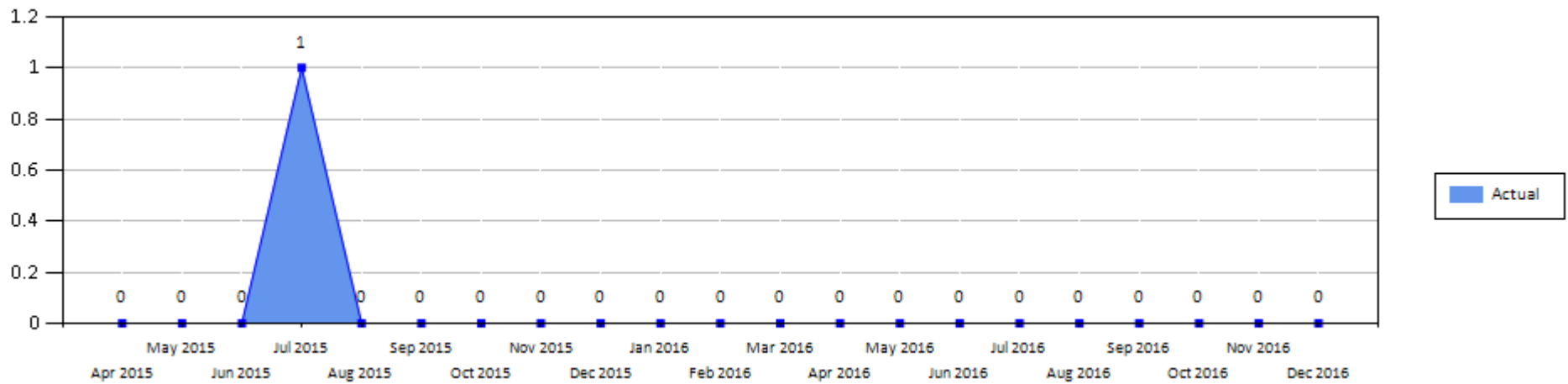
KLOE 4: How are we delivering effective road safety education to reduce the risk of traffic deaths and injuries?

Actions

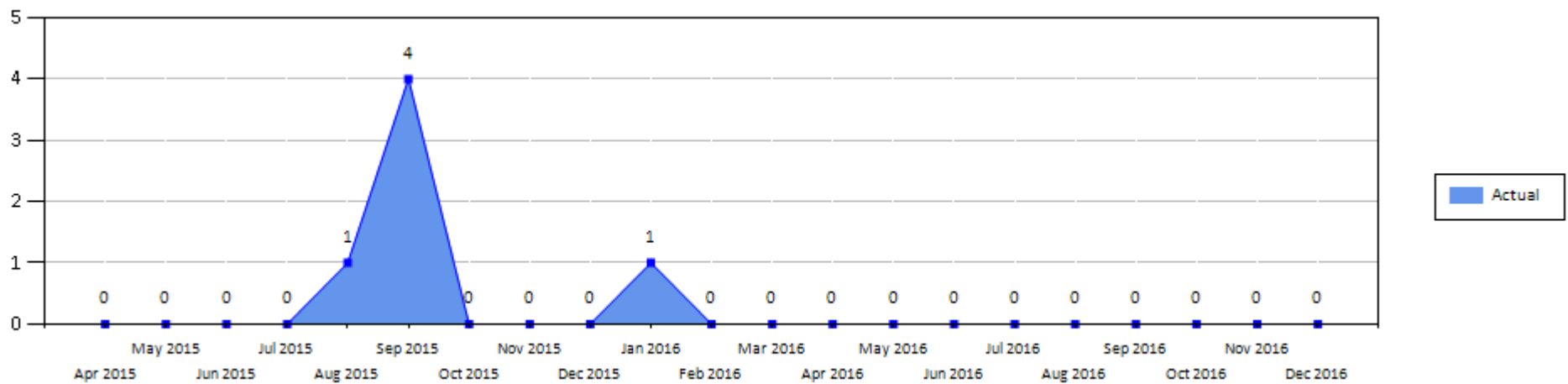
| Action Code | Action Name |
|--|---|
| 1.1.4.10 | How are we delivering effective road safety education in Swindon to reduce the risk of traffic deaths and injuries? |
| <p>Progress comment: Safe Drive Stay Alive Roadshows completed with 2400 students</p> <p>Schools outstanding - Nova Hreod, Dorcan Academy & New College. - Catch up roadshow on the 24th March.</p> <p>Swindon has not provided any funding so far this year (£10k normally received)</p> <p>We supported a safety conference for Scottish Southern Electric on the 19 December at Blunsdon House Hotel. Theme was don't drink & drive and the sessions included a drink drive presentation, crashed car and simulator. 300 employees attended</p> <p>We are working in partnership with Network Rail to reduce the risk to their employees, with presentations at safety conferences in London, Reading, Newport & Bristol, Network rail employees are high risk due to the long unsociable hours and commuting distances. There was also a triple fatal accident on the M4, involving an employee who fell asleep at the wheel.</p> <p>Mobile Phone - 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 1 March.</p> <p>From March 1 - Under the new law drivers will receive six points on their driving license and receive a £200 fine. These changes will have a significant impact on young motorist offenders as they now risk having their driving license revoked following first offence.</p> <p>DWFRS will be supporting this with a social media campaign. We could also visit town centres and hand out information on the new laws.</p> <p>Phone and distraction roadshow will be held on 7 March between 10am and 2pm</p> | |

Key Performance Indicators

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



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

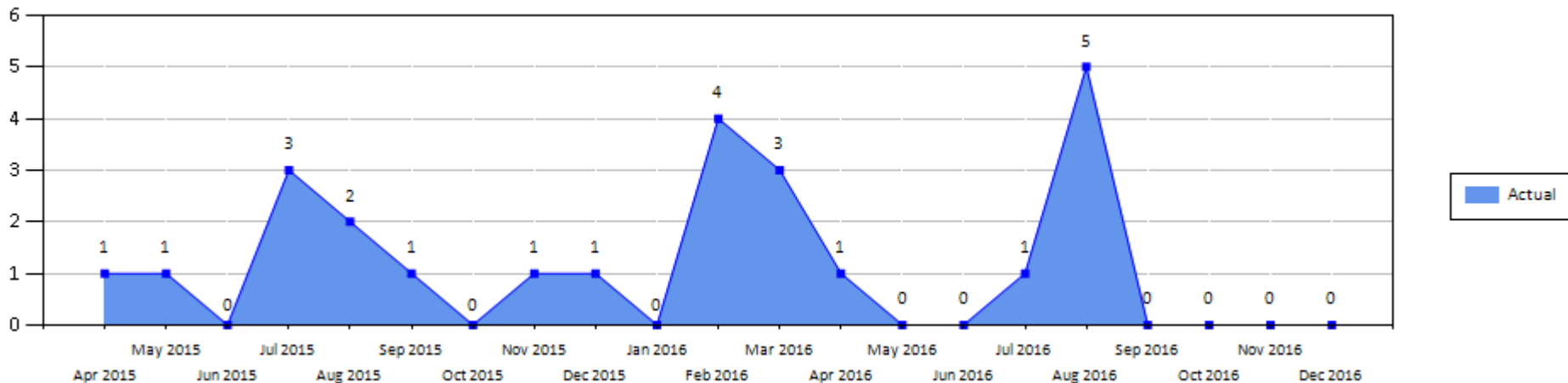


Number of people seriously injured in road traffic collisions - M4

Month

Dec 2016

0

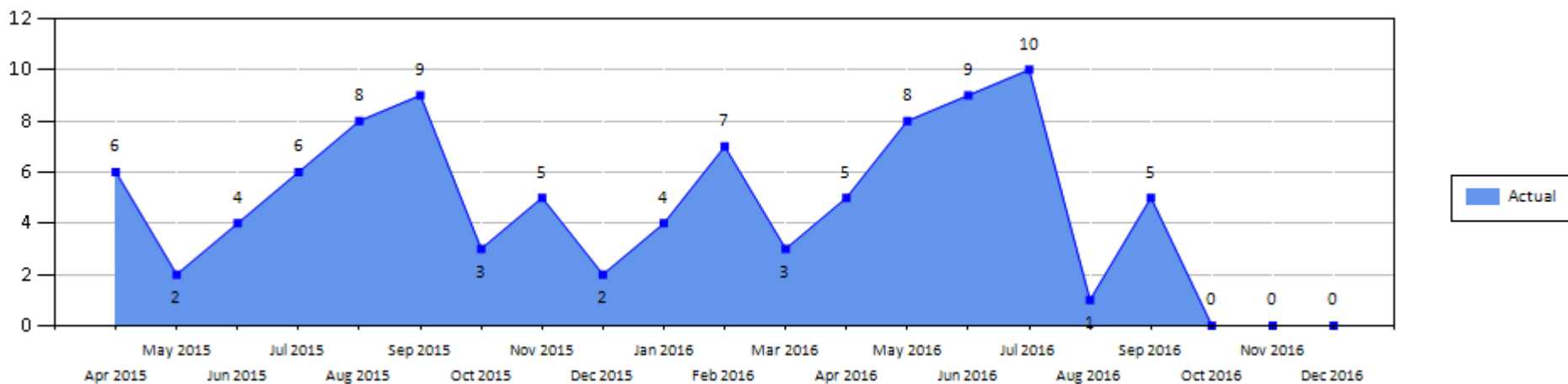


Number of people seriously injured in road traffic collisions - Swindon

Month

Dec 2016

0



Priority 2: Protect you and the environment from harm

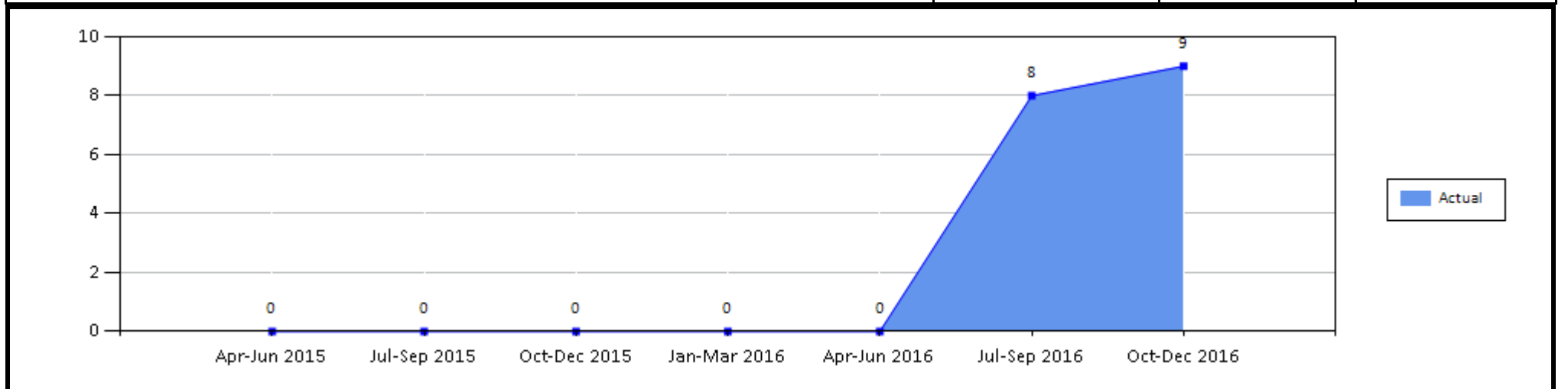
KLOE 5: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

