

3rd Quarters Performance Report

Wiltshire Local Performance & Scrutiny Committee

Dorset & Wiltshire Fire and Rescue Service

Wiltshire

01/10/2016 - 31/12/2016



DORSET & WILTSHIRE
FIRE AND RESCUE

Wiltshire

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
1.1.1.9	How are we delivering education programmes in Wiltshire which support families, children and young adults to achieve their potential and strengthen our communities?

Progress comment:

We deliver education programmes in two ways. A range of safety education programmes is delivered directly through visits to schools. These are focused on year two and year six pupils. We also undertake a comprehensive Youth Intervention Programme - primarily through our Salamander and Firesetter intervention work. Stations are providing a range of support for these, including visiting school with the appliance and groups visiting the stations.

I am pleased to report that we talked to 3542 children during school and other visits during the quarter and 898 children visited our fire stations. Given that the 3rd Quarter includes a half term break and Christmas, this is an excellent achievement and means that we have been able to raise the knowledge levels of these children at key stages in their development, which hopefully they can take through into adult lives.

A breakdown of the visits for each Month is shown below

October 2016

Key Stage One Year 2 = 650

Key Stage Two Year 6 = 497 Combined = target children 1147

Other groups = 57

Note: The mid-term holiday in October affected the number of days available to host visits.

November 2016

Key Stage One Year 2 = 735

Key Stage Two Year 6 = 575 Combined = target children 1310

Other groups = 598

December 2016

Key stage one Year 2 = 170

Key Stage two Year 6 = 260 Combined = target children 430

Other groups = 0

Note: Because of the preparations for Christmas, schools do not want visits after the second week. This affected the number of visits made.

Youth Intervention:

In Wiltshire, 2 Job Centre Plus(JCP) courses have been delivered, one in Trowbridge in November and one in Chippenham in January. The Chippenham course for Job Centre Plus had a range of ages of attending, from 18-60. A total of 12 people completed the 7 day programme in Chippenham.

In addition, a taster day was delivered for young people at risk of anti-social behaviour/offending through the SPLASH activity programme (the numbers for which are included below).

A JCP course is currently being delivered in Salisbury, with a final one for this financial year taking place in March at Trowbridge.

The following is more detailed data on our Youth Intervention work for the period October to December 2106

Number of courses	3
Total number of participants	30
Total number of Males	23
Total number of Females	7
Total number of under 18's	10
Total number of 18-24 year olds	15
Total number of 25 years and older	5
Total Number of accredited outcomes achieved	68

Looking forward

Salamander courses are taking place at the follow stations:

- Salisbury Fire Station from 30th Jan to 10th Feb for Job Centre Plus claimants aged 18 and over
- Devizes Training Centre for SPLASH (vulnerable Young People aged 12-16) linked with Youth Action Wiltshire from 13th - 17th Feb
- Trowbridge Fire Station for Job Centre Plus claimants dates to be confirmed.

In addition we have two funding applications in with Westbury and Tidworth Area Boards to deliver a Salamander course in each area for vulnerable young people to be delivered possibly April 2017. Funding has been identified through the partnerships with Area Boards. The funding bid of £5000 has been applied for through the Westbury Area Board.

Fire setter Intervention

Six young people (all male) working with Advisors three cases are still open and three closed.

I am pleased to report that there has been no repeat offending.

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?

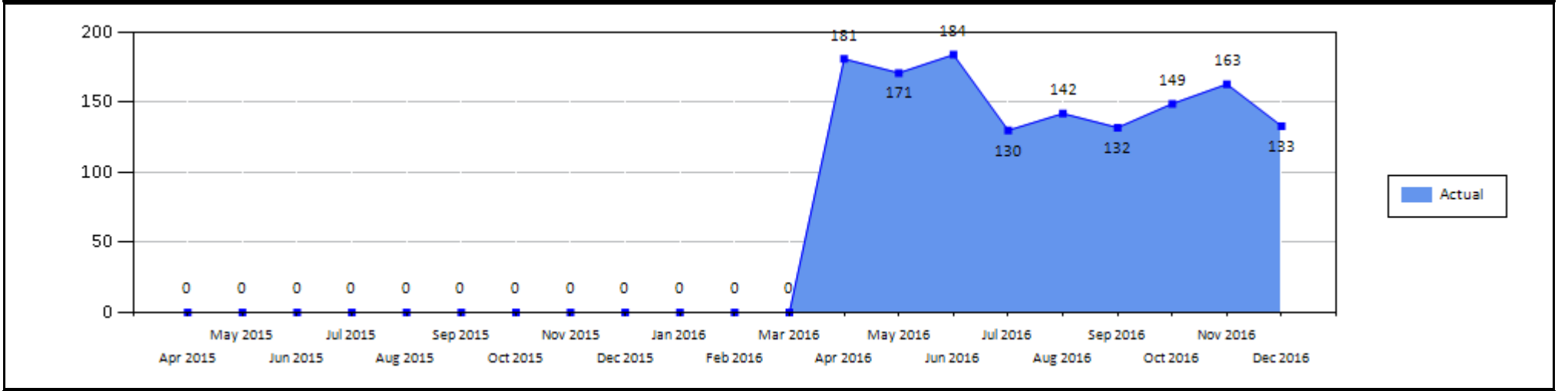
Actions

Action Code	Action Name
1.1.2.8	How are vulnerable people in Wiltshire 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>We work with vulnerable people in a number of ways to reduce their risk of harm through fire and also by helping and signposting through our partners to improve their overall health. This report focuses on what we have during the 3rd Quarter in helping to support vulnerable people.</p> <p>Officers are continuing to work with the Bournemouth University Dementia Institution (BUDI) to identify better ways to help and support those with dementia across the whole Service. This work will lead to the delivery of a report highlighting where we best focus our limited resources. This report will enable Officers to consider how best to support those with dementia in the Wiltshire Area. CFOA, The Alzheimer's Society and SCIE (Social Care Institute for Excellence) have been contacted by Officers to ask if they will support the Service to create our own fire related Dementia Awareness on-line learning tool. We anticipate that this initiative, if it goes ahead, will provide a very useful tool to support carers to those with dementia in Wiltshire. We also hope that other FRS's would then be able to use this.</p> <p>Officers have met with a lead in Community Pharmacy, which covers the Wiltshire and Swindon area. This provides support for patients who can't collect their own prescriptions from a regular pharmacy. It is hoped that this initiative will provide the generation of referrals from this vulnerable group.</p> <p>The Wiltshire SAIL initiative is continuing to be trialed in Warminster and Trowbridge and it is anticipated that SAIL will be progressively rolled to all other areas in Wiltshire during 2017.</p> <p>I am pleased to report that testing will commence shortly with the new database to underpin our management information tool, CFRMIS. This is important as it provides the mechanism to electronically record all types of prevention activity. This will both speed up the process of undertaking visits to vulnerable people, be more efficient and also allow us to make use of a wider range of information to identify and target more effectively.</p> <p>During the 3rd Quarter, a total of 3133 Safe and Well visits took place throughout the Service as a whole, compared to 2948 in 2nd Quarter. Of these, 445 were completed in the Wiltshire area during the 3rd Quarter. There is now a full complement of Safe and Well Advisors within the Wiltshire Area and it is anticipated the numbers of Safe and Well visits will continue to increase. Our crews continue to play a growing part in delivering Safe and Well Visits and have commenced undertaking visits from referrals generated as a result of information on people leaving hospital with oxygen cylinders, which data we receive as a result of an initiative we run with Air Liquide.</p> <p>We continue to play a full part in discussions on the delivery of information through the Single View initiative. A meeting was held in late November to discuss its progress and a number of queries were addressed.</p>	

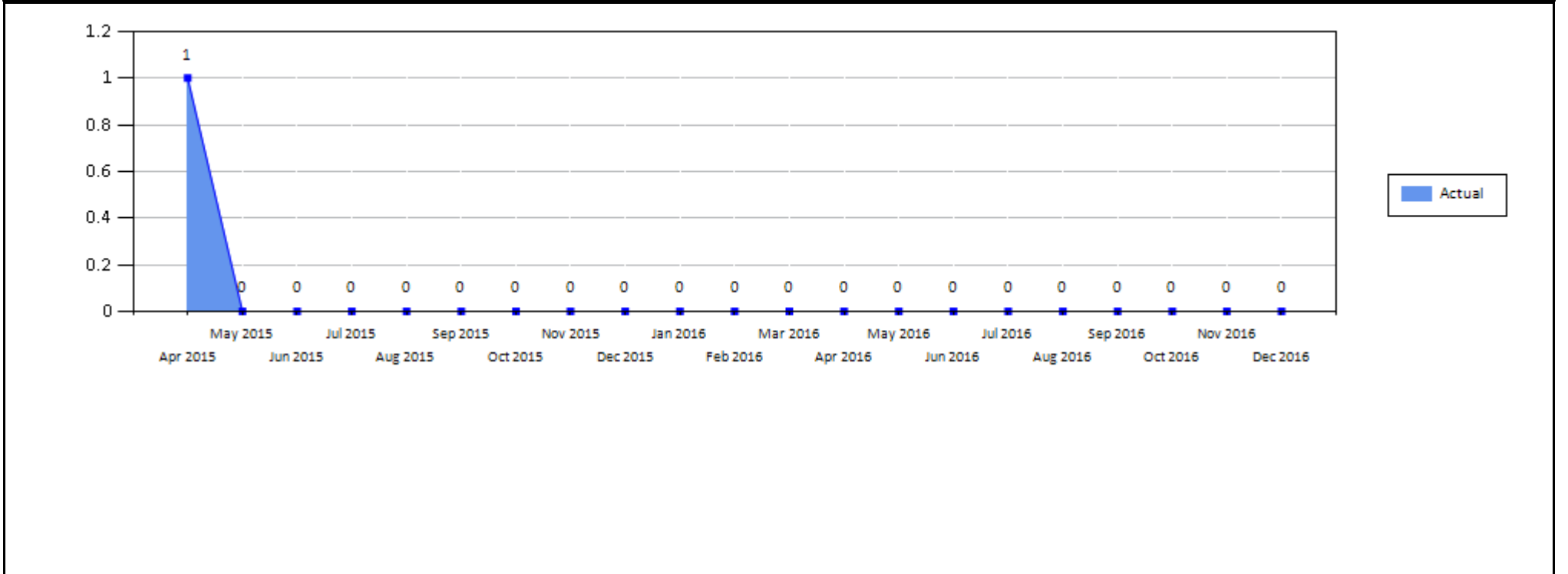
It is important that we obtain the best possible value from the procurement of all our equipment and we are managing the procurement of smoke detection kits through collaboration with a number of other fire services. All specification documents were submitted to West Midlands Fire & Rescue Service who are the lead FRS for this work. We are waiting for the evaluation process to begin. Service Level Agreements are being reviewed for Sprue and FireBlitz for the interim period between now and a new supplier being announced from the tendering process.

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Wiltshire Council	Month	Dec 2016	133



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

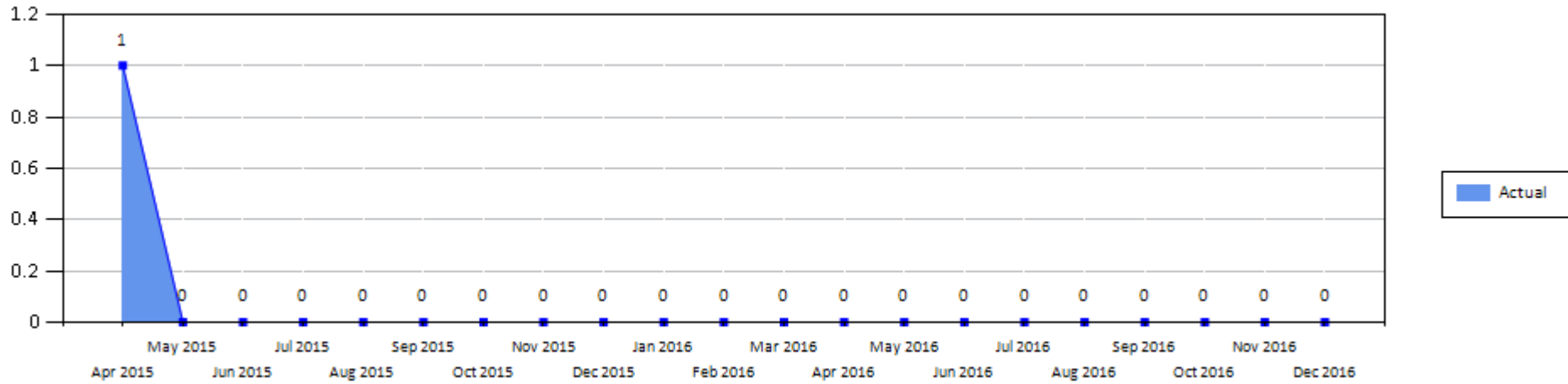


PRE01-Number of fire related deaths - Wiltshire Area

Month

Dec 2016

0

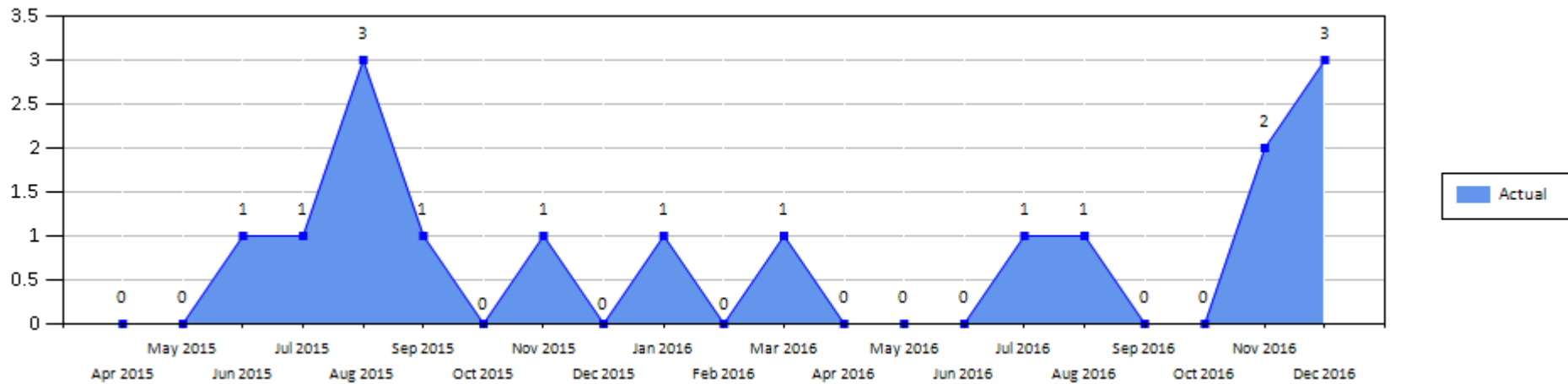


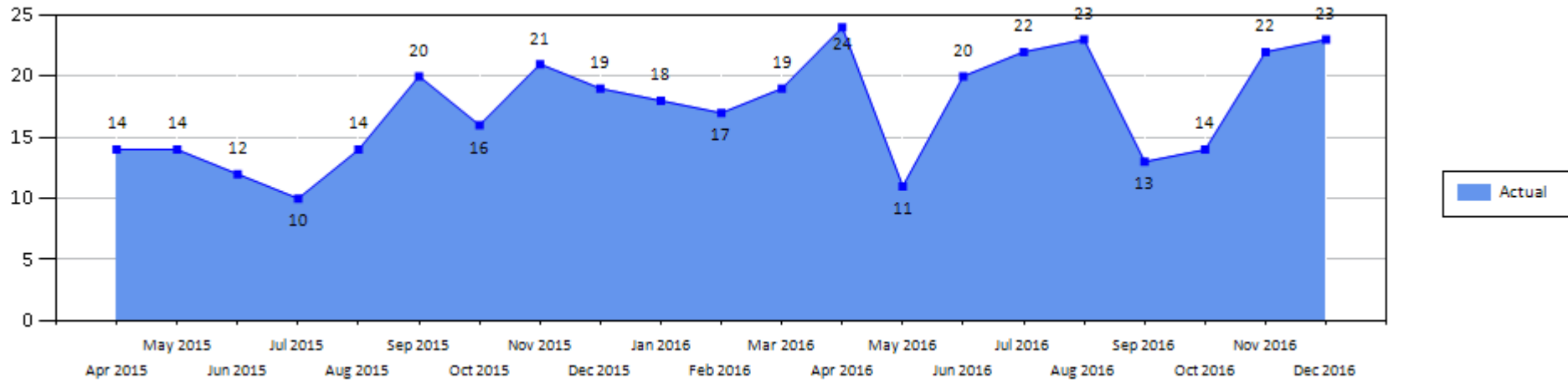
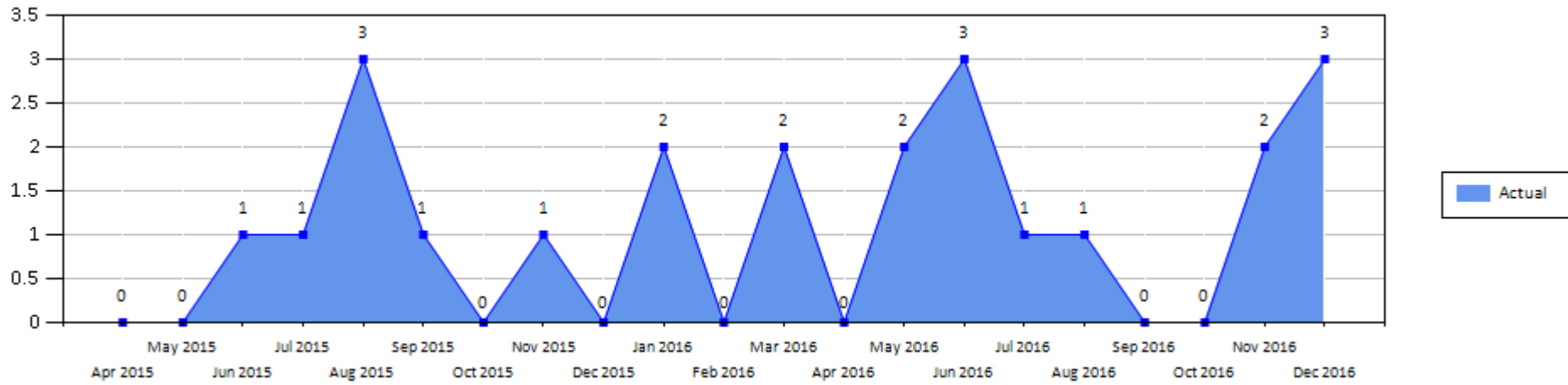
PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire Area

Month

Dec 2016

3





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
1.1.3.7	How are we working with our partners in Wiltshire to use a wider range of information and technology to improve the well-being and independence of vulnerable people?
<p>Progress comment: Work continues with a wide variety of partner agencies at Strategic, Tactical and Operational level. A register of all Area partnerships is maintained by the Service Delivery Facilitator for Wiltshire and is reviewed regularly.</p> <p>Partnerships continue to be developed with the Police, Wilts Council and various health bodies to improve the well-being of the vulnerable members in our community. Work is underway to embed Wiltshire Safe and Independent living (SAIL) initiative. Information sharing protocols, such as Community Messaging with Wiltshire Police, are being developed to ensure effective targeting of safety resources.</p>	

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
1.1.4.9	How are we delivering effective road safety education in Wiltshire to reduce the risk of traffic deaths and injuries?

Progress comment:

I am pleased to report that 6,000 students have completed Safe Drive Stay Alive roadshows over the past two months in the South and West Wiltshire areas. These roadshows provide key safety messages to young and potential drivers at an important time of their driving careers. We have also undertaken a catch up Safe Drive Roadshow on 26th January 2017 at Matravers School in Westbury,

Members asked to be updated on those schools who had not received a roadshow during this period and these are Lavington School, Pewsey Vale, Stonehenge, Godolphin, Stonar, South Wilts University Technical College. These were due to scheduling difficulties and roadshows are being arranged.

2,800 army soldiers attended Safe Drive Stay Alive courses in December. This number is slightly down on the predicted attendance levels as several units were released on leave. Officers will be offering catch up shows in the new year.

3 Don't Drink & Drive roadshows took place as follows and featured a real crashed car involved in a fatal drink and drug affected crash, explanations on the impact of drink and drug taking while driving and a drink drive simulator:

2nd December - Trowbridge,

5th December - Chippenham,

22nd December - Salisbury.

These courses are presented as part of a partnership with the Police and represent a very effective method of delivering education on the perils of drinking and driving and drug taking and driving.

We are working in partnership with Network Rail to reduce the risk to their employees, 4 x presentations at 4 safety conferences in London, Reading, Newport & Bristol, Network rail employees are high risk due to the long unsociable hours and commuting distances. There have been four fatalities of network rail employees over recent years which includes a triple fatal in Wiltshire. 2000 Network Rail employees and their sub-contractors will be attending the conferences. These employees work and travel across Dorset & Wiltshire.