Actions

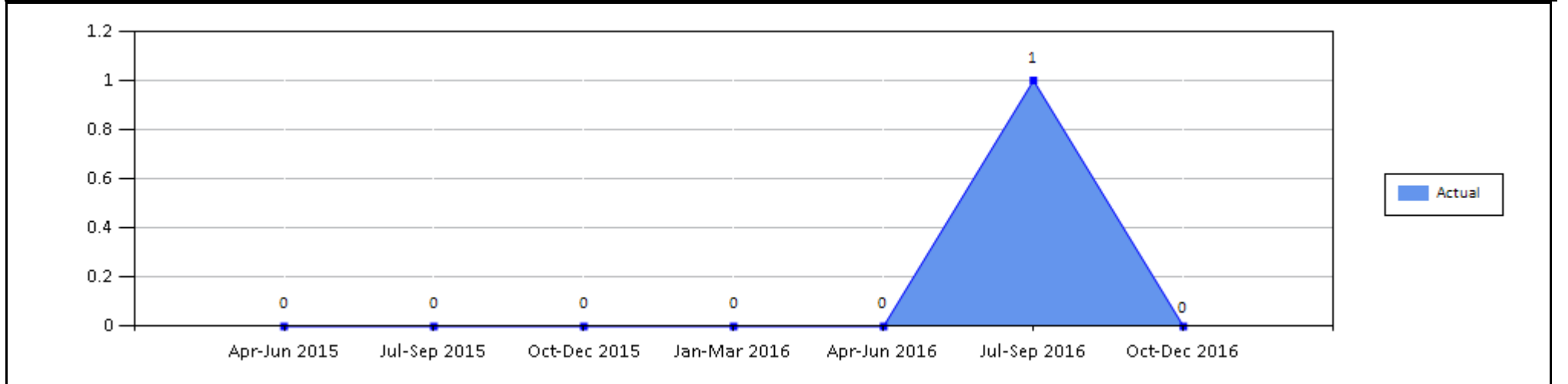
| Action Code | Action Name |
|---|---|
| 1.2.1.9 | How are we effectively working with our partners in Swindon to safeguard the vulnerable people we come into contact with? |
| <p>Progress comment:</p> <p>There were 9 Adult Safeguarding Referrals in the 3rd Quarter, 7 referred by crews and 2 by Safe and Well Advisors. There were no Child Safeguarding Referrals.</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 Safeguarding Coordinator has attended conferences on hoarding, self-neglect, and domestic abuse. Which focused on abuse in men. The Safeguarding Coordinator now sits on the board for Safeguarding Leads. Sharing best practice and reviewing cases to build knowledge when dealing with cases.</p> <p>Duty Area Managers now have access to the safeguarding emails. This is to give continuity should the coordinator and the deputies be unavailable.</p> <p>The Deputy Area Commander attends local Domestic Violence MARAC conferences on a regular basis. This is particularly relevant where the perpetrator has threatened arson towards the victim. Safe and Well Advisors then visit the property to risk assess and fit smoke detectors.</p> <p>Within the last quarter the DAC has been involved in a Domestic Homicide Review (DHR) following a fatal house fire some two years ago. He has recently been asked to sit on a further DHR following a fire that occurred in December 16. Domestic Homicide Reviews have a direct link to the Local Safeguarding Boards.</p> | |

Key Performance Indicators

| KPI Title | Period | Time Frame | Period Actual |
|---|---------|--------------|---------------|
| Number of adult safeguarding referrals - Swindon Borough Area | Quarter | Oct-Dec 2016 | 0 |



| KPI Title | Period | Time Frame | Period Actual |
|---|---------|--------------|---------------|
| Number of child safeguarding referrals - Swindon Borough Area | Quarter | Oct-Dec 2016 | 0 |



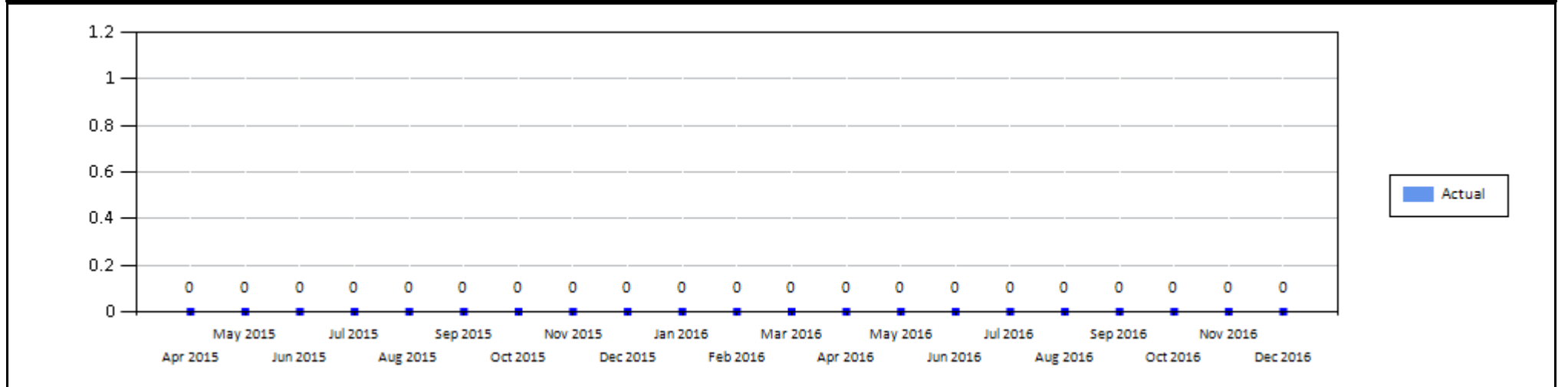
KLOE 6: How are we providing better support for local business so they can meet their legal fire safety obligations?

Actions

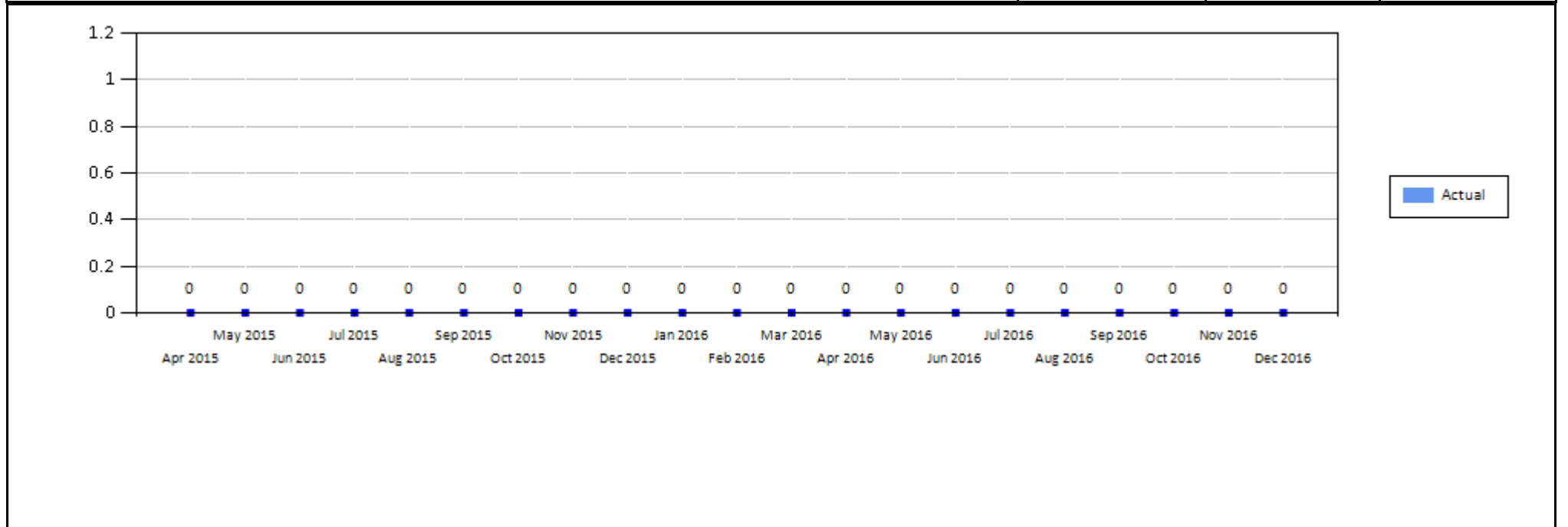
| Action Code | Action Name |
|--|---|
| 1.2.2.14 | How are we providing better support for local business in Swindon so that they can meet their legal safety obligations and add to the economic growth of our community? |
| <p>Progress comment:</p> <p>1. Enforcement/Prohibition/Prosecution Enforcement -Nil Prohibitions We are supporting a restaurant which has issues with sleeping accommodation above it, where the exit is through the kitchen. It is likely that a prohibition notice will be issued to improve the separation between Ground and 1st floors and suitable fire alarm system to be provided. Prosecutions - Nil</p> <p>2. Q3 - Significant Fires- Number of commercial fires and cause There have been 18 fires in non-residential premises mostly involving fat fryers, faulty appliances, battery overheating and overheating lights There were 2 Significant fires in Swindon. Both accidental involving electrical faults in apparatus. Officers continue to monitor faults in electrical appliances so we can raise matters with manufacturers and trading standards to improve the safety of local communities.</p> <p>3. Audits number and trends 32 Building Regulations consultations completed in Q3 for the Swindon Area, with 14 Fire Safety Audits completed over the same period. However, the same team contribute towards completing many of the 77 Building Regulations in the Wiltshire Area.</p> <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. 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.</p> <p>5. Unwanted Fire Signals Q3 Area Performance 68 in Swindon Swindon North. 36 UWFS. Nuffield health and fitness, Sandalwood court, Spectrum house, Steam Fire. 6 Unknowns. Swindon South. 32 UWFS. Miss Selfridge, great Western hospital. 0 Unknowns. UWFS recorded as Unknowns on IRS. Within the Swindon area 2/21 UWFS are recorded as Unknowns. DC's to pass on the need to accurately reflect cause of alarm so FS can work with RP when needed.</p> <p>6. Other Planned Work (Education/SAG events etc.) Station Fire Risk assessments programme in place. Incident Review of Repeat Addresses project starting to look at possible safeguarding or referrals needed to other partners to support the most vulnerable in the community.</p> | |

Key Performance Indicators

| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Number of enforcement notices served in Swindon | Month | Dec 2016 | 0 |



| | | | |
|---|-------|----------|---|
| Number of prohibition notices served in Swindon | Month | Dec 2016 | 0 |
|---|-------|----------|---|

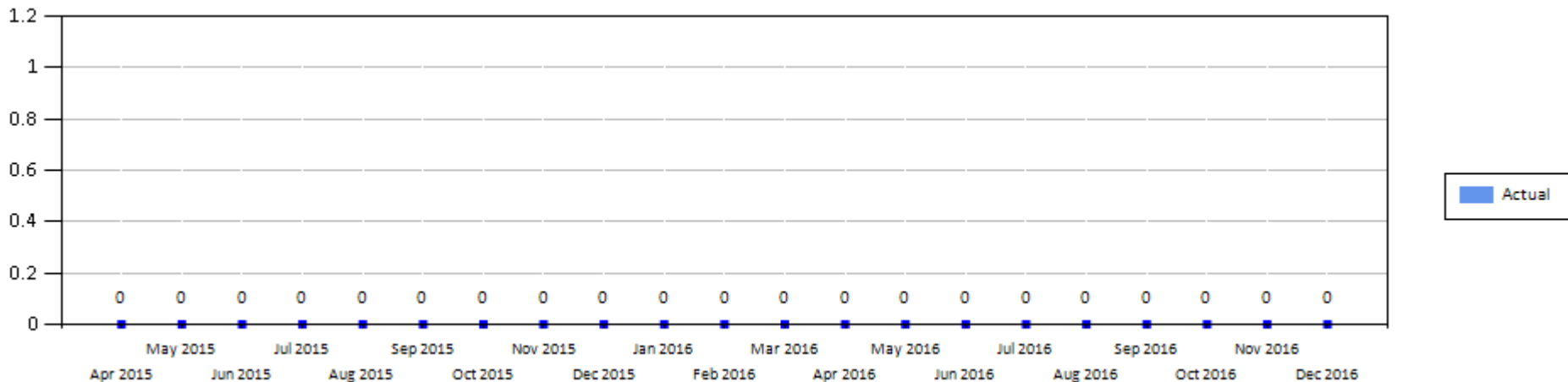


Number of prosecutions in Swindon

Month

Dec 2016

0

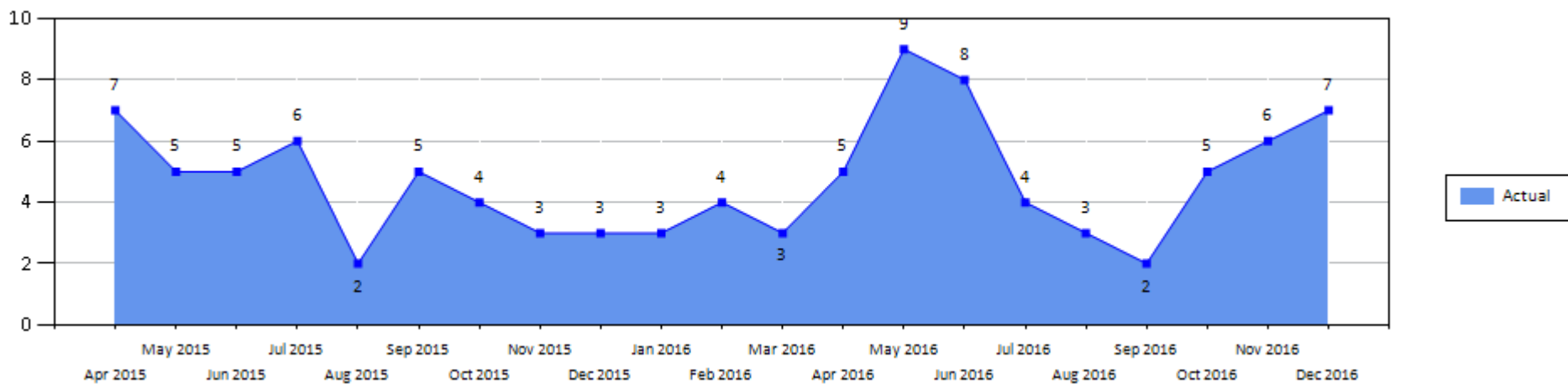


PRO01-Number of fires in Non domestic properties-Swindon

Month

Dec 2016

7



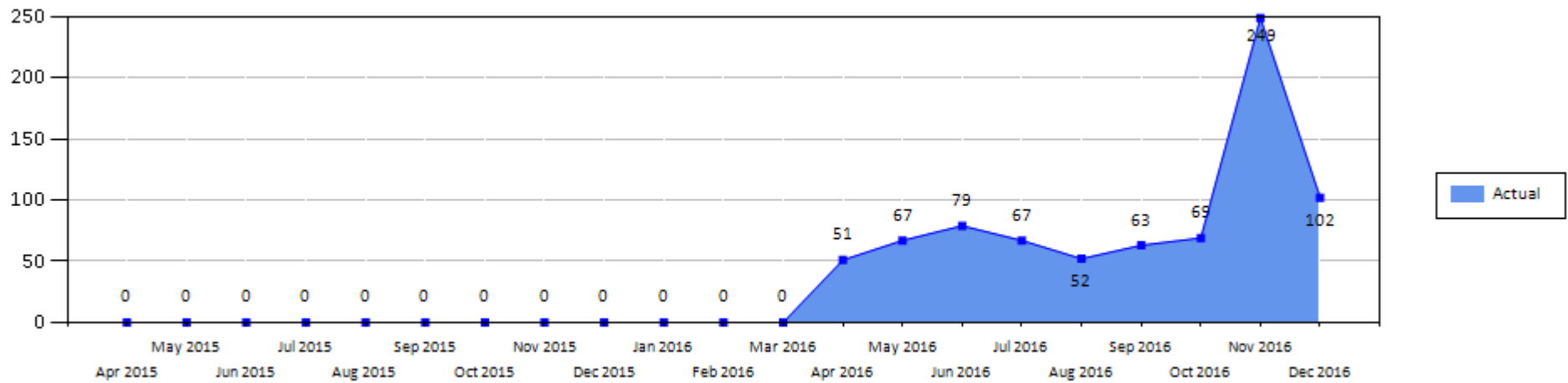
KLOE 7: How are we identifying and driving down risk risks to the community, unique heritage and environment?

Actions

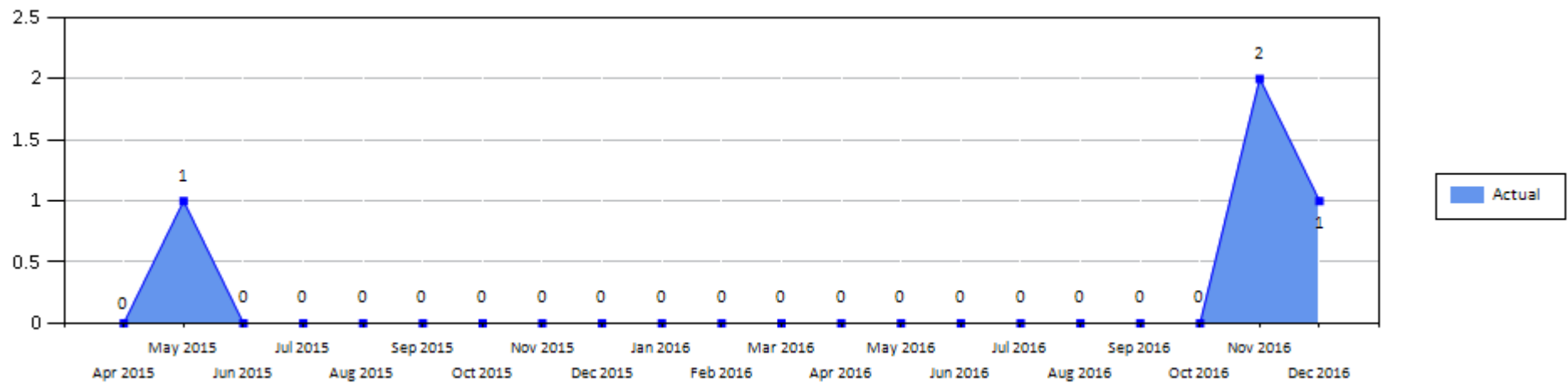
| Action Code | Action Name |
|---|--|
| 1.2.3.14 | How are we identifying and driving down risk risks to the community, unique heritage and environment in Swindon? |
| <p>Progress comment:</p> <p>Some of this work is generated through attendances at partnership meetings such as Beat Managers meetings, and local tasking meetings, which DCs attend and through DAC attending the MARAC meetings with other partner agencies. We're currently dealing with some referrals from the MARAC which involves threats of arson on a number of properties. We will be working with our safe and well advisors and partner agencies to resolve these issues and try to ensure the safety of the people at the various addresses. We also highlight the threats of arson through the mobilising system to ensure crews and control staff are aware.</p> <p>Following a significant incident in which we had 2 fire deaths we have worked closely with our colleagues in the local authority and also local groups such as the Harbour Project and City of Sanctuary who work with the Asylum Seekers and Refugees. Additionally, we have been working on a joint funding bid regarding migration. This will be central government funding to assist new arrivals to the town. As part of the bid we will be working closely with Environmental Health Officers looking at fire safety in the home and also rogue landlords.</p> <p>There have been a number of incidents recently which has highlighted the need to work with agents who are responsible for empty buildings which have then been targeted for fire setting. Local managers are working with these agents in making sure properties are secured properly or demolished if appropriate. This has been allocated to a watch at Stratton as a reference to lead on this. This information is then fed to other crews across the area and other agencies that need to be informed.</p> <p>With the above in mind we now have a contact at Swindon Borough Council with regards to void buildings and we are working together to resolve some of these issues. We have also identified a watch to lead on information gathering at some of these sites to ensure we have a plan in place in case of an incident.</p> | |

Key Performance Indicators

| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Number of home safety/safe and well visits in Swindon Borough | Month | Dec 2016 | 102 |



| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| PRE01A-Number of fire related deaths in accidental dwelling fires - Swindon | Month | Dec 2016 | 1 |