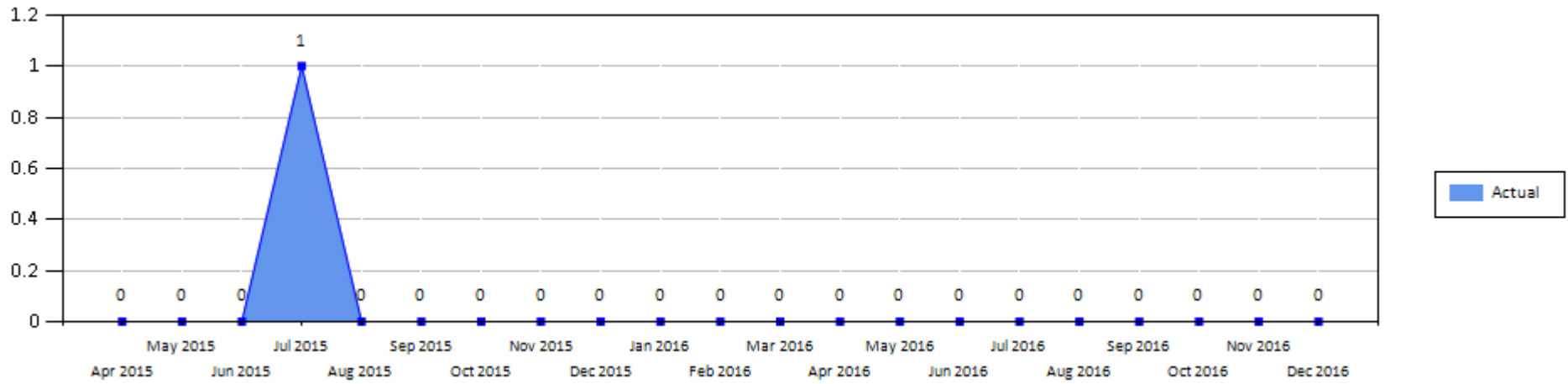
Under the new mobile phone law, which comes into effect on the 1st March, drivers will receive six points on their driving license and receive a £200 fine. These changes will have a significant impact on young motorist offenders as they now risk having their driving license revoked following first offence. We will be running two mobile phone roadshows to inform the public of the law changes and the importance of not using a mobile phone. These will be in town centres on the following dates:

7th March Trowbridge

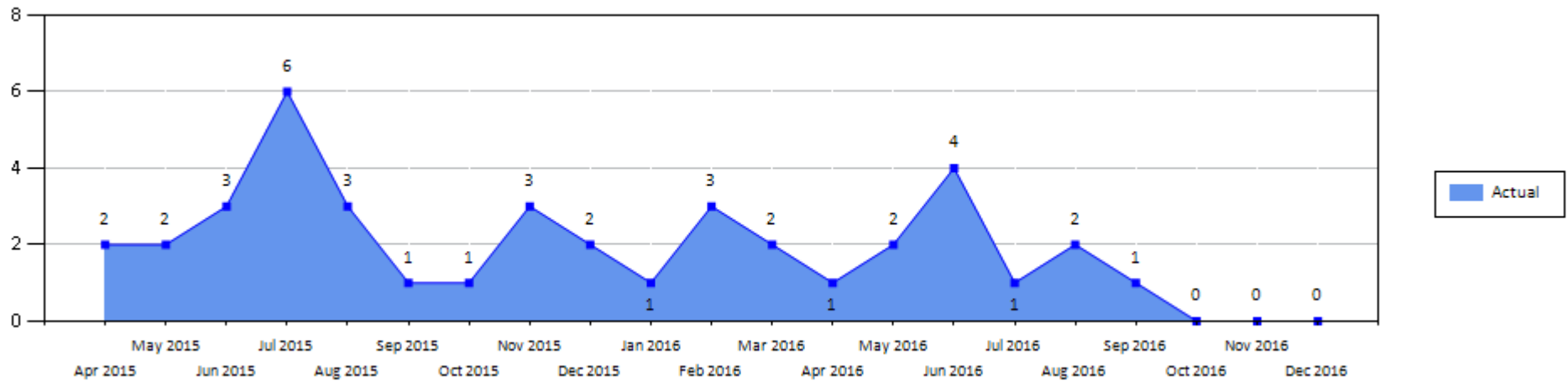
9th March Salisbury

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 - Wiltshire	Month	Dec 2016	0

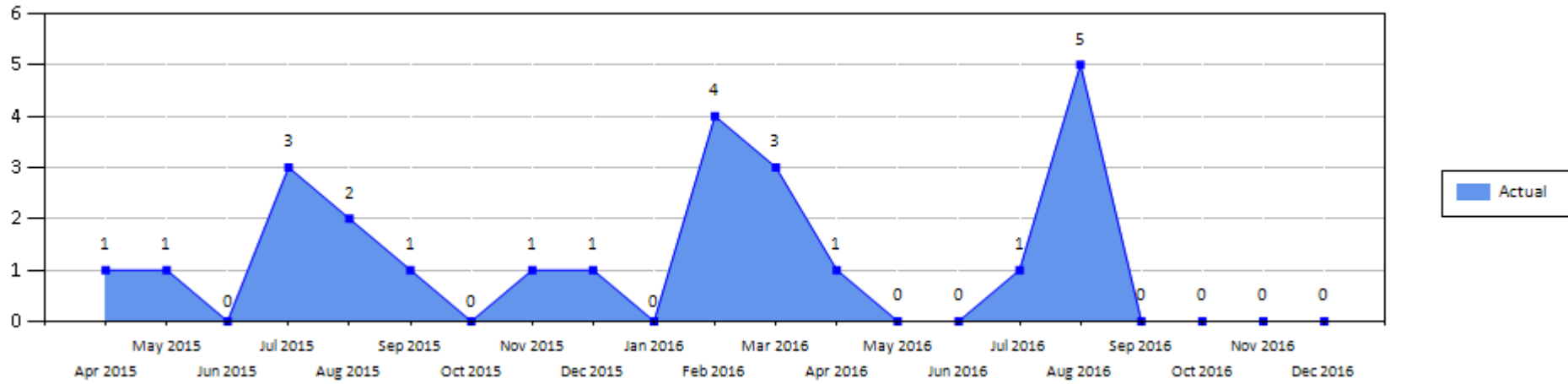


Number of people seriously injured in road traffic collisions - M4

Month

Dec 2016

0

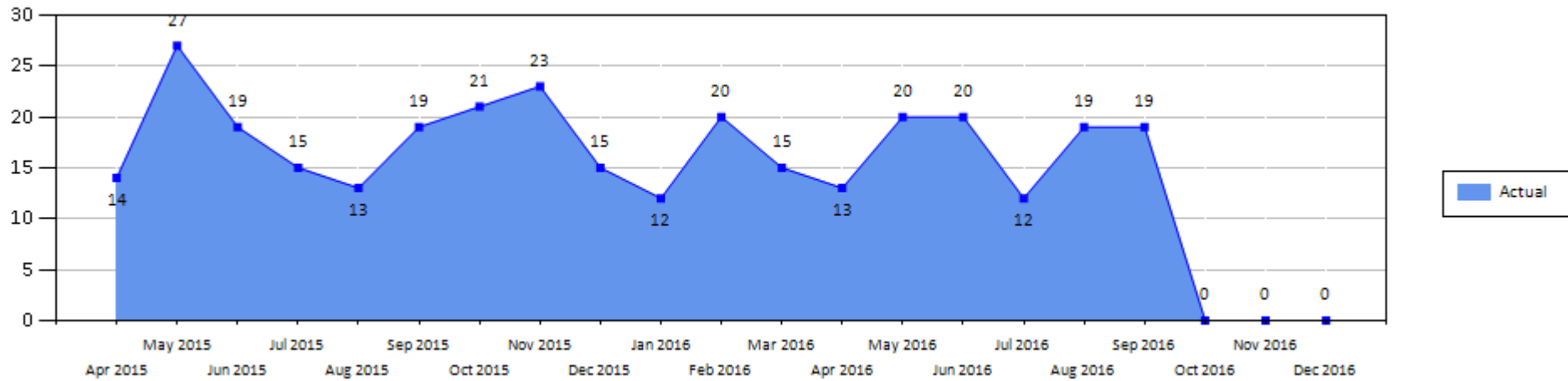


Number of people seriously injured in road traffic collisions - Wiltshire

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
1.2.1.8	How are we effectively working with our partners in Wiltshire to safeguard the vulnerable people we come into contact with?

Progress comment:

For 3rd Quarter there were 8 Adult Safeguarding Referrals, 4 by crews, 2 by Safe and Well Advisors and 2 referred initially by outside agencies. There were no Child safeguarding Referrals.

In the last quarter, various policies and procedures have been updated and training on safeguarding responsibilities continues to be delivered. Discussions have taken place to strengthen our support for the recording and reporting of Hate Crime in Wiltshire and Officers are discussing the possibility of Wiltshire Fire Stations becoming third party referral stations for Hate Crime.

Discussions are ongoing with Wiltshire Police to see if it is possible for them to make referrals to us when they visit a property and there are fire risks or hoarding issues.

A trial will soon begin with two main care providers in Wiltshire so that care plans can be enhanced to include the testing of smoke detectors and the provision of general fire safety checks being carried out by carers.

A Self-Assessment Audit for Wiltshire Adult Safeguarding Board has been completed. This audit was then the subject of a peer challenge by partner's agencies. The outcomes from the audit will be used to further strengthen our approach to safeguarding over the coming year.

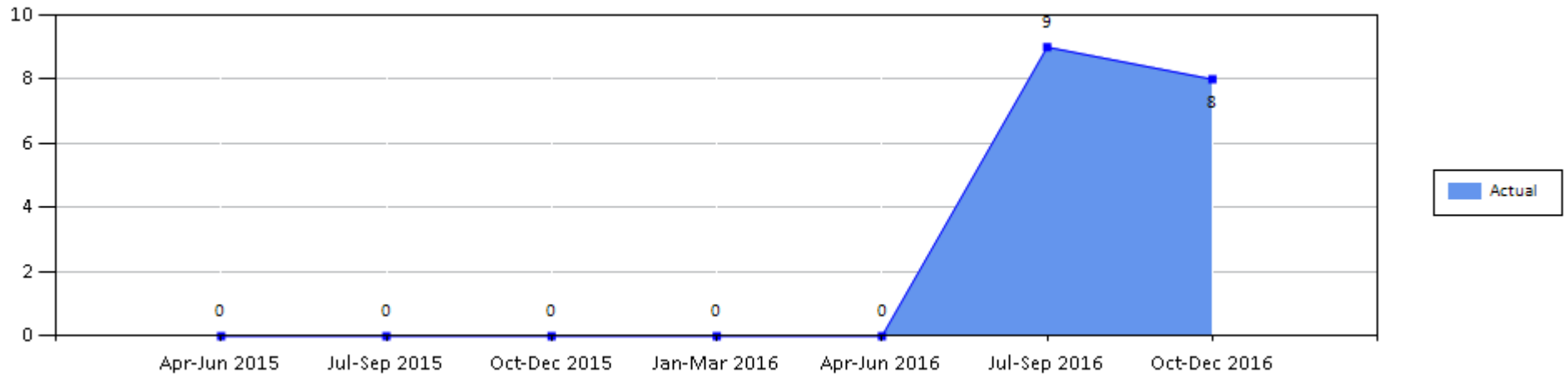
Officers attended our first Multi-Agency Risk Management Meetings. These are held with Social Workers, Care Workers, GP's, Lawyers and Police and the outcomes are used to further strengthen the provision of safeguarding throughout Wiltshire.