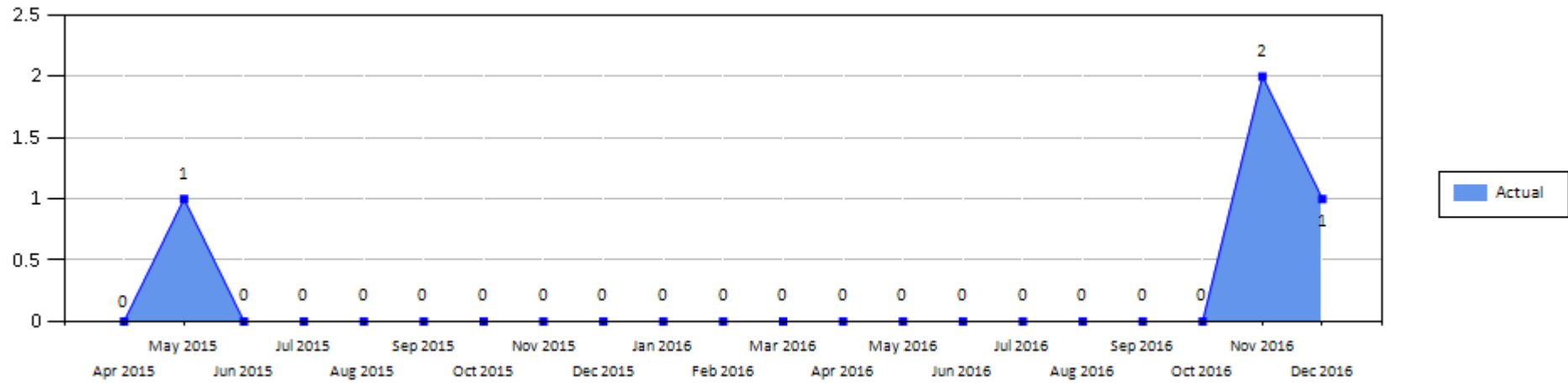


PRE01-Number of fire related deaths - Swindon

Month

Dec 2016

1

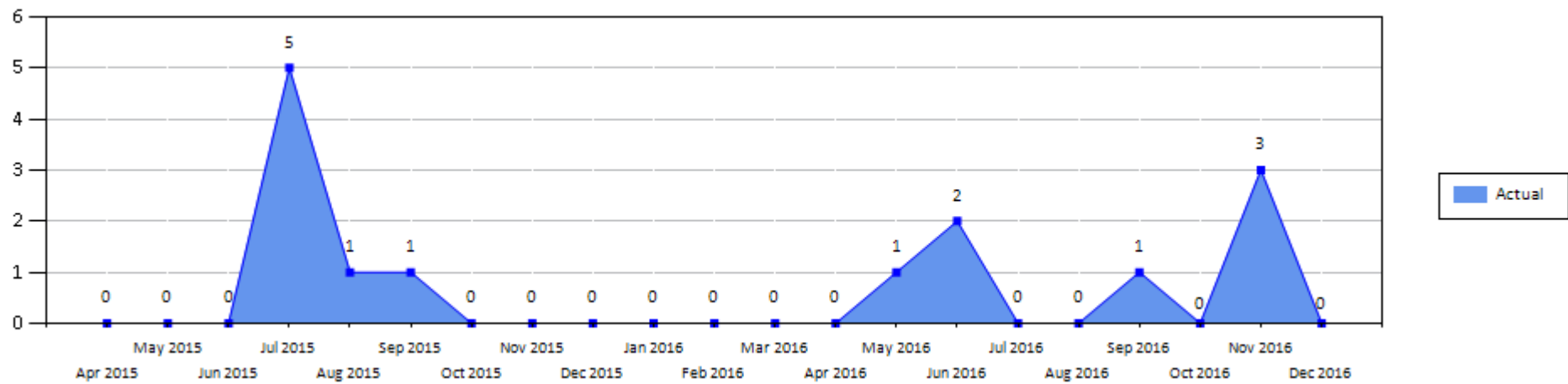


PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon

Month

Dec 2016

0

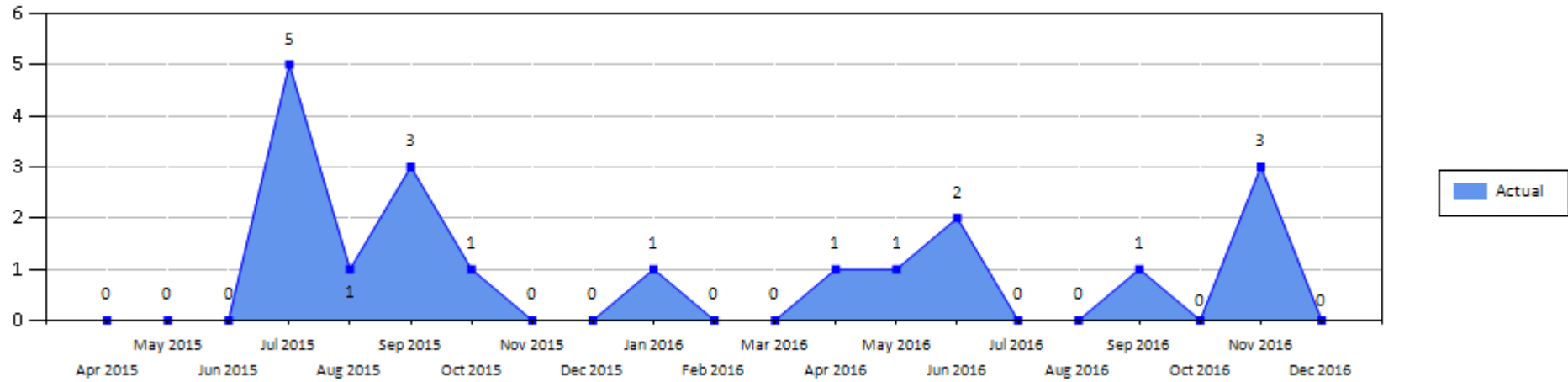


PRE02-Total number of fire related injuries - Swindon

Month

Dec 2016

0

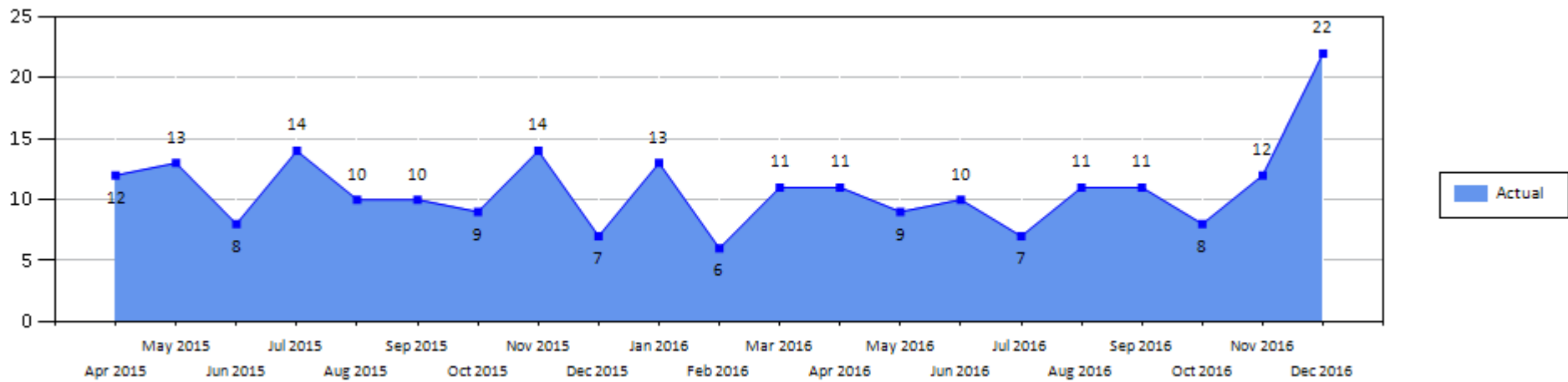


PRE03_Number of accidental dwelling fires - Swindon

Month

Dec 2016

22

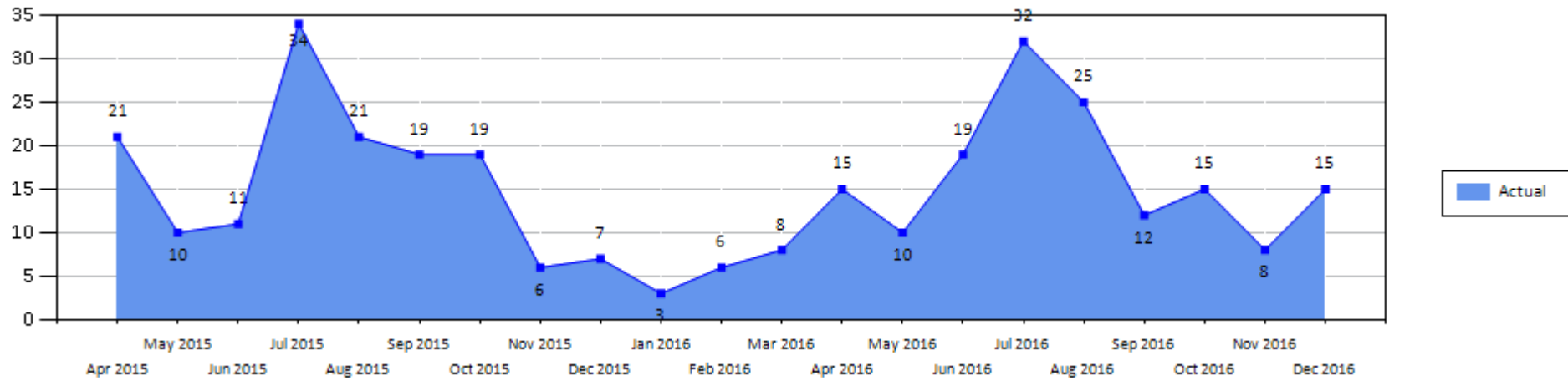


PRE05-Number of deliberate fires (primary + secondary) - Swindon

Month

Dec 2016

15

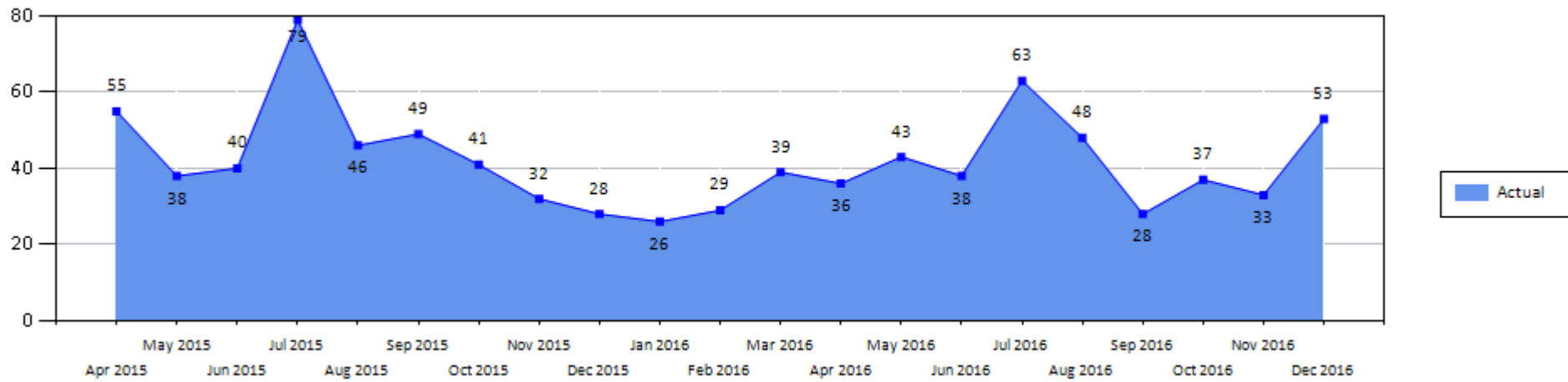


PRE06-Number of fires - Swindon

Month

Dec 2016

53



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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 |
|--|---|
| 1.2.4.8 | How are our local resilience partnership arrangements In Swindon providing effective support to improve community resilience? |
| <p>Progress comment: 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>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. LRF plans are supported through training and exercising to provide assurance that plans are effective and that the capability to respond is in place. 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. 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>Local managers such as the District Commanders work with their colleagues in the Police through the Community Beat Managers meetings and local tasking groups which are also attended by Local Authority. This allows for information sharing and also enables a cross sector approach to deal with local community issues. This meeting can then refer issues that are unresolvable to another level (MARAC) which is where the DAC sits with colleagues from the same organisations. We are currently dealing with a threat of arson against a number of properties through this meeting. Safe and well advisors will be used to ensure the safety of the occupiers in case of fire</p> <p>DAC also sits on the PREVENT board which discusses potential issues around terrorism and local radicalisation within the community. We have recently attended a training audit with SBC community safety team to discuss up to date WRAP 3 training. We are hoping to roll this out to our operational crews to ensure they have an awareness of radicalisation and how to spot the early signs.</p> <p>Following a significant fire incident which involved the death of 2 people and serious injury to a child. Significant work was carried out with our partners and the community to ensure we reduce the risk of this happening again. We are soon to meet with the community leaders for that area to see how we can now further progress the prevention work following the initial response. The outcomes of the initial work were that nearly 400 visits were made to homes in that area and smoke detection fitted to the majority of the homes.</p> <p>DAC also sits on the Community Safety Partnership board which brings together many agencies. They discuss a number of issues and come to a common agreement on how to deal with the issues and offer support and possible resources both in people and funding. Lots of contacts and relationships are being built with the various agencies to ensure we all work together to reduce the risks to the community and in particular the most vulnerable. DAC is currently working with the Community Safety Partnership and independent chair on a Domestic Homicide Review. This looks at lessons learned to ensure that improvements can be made for the future. This was following a death following a fire where the victim was believed to have been murdered by her partner prior to the fire being set. The DAC has only recently completed a previous DHR which involved a fire death.</p> <p>Within Swindon we have a national asset in the mass decontamination unit. The station involves local partners in assisting in training on mass decontamination. There have been some positive relationships built over the years with the local colleges who often support these training events with students. We are currently working with colleagues from GWH on a major exercise which has the potential to span over 2 days. This will assist the hospital with planning for major incidents and involving partner agencies. These exercises will involve both practical scenarios and also table top exercises to ensure all levels of the organisation are involved.</p> | |

Priority 3: Be there when you need us

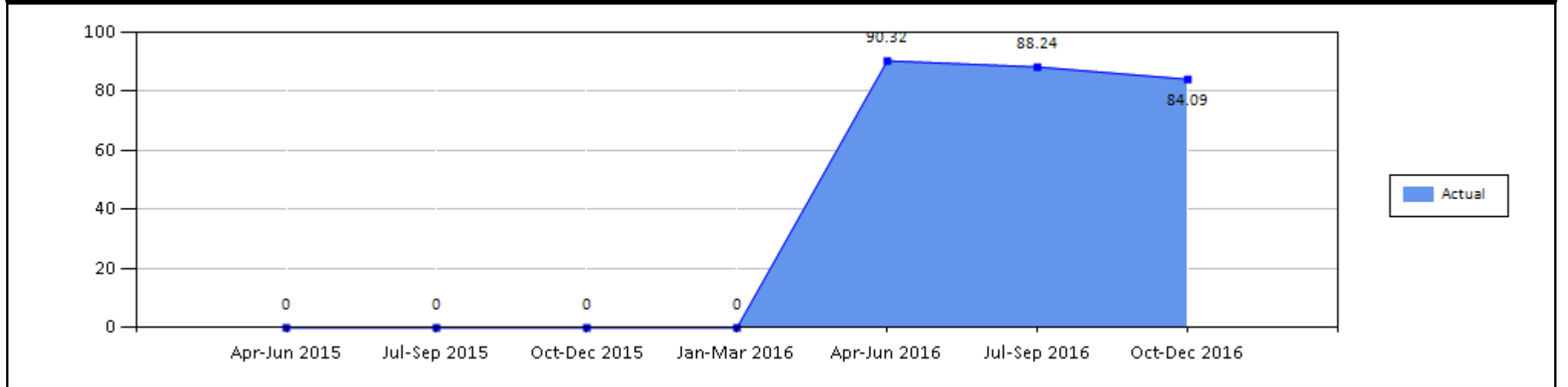
KLOE 9: Are appliances available when we need them?

Actions

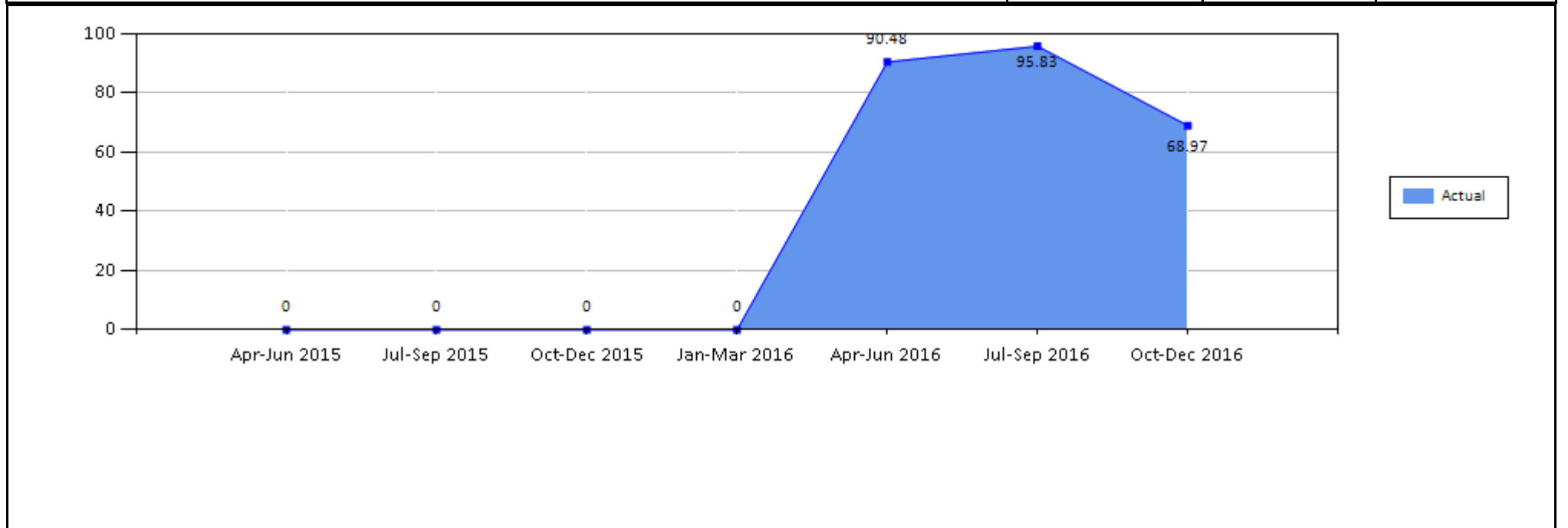
| Action Code | Action Name |
|--|--|
| 1.3.1.8 | Are appliances in Swindon available when we need them? |
| <p>Progress comment:</p> <p>Within the Wholetime establishment we can almost guarantee that all three frontline appliances are available 24/7 within the Swindon area. With the Retained (on call) 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. In the last quarter we have had the RDS appliances across Swindon available approx. 70% of the time.</p> <p>We're 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. We had a recruitment evening at Swindon FS on the 14th November. This event proved very successful with nearly 50 people attending on the night. Obviously not all that attended were suitable due to location of work and home along with hours of availability. However, a number of people have been asked to go for testing and we are hoping to have at least 6 successful applicants ready for training in May 17. We have also additionally considered taking people in from outside the 5-minute response times. This has been used across other areas of the service so we will also consider.</p> | |

Key Performance Indicators

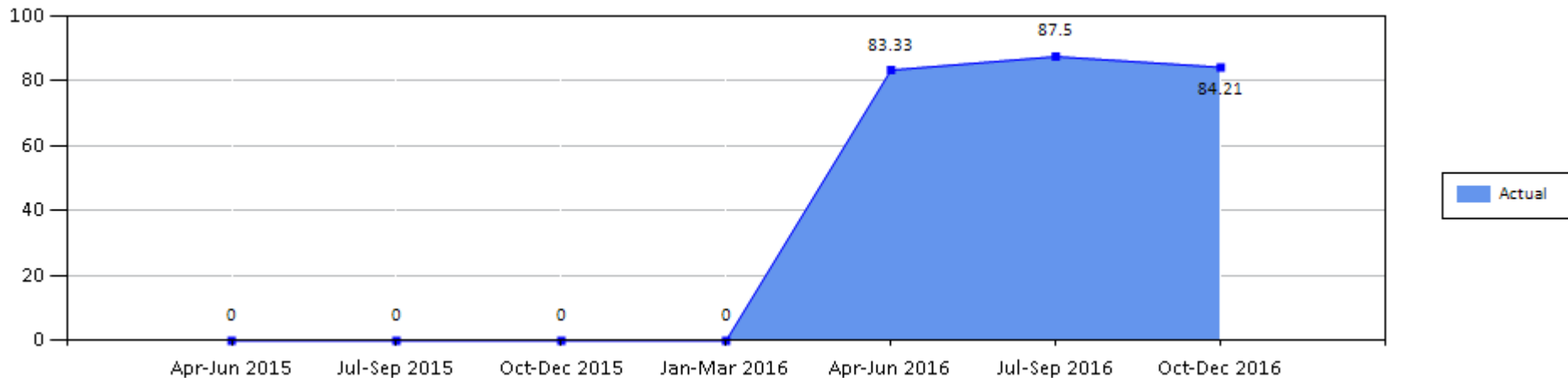
| KPI Title | Period | Time Frame | Period Actual |
|--|---------|--------------|---------------|
| RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon | Quarter | Oct-Dec 2016 | 84.09% |



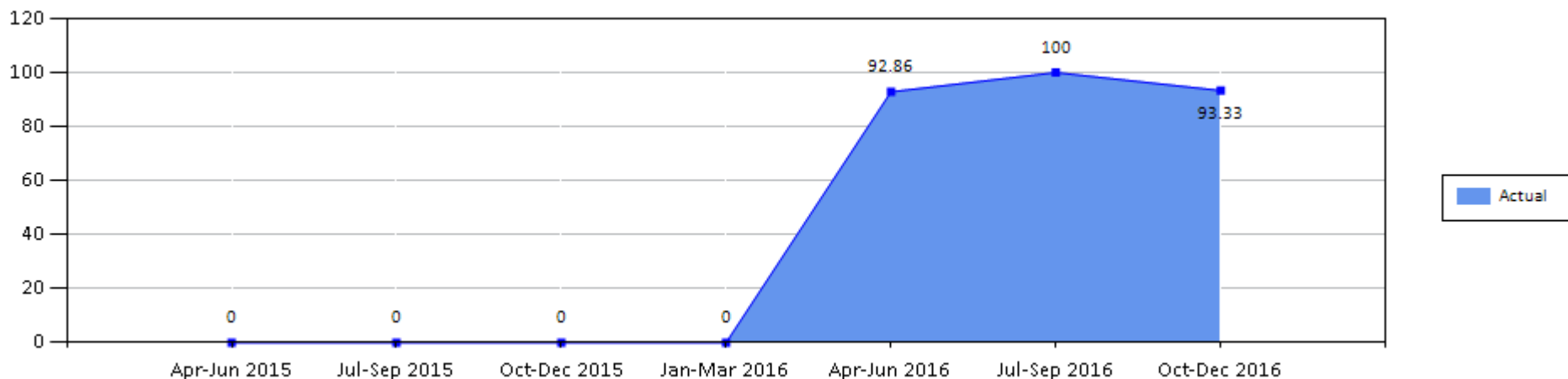
| | | | |
|---|---------|--------------|--------|
| RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Swindon | Quarter | Oct-Dec 2016 | 68.97% |
|---|---------|--------------|--------|



| | | | |
|---|---------|--------------|--------|
| RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon | Quarter | Oct-Dec 2016 | 84.21% |
|---|---------|--------------|--------|



| | | | |
|--|---------|--------------|--------|
| RES04-Percentage of incidents to other properties where the second appliance met the response standard-Swindon | Quarter | Oct-Dec 2016 | 93.33% |
|--|---------|--------------|--------|