Safeguarding training continues to be delivered at both the Corporate Induction stage and to front facing staff. Officers are also working on the development of an e-learning package.

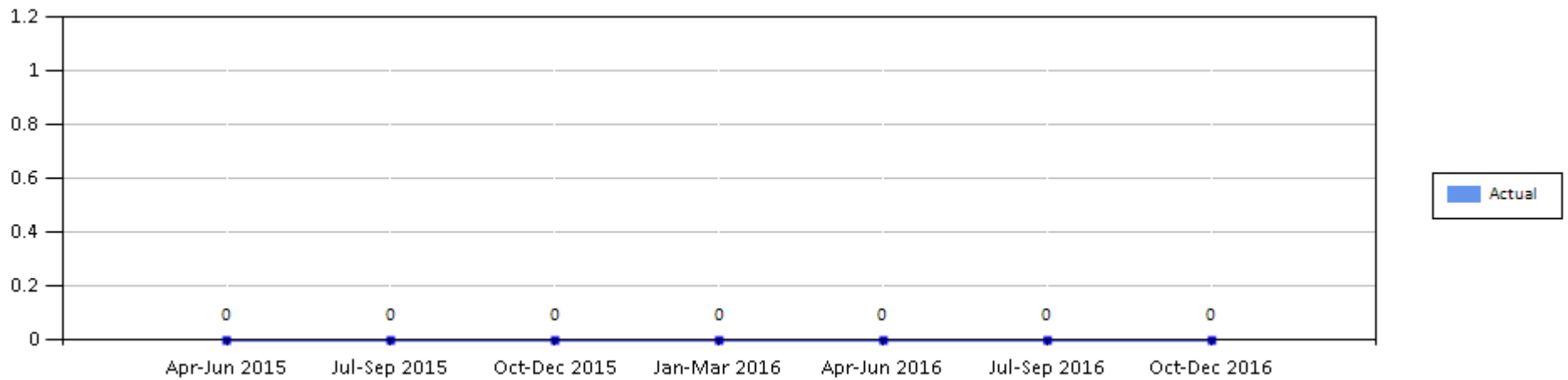
Dementia Awareness training, facilitated by the Alzheimer's Society, for Wiltshire Stations has now completed.

Key Performance Indicators

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



Number of child safeguarding referrals - Wiltshire Area	Quarter	Oct-Dec 2016	0
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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
1.2.2.13	How are we providing better support for local business in Wiltshire so that they can meet their legal safety obligations and add to the economic growth of our community?

Progress comment:

I am pleased to report that, during the last quarter, we have not had to resort to the use of our legal powers to enforce fire safety legislation and there have been no enforcement notices or prohibitions issued. We continue to monitor several commercial premises where restrictions have been put in place.

There were 7 Significant fires in Wiltshire (which were all recorded as accidental). 3 of these involved agricultural buildings. Either, audits are in progress or follow up action with our Rural Safety Officers is being undertaken where these are required. There were 15 Non Significant fires recorded in Wiltshire, but no trends have been identified.

31 fire safety audits have been completed in 3rd Quarter. 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.

However, common failings that fire safety inspecting officers are still finding 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 relating to weekly fire alarm and monthly emergency lighting tests
- Out of date fire extinguishers

Residential care Premises within Wiltshire identified as not Audited within the last 5 years will be audited as soon as possible. CFRMIS records are being reviewed to identify work required as some records may be duplicated or out of date.

Our Inspectors joined with Salisbury Licensing Officers and Police licensing staff and undertook performance inspections in Salisbury on 15th December. These inspections included visiting restaurants with sleeping accommodation above them and to nightclubs. A number of premises were identified for follow up audits.

Initial work being undertaken to identify other fast food outlets and restaurants, where there is a risk to sleeping accommodation above them. This is due to some of these premises having poor means of escape and lack of detection and warning in case of fire. Working with Food Licensing Officers, and using the Food Standards Agency hygiene rating as a starting point, we hope to identify poor management of fire safety standards. A pilot project is under way which is targeting 20 premises.

Our staff visited locations as part of a further Business support week, which was between 21st– 25th November leading up to Black Friday as follows:

Wednesday 23rd Devizes

Thursday 24th Warminster

Friday 25th Salisbury

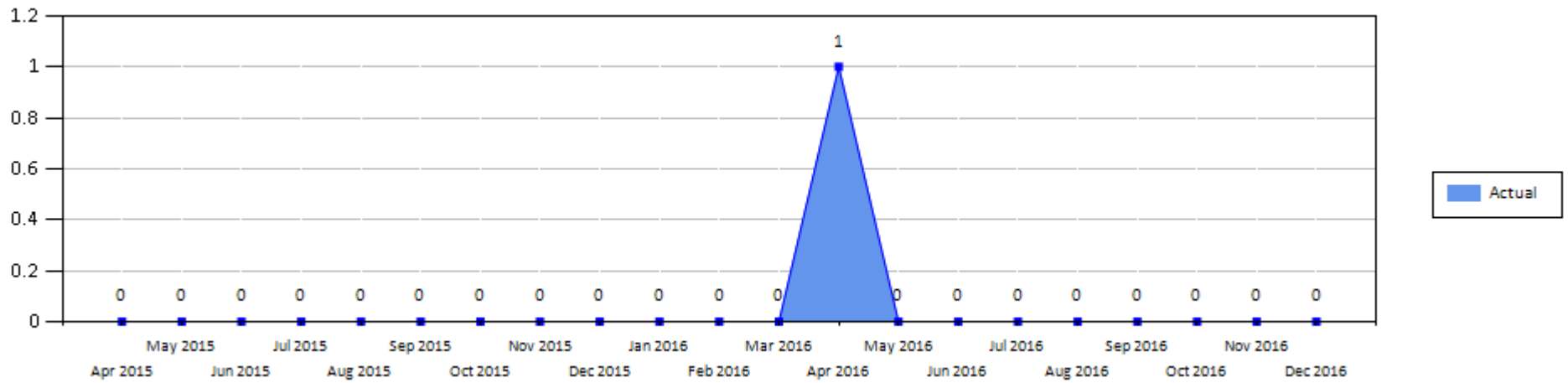
60 premises visited with follow up audits programmed to deal with higher risk issues

There were 376 unwanted fire signals recorded for the 3rd quarter. An analysis of all these false alarms is undertaken and reported to District Commanders so that any repeat offenders can be identified and appropriate action taken.

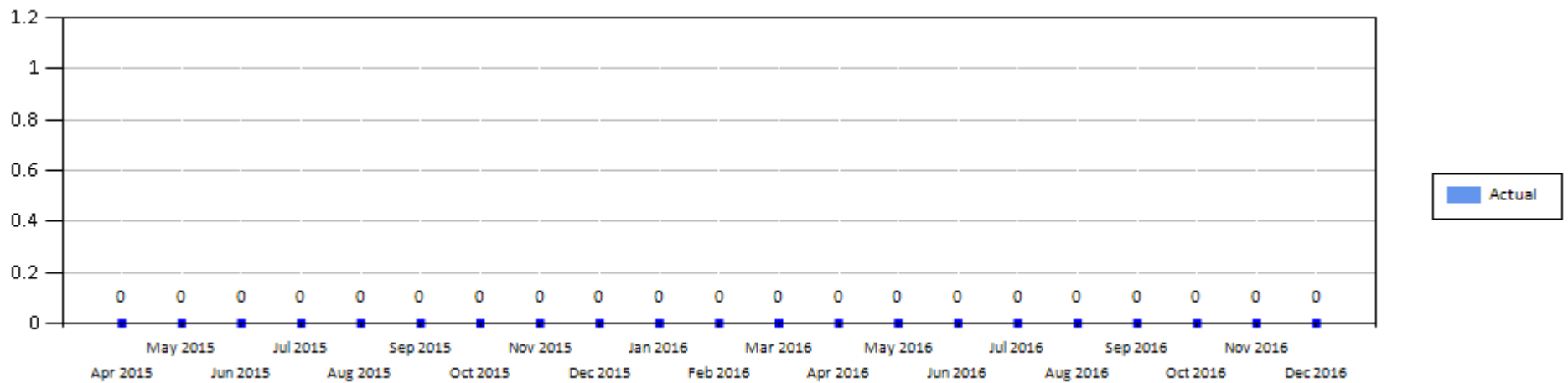
Over the next quarter, Officers are supplying additional targeted business support and advice by canvassing and local publicity. This approach will be similar to the work undertaken during Business Fire Safety Week.

Key Performance Indicators

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



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

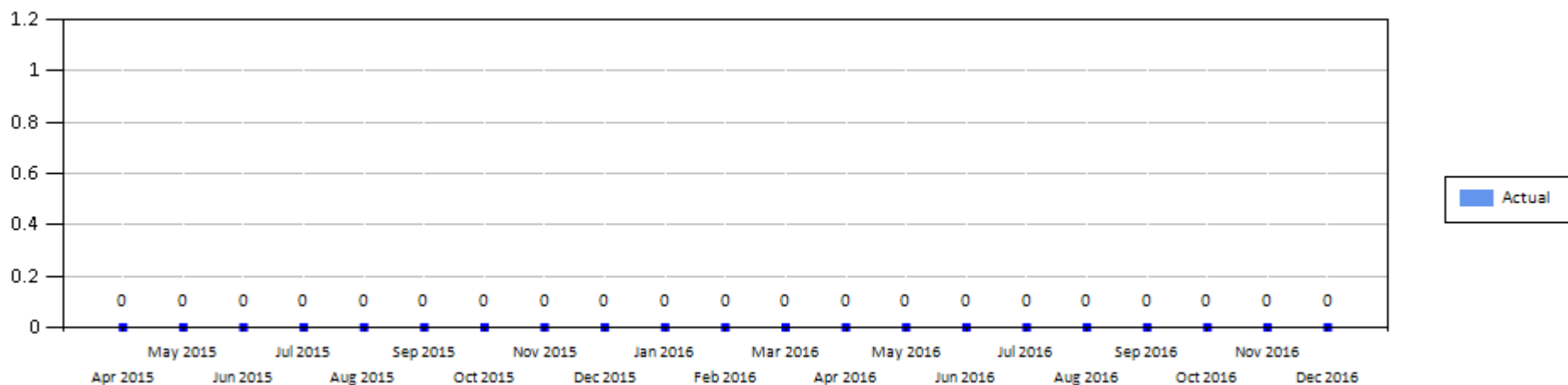


Number of prosecutions in Wiltshire Council

Month

Dec 2016

0

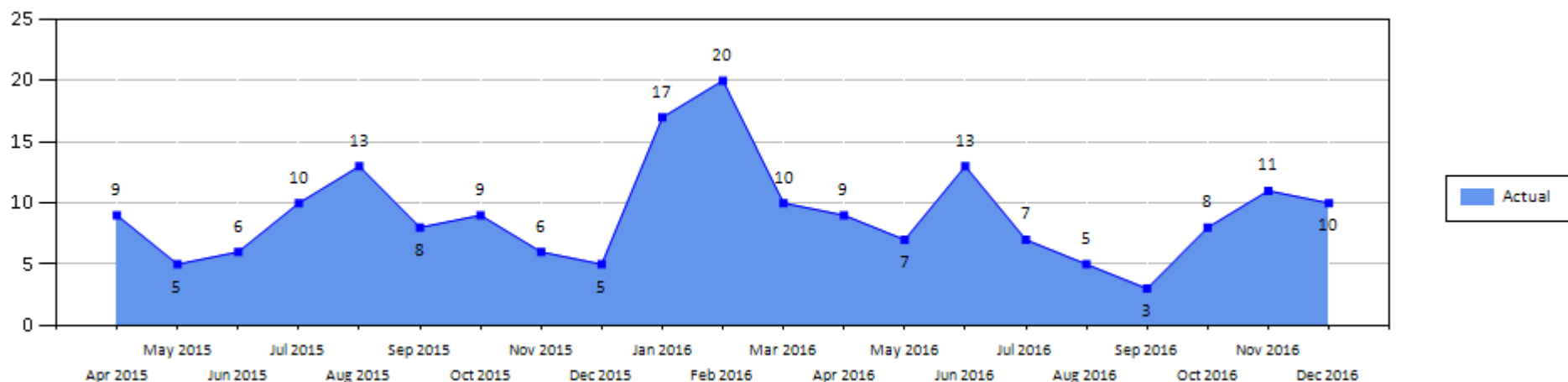


PRO01-Number of fires in Non domestic properties-Wiltshire Area

Month

Dec 2016

10



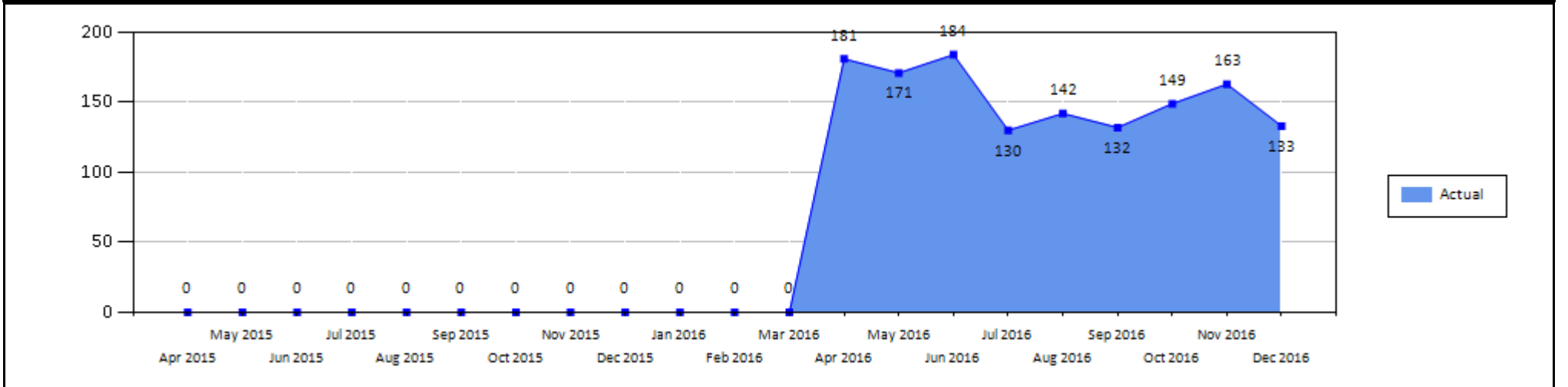
KLOE 7: How are we identifying and driving down risk risks to the community, unique heritage and environment?

Actions

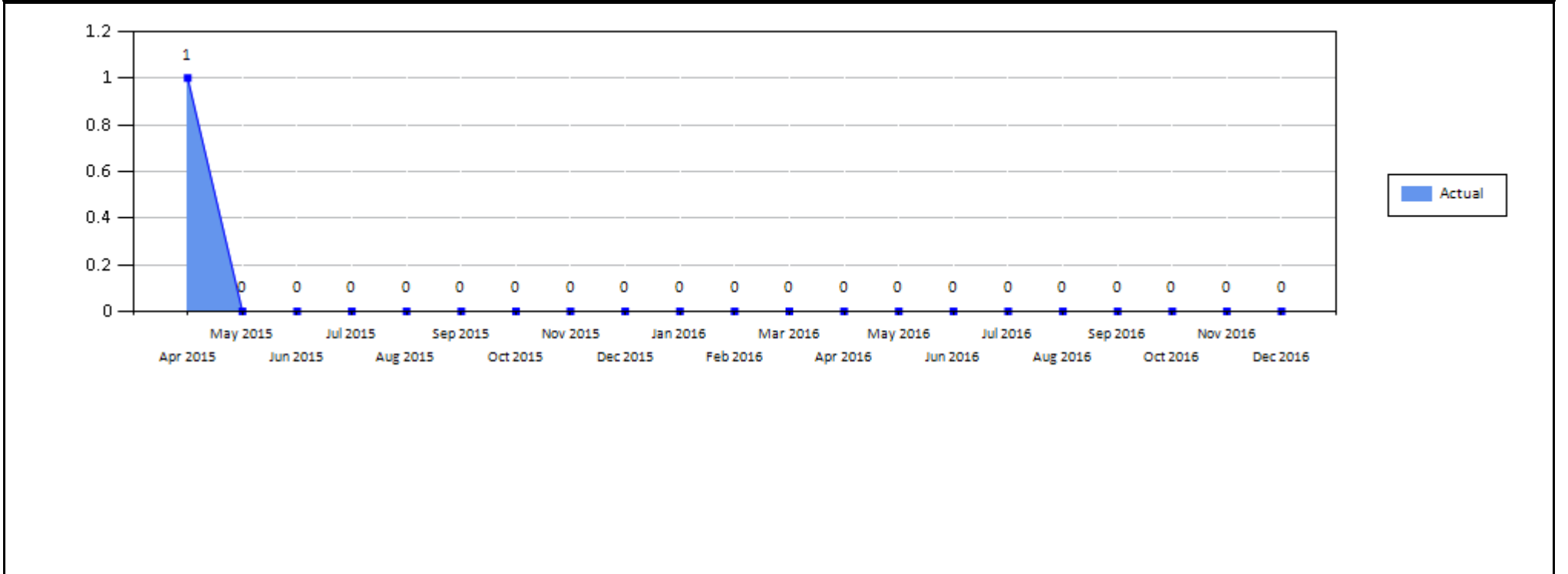
Action Code	Action Name
1.2.3.13	How are we identifying and driving down risks to the community, unique heritage and environment in Wiltshire?
<p>Progress comment:</p> <p>I am pleased to report that there were no deaths reported due to fire in Wiltshire over the 3rd Quarter. There were 5 fire related injuries, but analysis has revealed no obvious trend or cause. There was a slight fall in the overall number of accidental dwelling fires and I am pleased to report a significant drop in the number of deliberate fires in December.</p> <p>Work continues across the Service to identify risks to both our community and to our firefighters. Officers are developing a bespoke risk analysis process, which identifies and prioritises risk identification, actively incorporating the activities of Prevention and Protection departments to ensure a holistic approach within Wiltshire.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Wiltshire Council	Month	Dec 2016	133