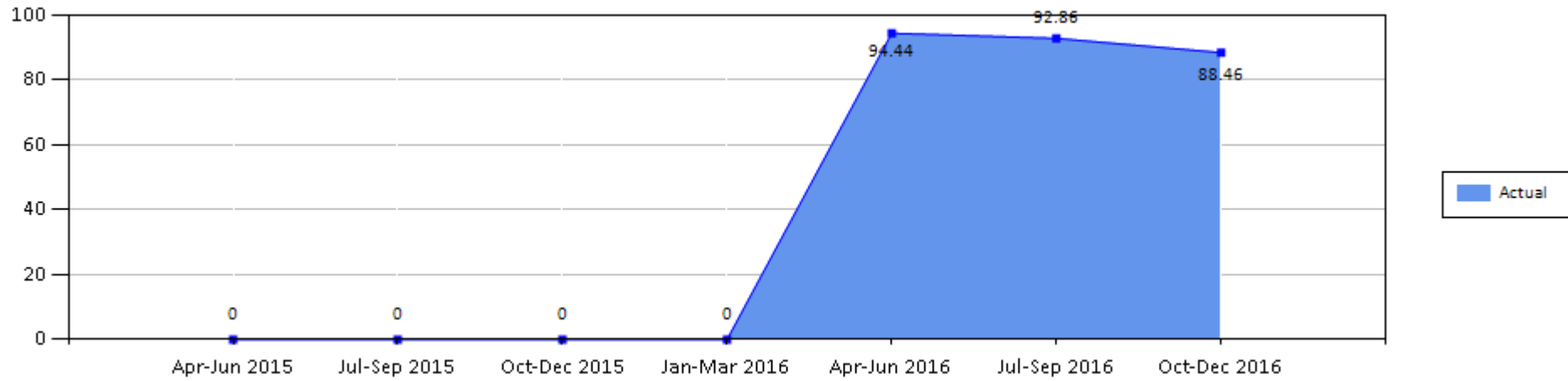


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon

Quarter

Oct-Dec 2016

88.46%

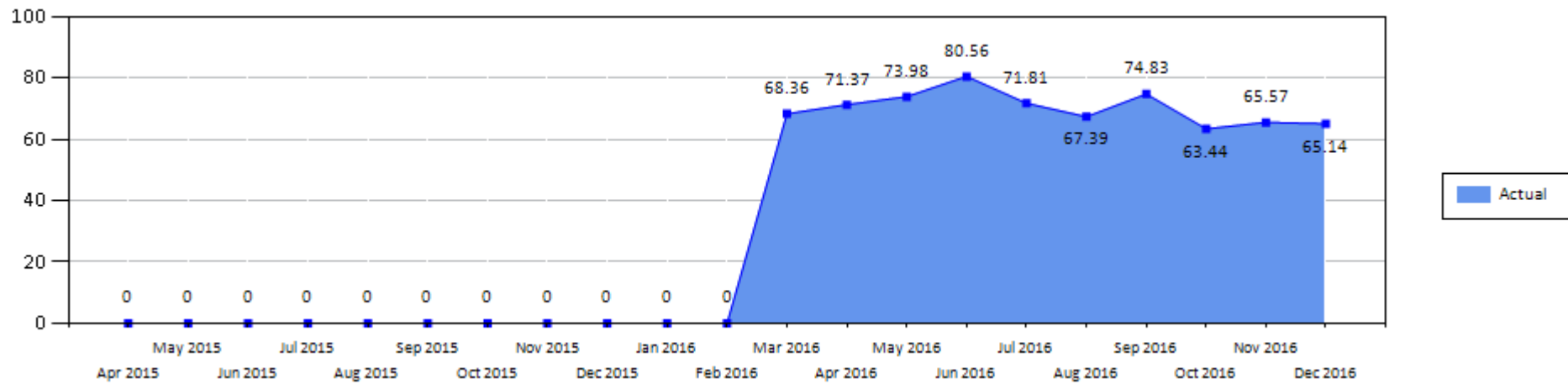


RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)- Swindon Area

Month

Dec 2016

65.14%



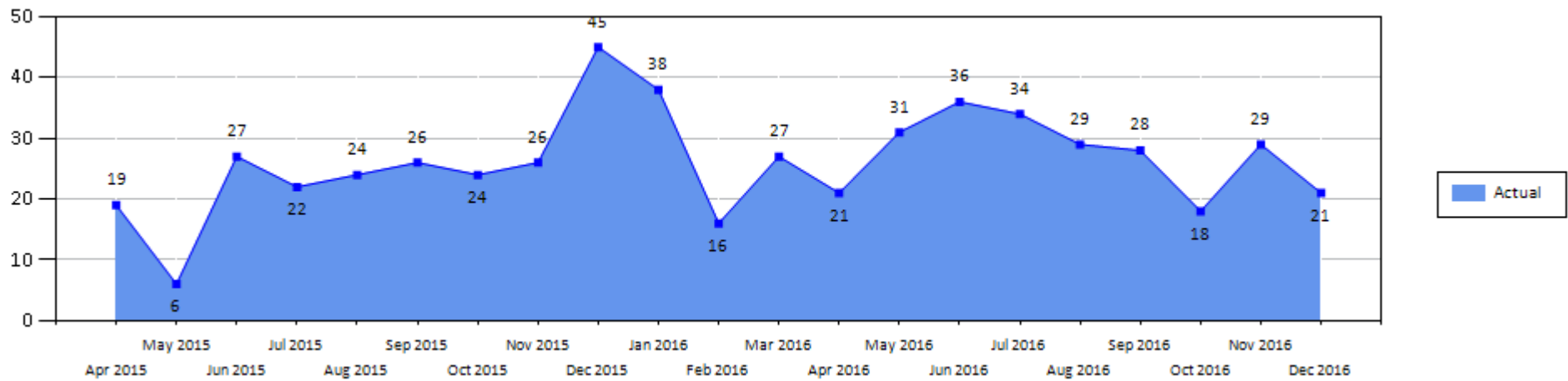
KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents and medical emergencies we attend?

Actions

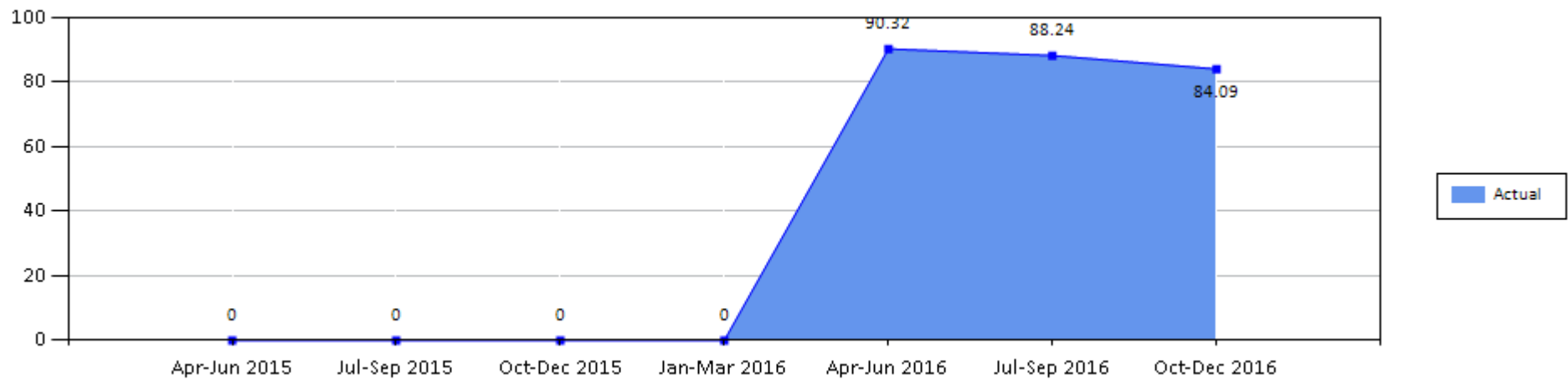
| Action Code | Action Name |
|--|---|
| 1.3.2.21 | How effective and efficient are our response arrangements in Swindon for dealing with the range of incidents and medical emergencies we attend? |
| <p>Progress comment:</p> <p>Within Swindon we continually meet the majority of our response standards 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. We held a recruitment event at Swindon FS on the 14th November. This event generated a lot of interest and we are hoping to generate at least 6 new recruits from those that attended that evening. To ensure recruitment for the future we are also considering taking people from outside the 5 minute response areas.</p> <p>We have high levels of competency amongst the operational staff within the area. The competencies are looked at on a regular basis by the District Management Team. Training guidance is provided centrally on a 3 monthly basis which is used in conjunction with local risk training such as High Rise, Hazardous Material and Mass Decontamination. We are currently rolling out hazardous material training to ensure personnel are up to date with modern procedures. Much of this training will be delivered by the end of the year. We have also given a reference to 2 watches in the area to give refresher training for High Rise fires. This training will include personnel from outside the Swindon area who may be used on standby. The watches involved are also updating all the tactical plans for the high rise buildings in Swindon.</p> <p>Our current levels of competencies for Q3 across the Swindon area are Wholetime at 97% and Retained at 89% which are very positive figures</p> <p>When responding to incidents all managers are aware and trained in risk assessment in both Dynamic and Analytical. These assessments are recorded through communications to the control room and also written records secured centrally. These records can then be used for debrief purposes following an incident for all to learn from.</p> <p>Thankfully injuries on operational incidents are very limited. This is due to the training personnel receive and also due to the robust accident investigations carried out even for minor injuries. Staff are comfortable and encouraged to report incidents along with near misses to ensure that accidents are prevented in the future. Within the last quarter we have had a number of accident investigations. Thankfully these have been minor issues but still relevant in making sure these are limited for future.</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 | Dec 2016 | 21 |



| KPI Title | Period | Time Frame | Period Actual |
|--|---------|--------------|---------------|
| RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon | Quarter | Oct-Dec 2016 | 84.09% |

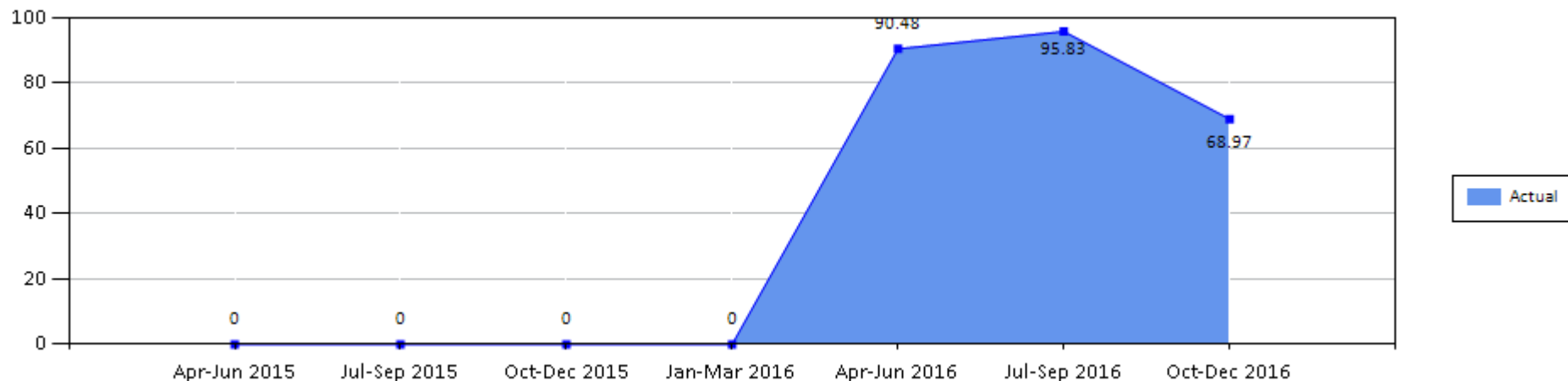


RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Swindon

Quarter

Oct-Dec 2016

68.97%

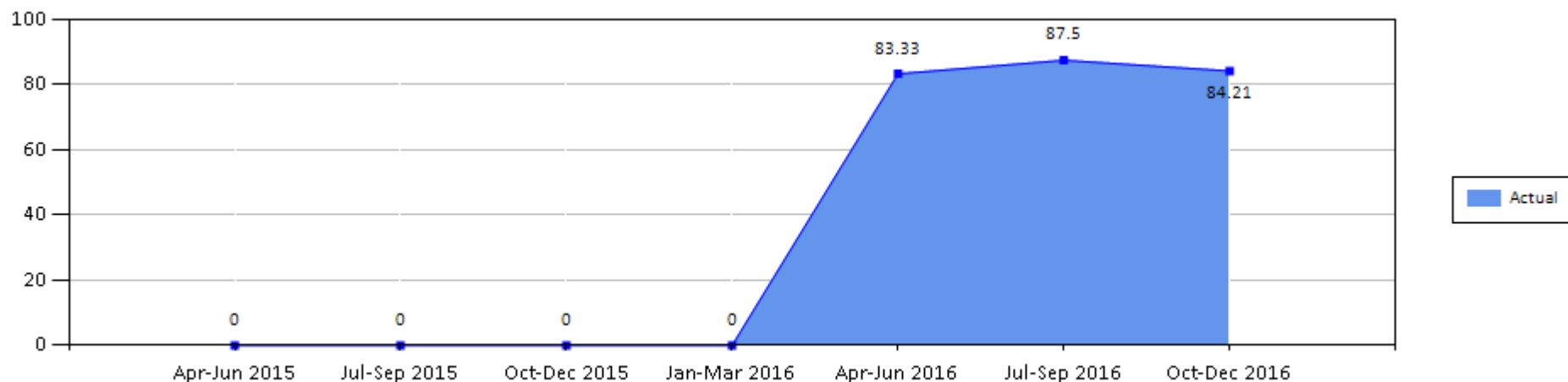


RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon

Quarter

Oct-Dec 2016

84.21%

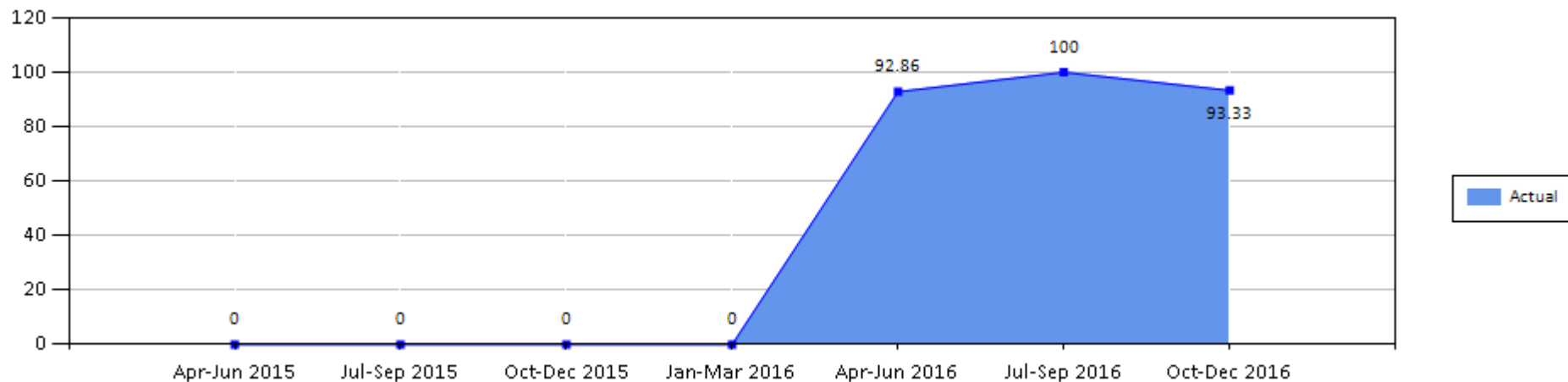


RES04-Percentage of incidents to other properties where the second appliance met the response standard-Swindon