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

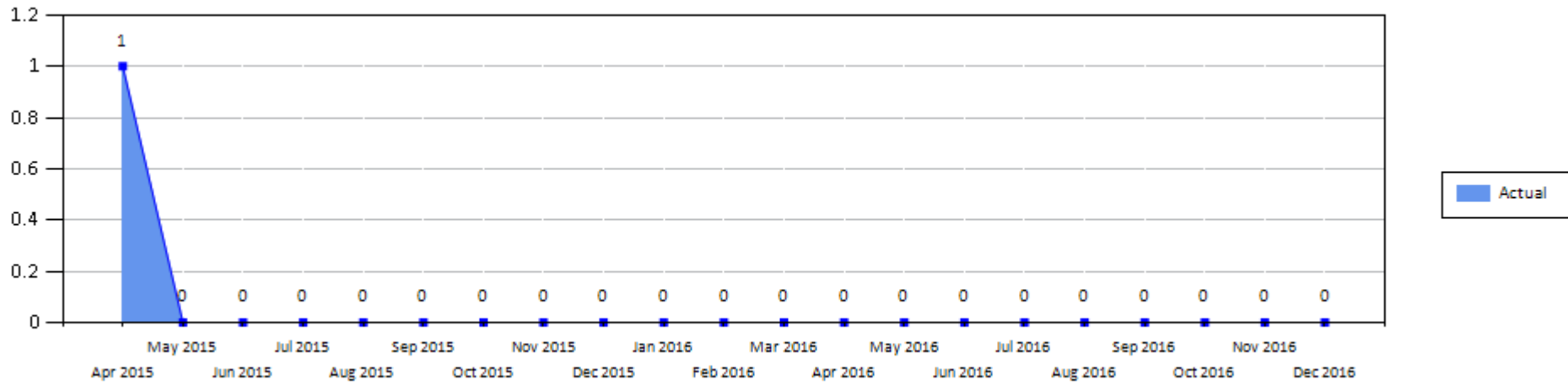


PRE01-Number of fire related deaths - Wiltshire Area

Month

Dec 2016

0

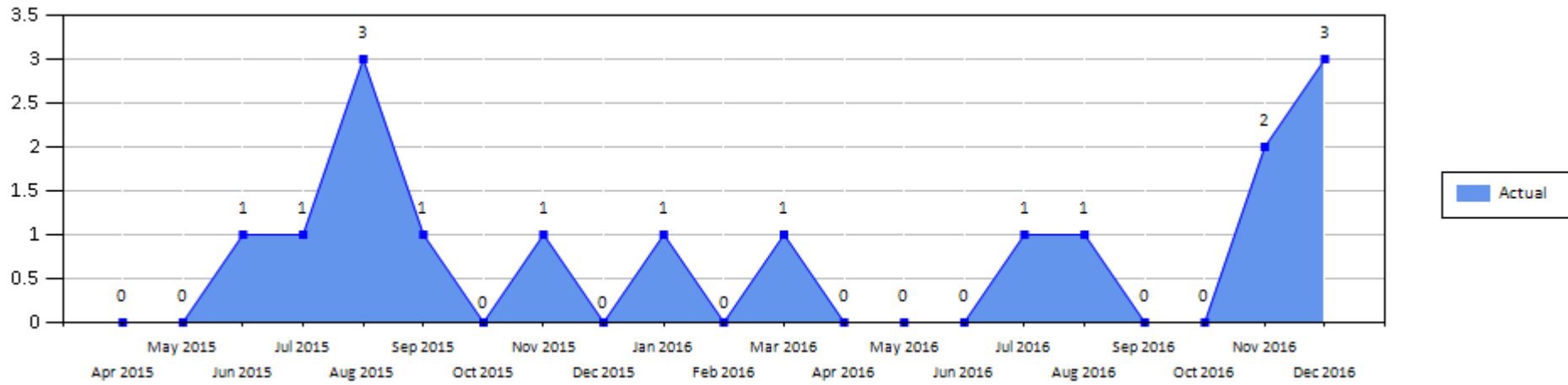


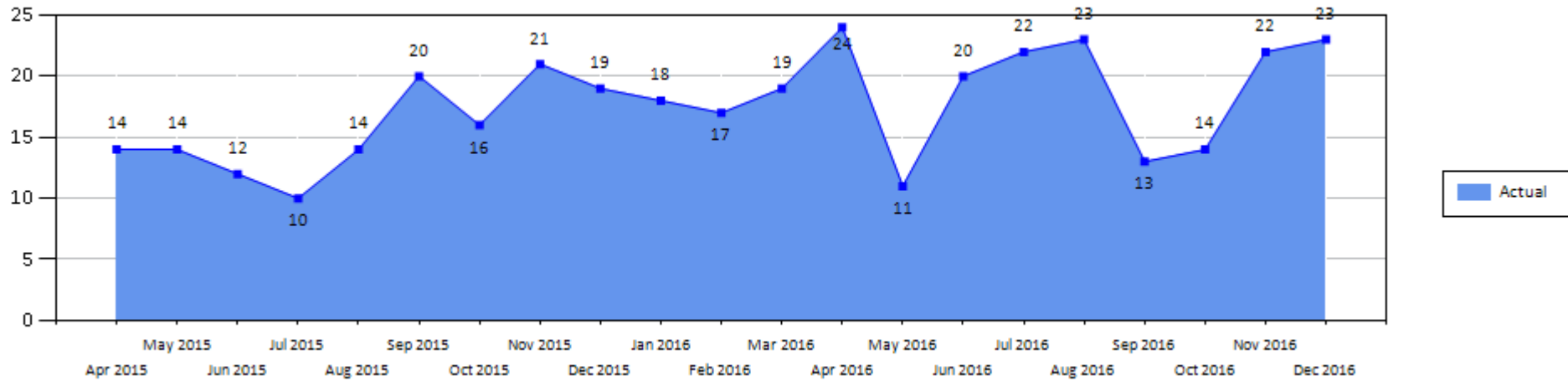
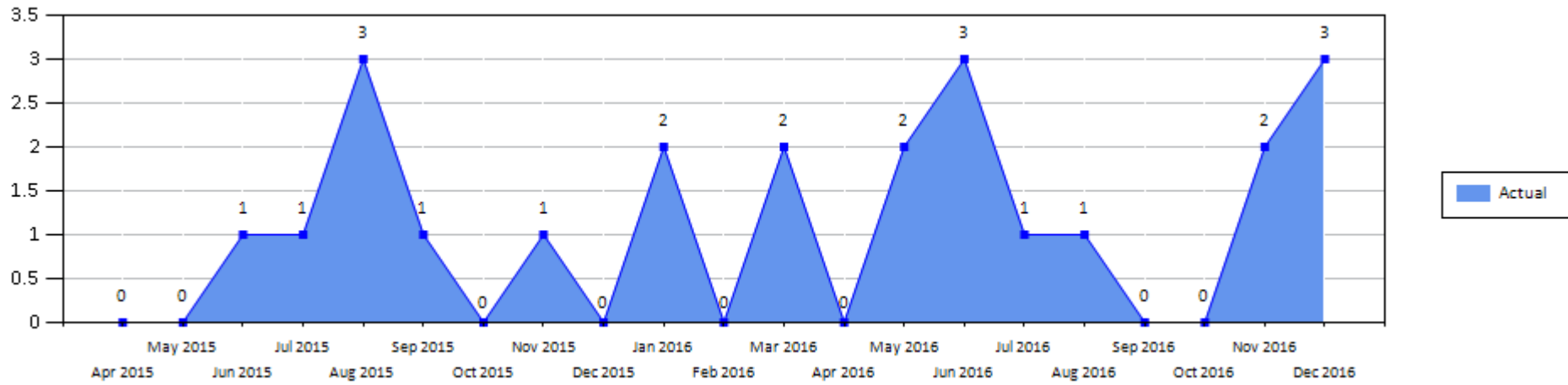
PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire Area

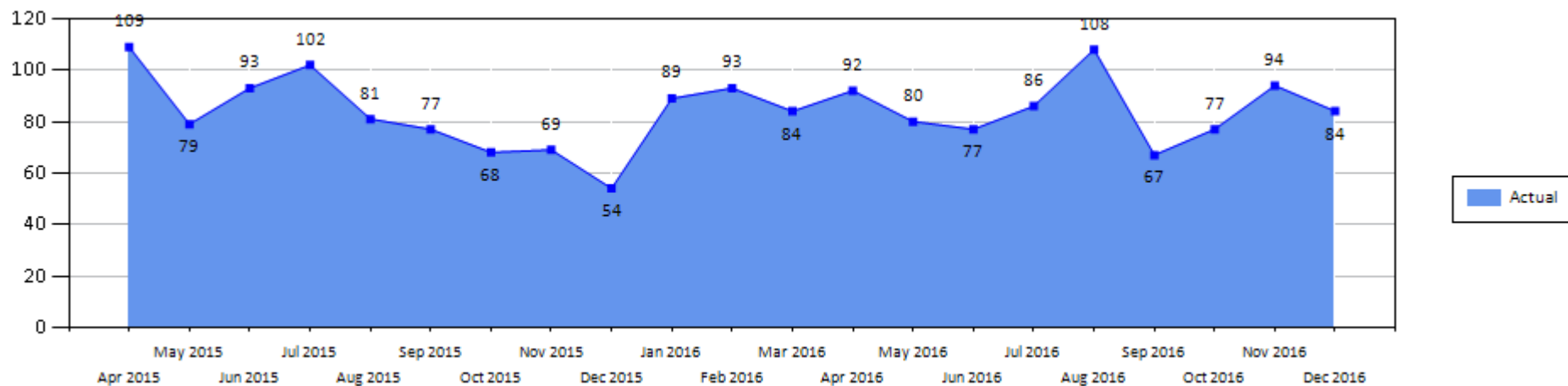
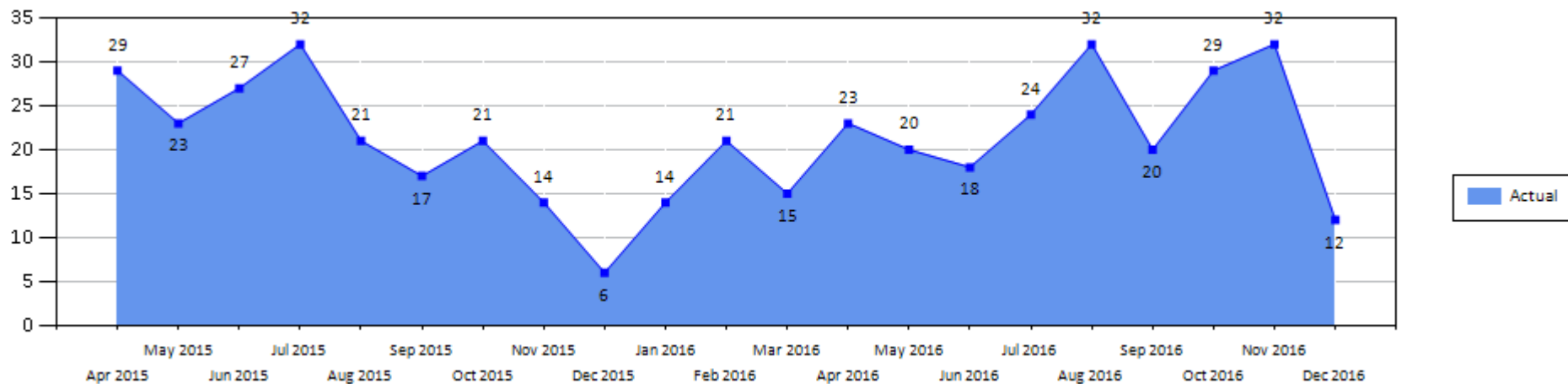
Month

Dec 2016

3







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

Actions

Action Code	Action Name
1.2.4.7	How are our local resilience partnership arrangements In Wiltshire providing effective support to improve community resilience?

Progress comment:

Partnerships are being developed to deliver outcomes from the Local Resilience Community Risk Register. These include:

- Taking positions within Wiltshire for the North, and separately, the South, Flood Groups.
- Officers working closely with the Environment Agency to develop training and co-siting of deployable barriers.
- Building relationships with the new Emergency Planning Officer in Wiltshire.
- Working with Wilts Council to support flu and safe & well clinics.