Quarter

Oct-Dec 2016

93.33%

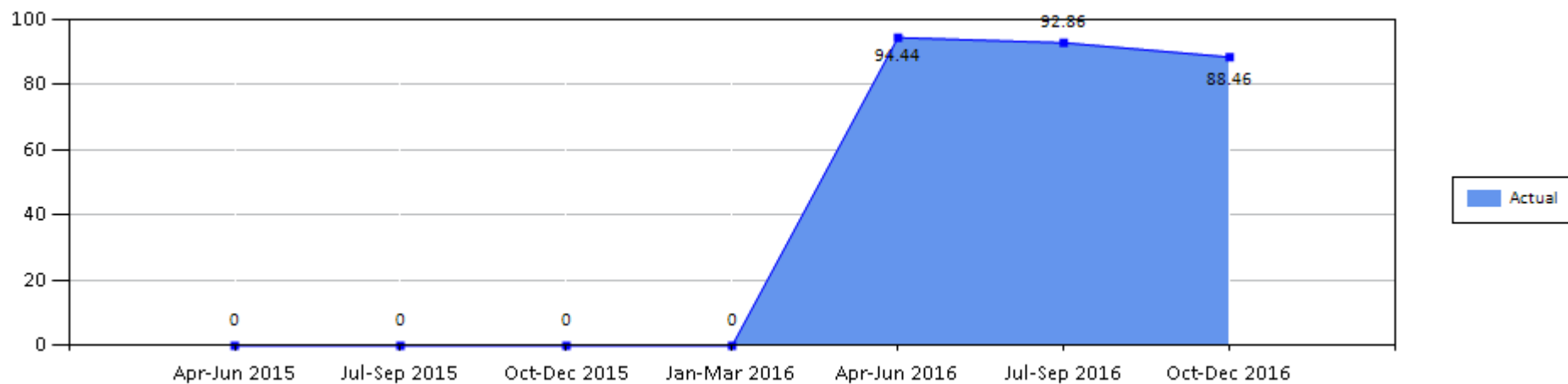


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon

Quarter

Oct-Dec 2016

88.46%

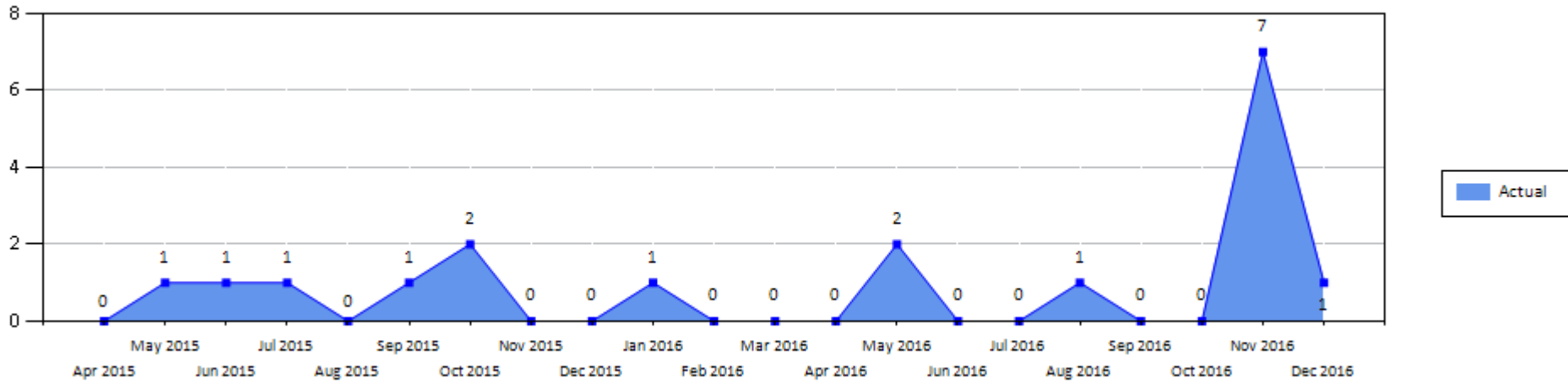


RES11-Number of people rescued at fire related incidents-Swindon

Month

Dec 2016

1

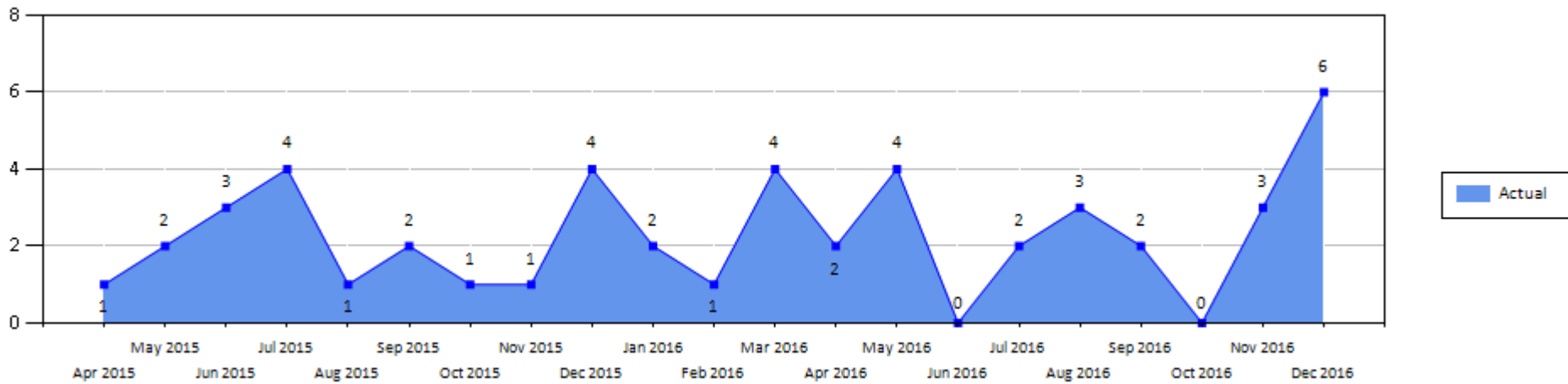


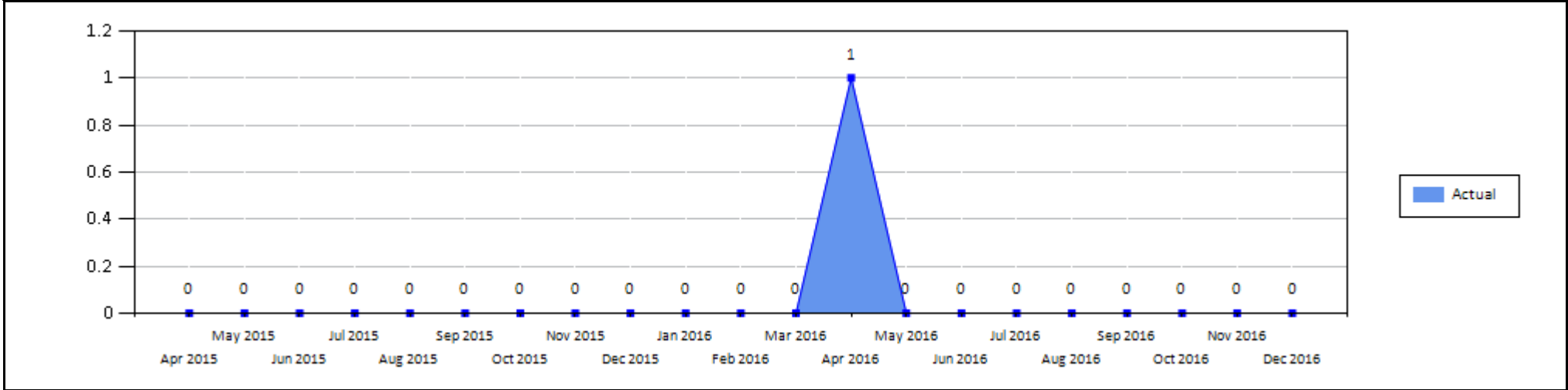
RES12-Number of people rescued from RTCs-Swindon

Month

Dec 2016

6





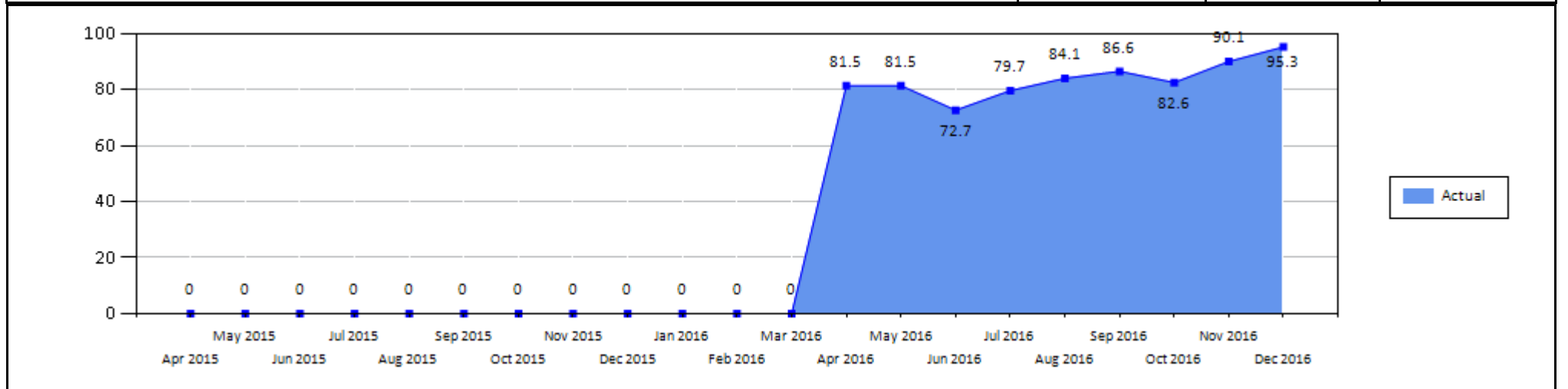
KLOE 11: How are our operational staff safe and maintain the required levels of competence to attend the range of incidents they attend?

Actions

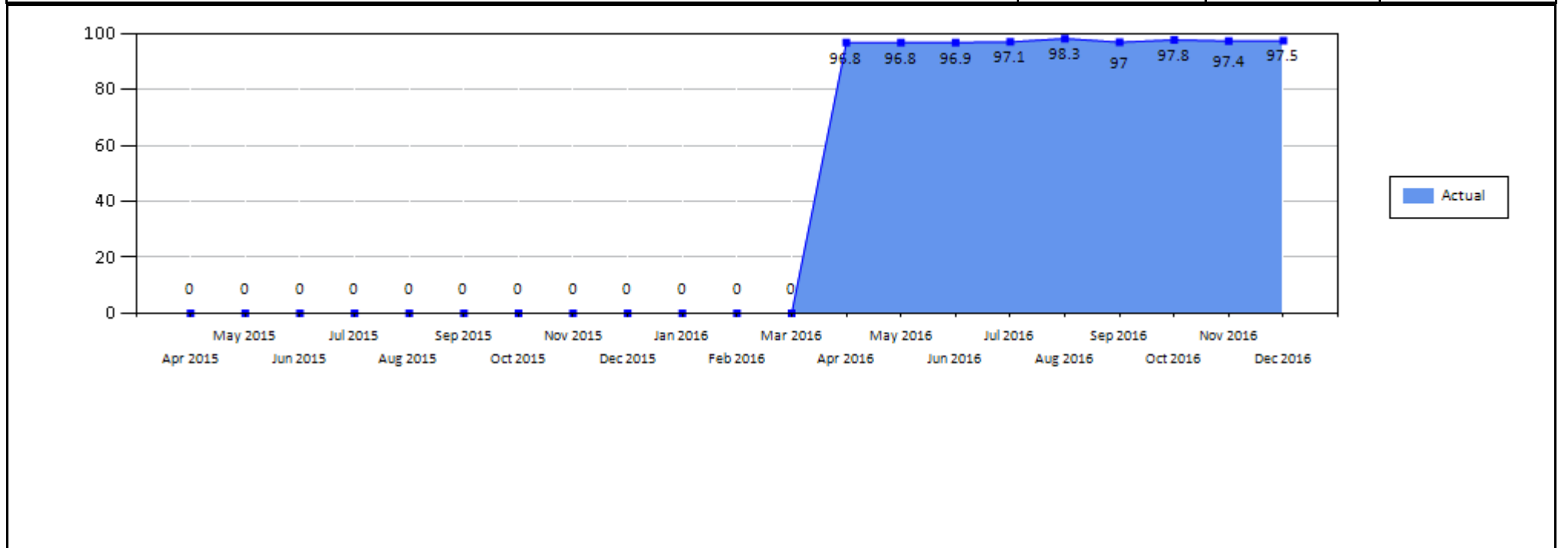
| Action Code | Action Name |
|---|---|
| 1.3.3.33 | How are our operational staff safe and how do they maintain the required levels of competence needed for the range of incidents they attend in Swindon? |
| <p>Progress comment:</p> <p>There are a number of ways our staff maintain competency. They will have training delivered centrally by Training Centre in areas such as Live Fire, Fire Behaviour, Incident Command and Trauma Care. A new training programme is being delivered centrally which involves training tours. This ensures that all personnel are in date for their competencies.</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. We are currently rolling out further training in this area and some personnel from the Swindon area will be involved in this.</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. We are currently allocating watches local risk areas such as industrial estates where they will gather risk information and also prevention work with regards access issues and storage of combustibles next to premises as these have had significant ramifications for premise owners in the past.</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. We have now completed these audits for this year. There have been some very positive performances across the area. Some training needs have been identified and these will form part of the feedback for next year's watch training days at training centre. We are now working towards next year's audits and trying to get some consistency across the organisation.</p> | |

Key Performance Indicators

| KPI Title | Period | Time Frame | Period Actual |
|---|--------|------------|---------------|
| Percentage competent in Operational Licence - Swindon Districts (Swindon North and Swindon South) RDS | Month | Dec 2016 | 95.3% |



| | | | |
|---|-------|----------|-------|
| Percentage competent in Operational Licence - Swindon Station WDS | Month | Dec 2016 | 97.5% |
|---|-------|----------|-------|

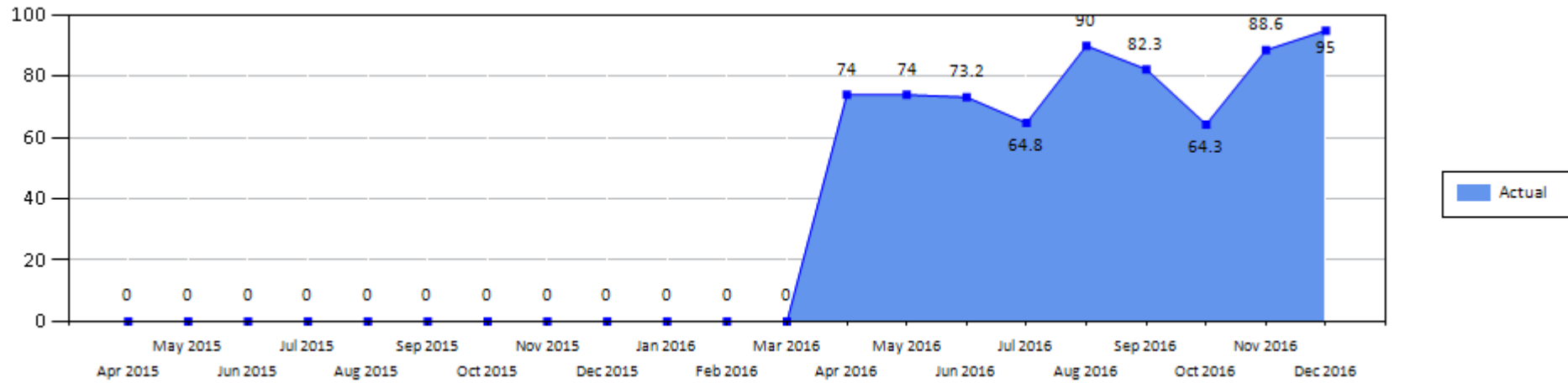


Percentage competent in the BA modules of the Operational Licence - Swindon Districts RDS

Month

Dec 2016

95%

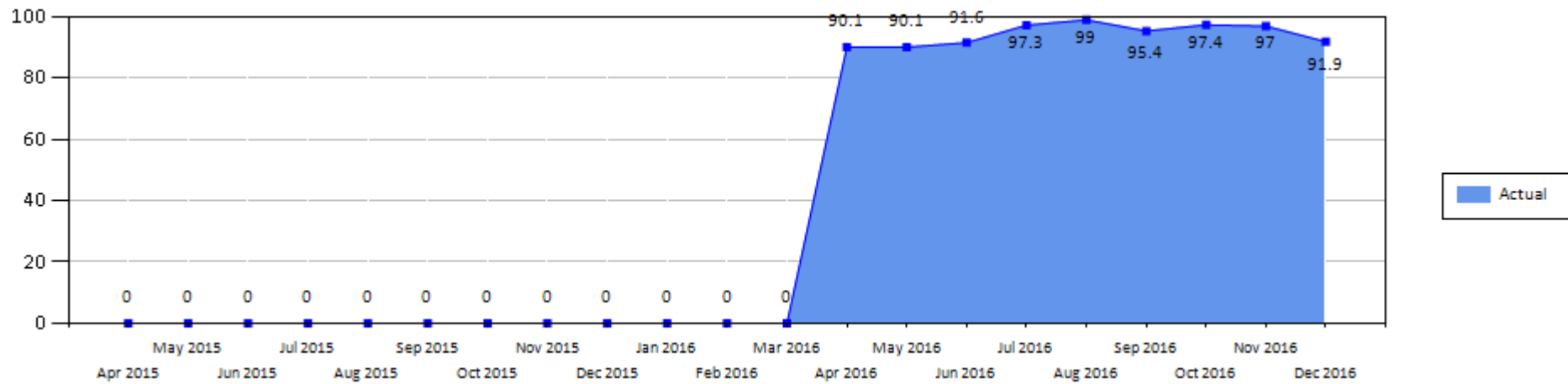


Percentage competent in the BA modules of the Operational Licence - Swindon Districts WDS

Month

Dec 2016

91.9%

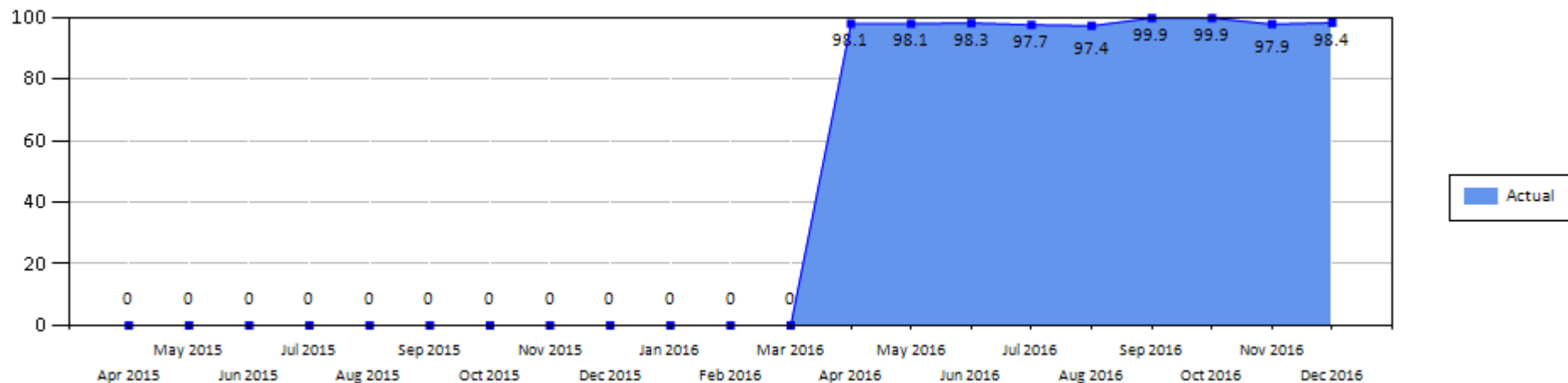


Percentage competent in the RTC modules of the Operational Licence - Swindon District WDS

Month

Dec 2016

98.4%

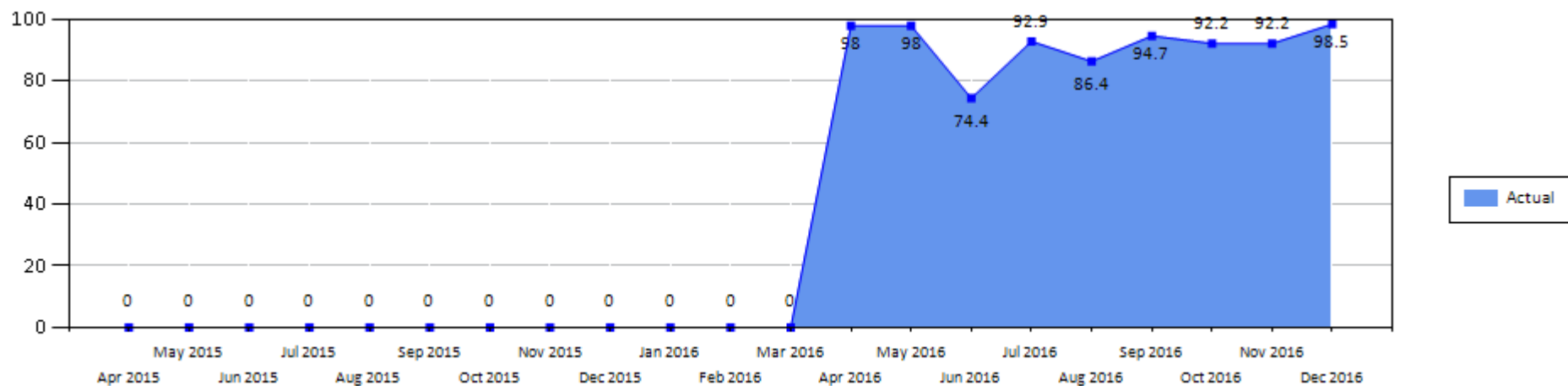


Percentage competent in the RTC modules of the Operational Licence - Swindon Districts RDS

Month

Dec 2016

98.5%



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

Actions

| Action Code | Action Name |
|---|---|
| 1.3.4.11 | How do we learn from operational and community risks in Swindon, to improve the response services we provide? |
| <p>Progress comment:</p> <p>Through previous IRMP and operational reviews 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.</p> <p>We constantly monitor our operational activity through our performance management tools (Sycle). This allows us to consider our response and prevention activity to drive down incidents. We've seen a drop in Q3 from the last quarter with regards to the 5 KPIs</p> <p>RES 01 – 84% RES 02 – 69% RES 03 – 84% RES 04 – 93% RES 05 – 88%</p> <p>Each quarter we look at all the response fails to see if these are avoidable. It would appear that a number of these fails have been due to pager failures. This is being looked into with our communications department to see if these can be reduced or eradicated. We have also seen an increase in failures to book in attendance at incidents. This will then mean when messages are sent from the fireground they will be outside the response standards, although crews were actually in attendance within the time slot. This has been highlighted to managers during district meetings to ensure this improves.</p> <p>We also learn from all the incidents we attend and on many occasions carry out either hot debriefs (following smaller incidents) through to command debriefs which are carried out following larger incidents in which other agencies will also be invited to attend.</p> <p>We have a robust system in which to document these 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> | |