Priority 3: Be there when you need us

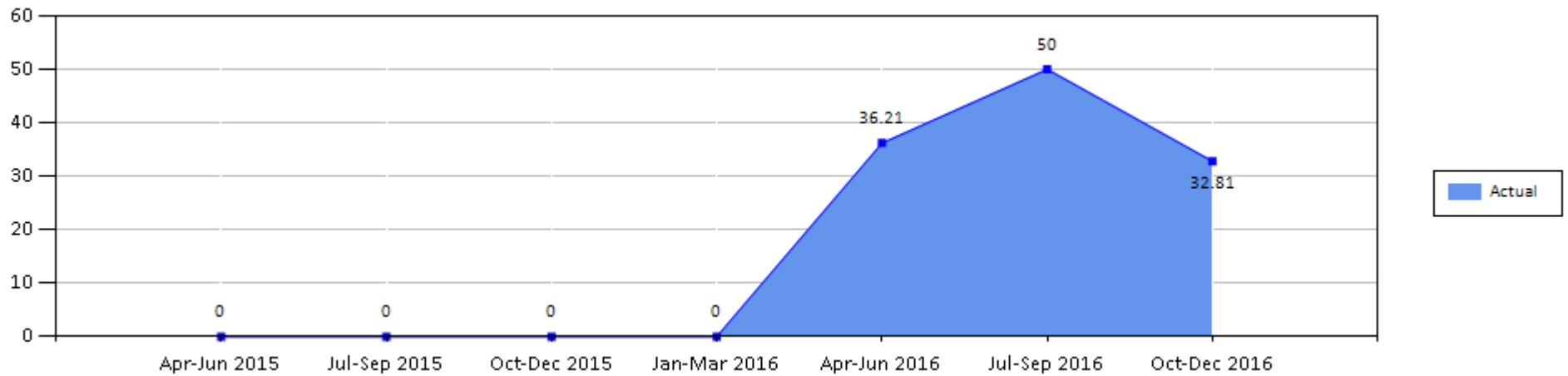
KLOE 9: Are appliances available when we need them?

Actions

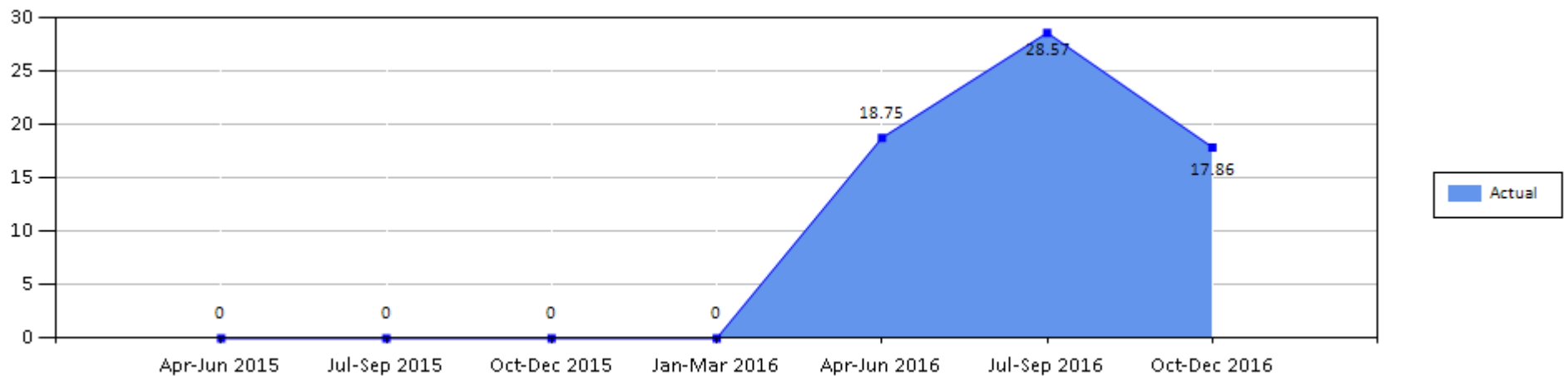
Action Code	Action Name
1.3.1.7	Are appliances in Wiltshire available when we need them?
<p>Progress comment:</p> <p>Appliance availability is monitored on a daily basis to ensure the optimum use of available resources. This involves the relocation of firefighters, the use of the operational pool and overtime to support and enhance appliance availability. A key set of performance indicators to support this KLOE is therefore the time it takes for us to get to an incident if we need to and performance against these indicators is looked at in more detail with KLOE 10, which looks at how efficient and effective our response is.</p> <p>To provide a richer picture for Members of performance against KLOE 9, we are looking to introduce additional indicators to strengthen the monitoring of this important area, for example with the number of vacancies being carried. If an incident is outside of our response standard (for example 10 minutes for a fire in a house), this is factored into the risk assessment which drives our prevention work. We are currently working on the provision of risk maps to highlight this.</p> <p>A significant number of new recruits (12) have completed training following the previous recruitment activities undertaken across Wiltshire to address crewing levels during the day and thereby improve appliance availability.</p>	

Key Performance Indicators

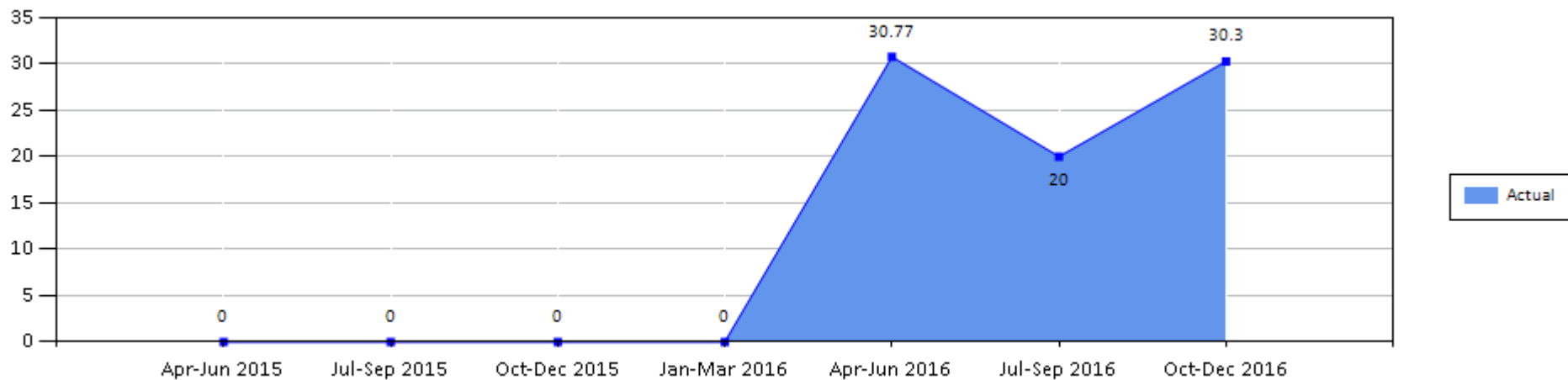
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2016	32.81%



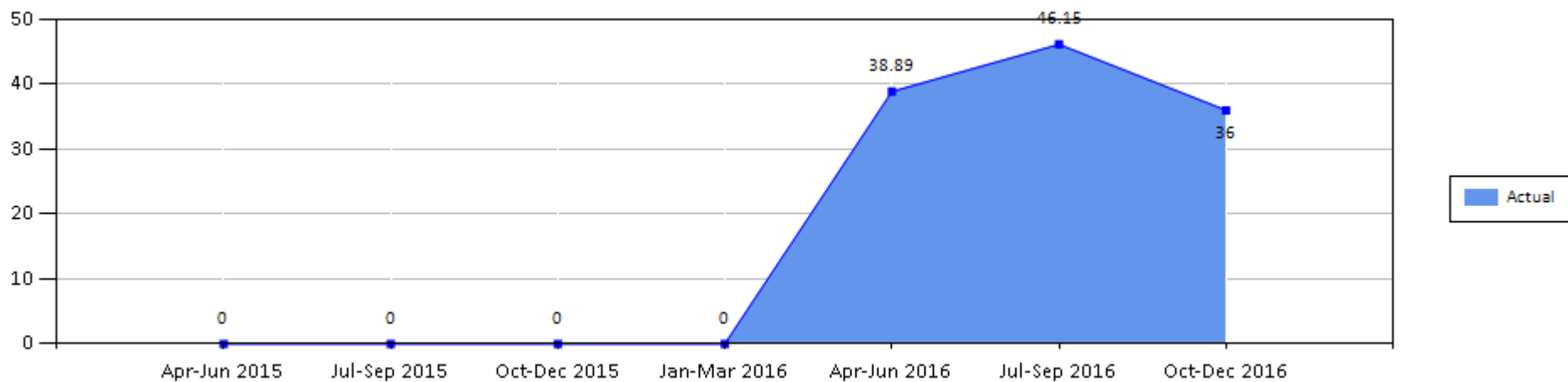
RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Wiltshire	Quarter	Oct-Dec 2016	17.86%
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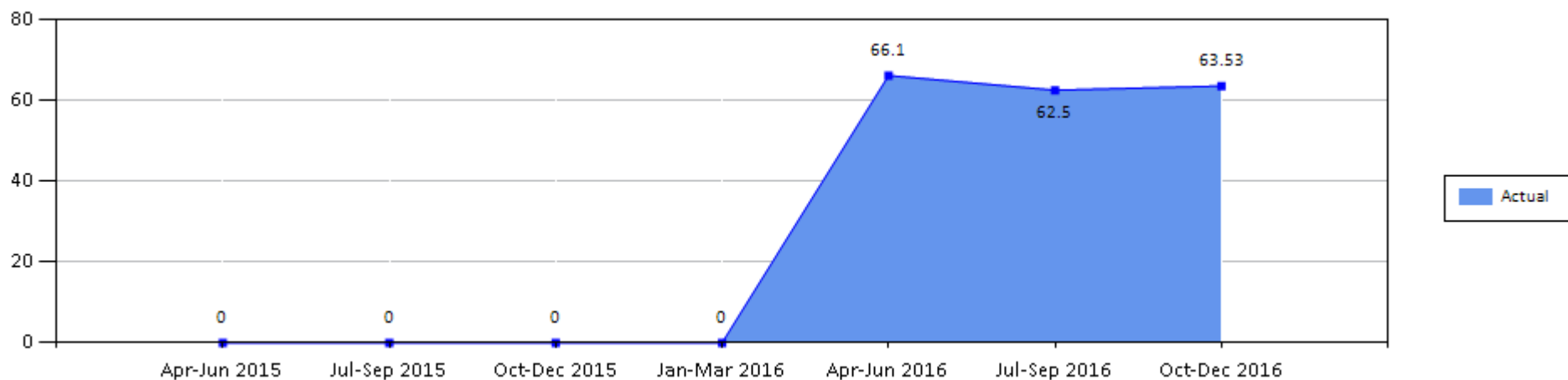
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2016	30.3%
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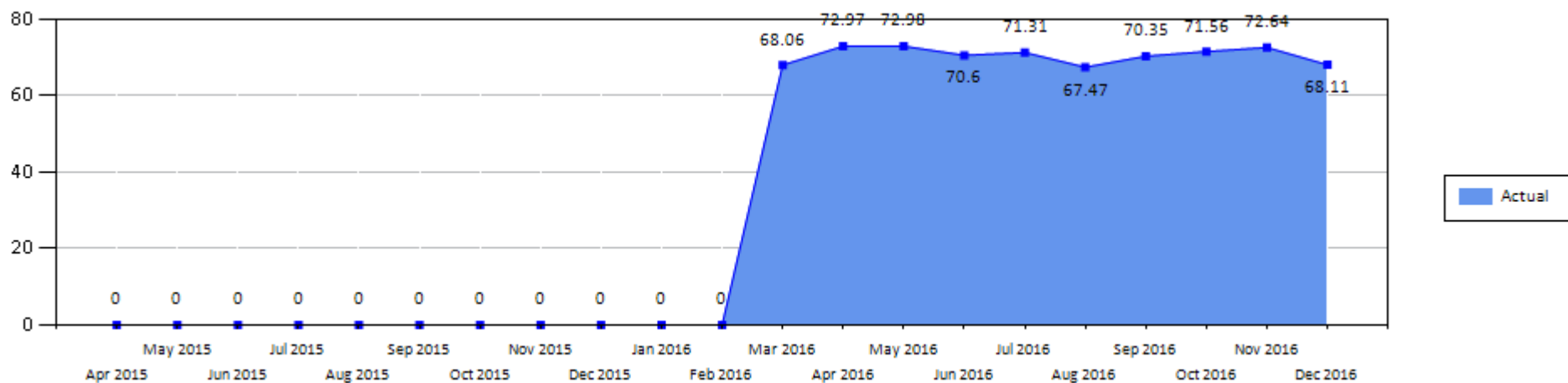
RES04-Percentage of incidents to other properties where the second appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2016	36%
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RES05-Percentage of road traffic collisions where the first appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2016	63.53%
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RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)-Wiltshire Area	Month	Dec 2016	68.11%
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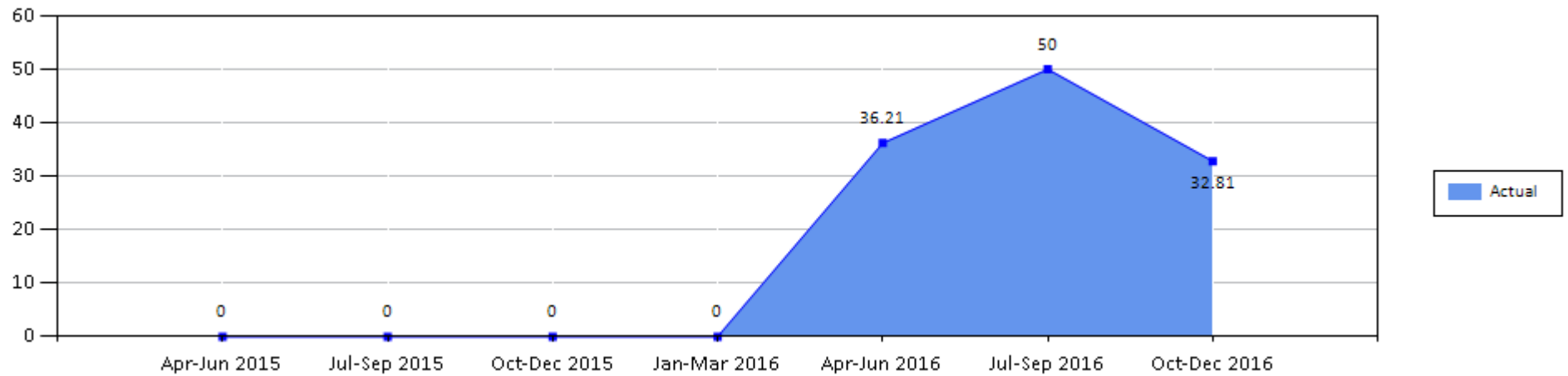
KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents and medical emergencies we attend?

Actions

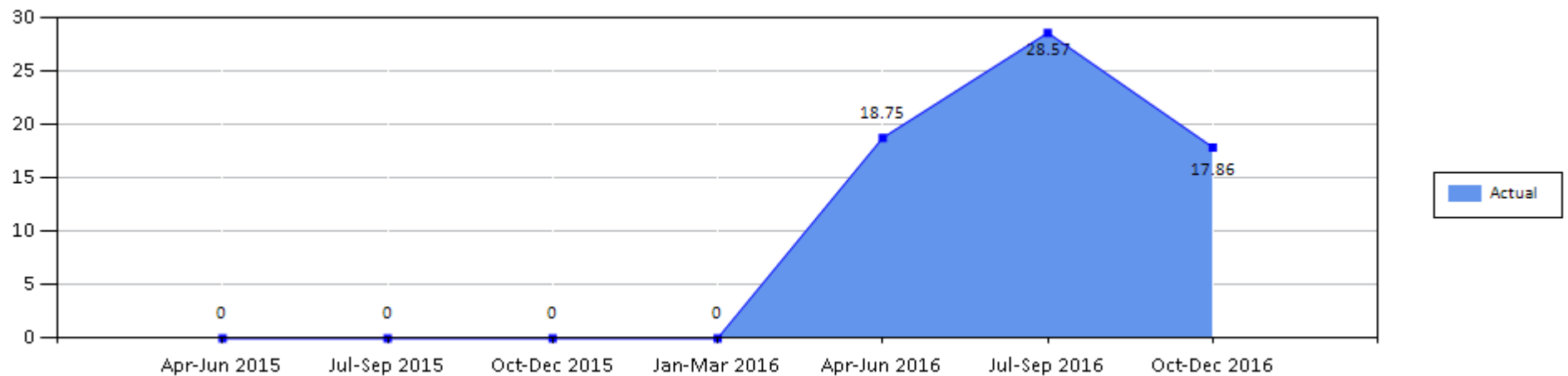
Action Code	Action Name
1.3.2.20	How effective and efficient are our response arrangements in Wiltshire for dealing with the range of incidents and medical emergencies we attend?
<p>Progress comment:</p> <p>As part of our IRMP, the Wiltshire Area is supporting the review of our current arrangements with the SWASFT around co-responding and to explore the potential for increased collaboration between ourselves and the Ambulance Service in both an emergency and non-emergency capacity.</p> <p>This review is in tandem with the appliance review to ensure that the response arrangements are effective and efficient.</p> <p>The response times continue to be monitored on a very regular basis and the standard is an overall organisational one. These standards are based on three elements – the time it takes to process the initial call and to mobilise the crew, the time for the crews to respond, or in the case of on-call fighters to get to the station and finally the travel times to the incident itself. In a predominately rural area, response times are always challenging. Nevertheless, we have a responsibility to our communities to get to an incident as fast as we can. We are looking to introduce additional indicators to demonstrate the outcomes achieved during any incident which will provide a better explanation as to how we are performing in Wiltshire.</p> <p>For this reason, the key performance indicators supporting this key line of enquiry also include information on the number of people rescued as a result of our intervention.</p>	

Key Performance Indicators

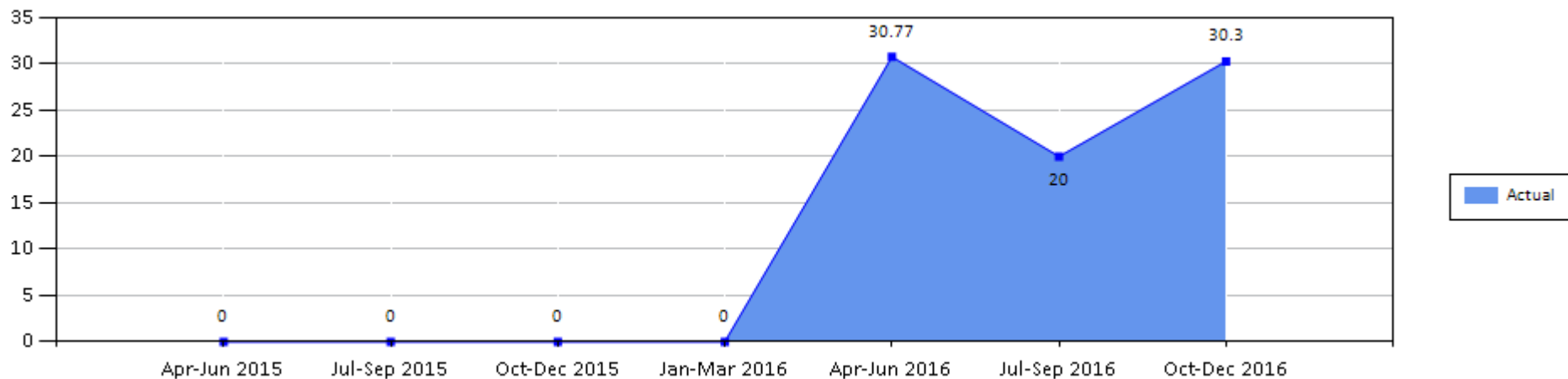
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2016	32.81%



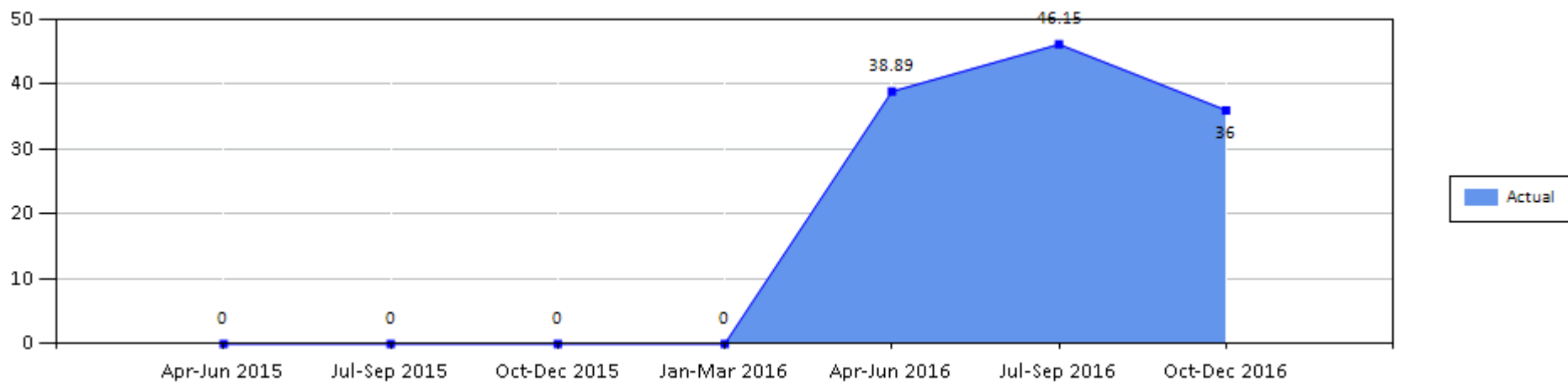
RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Wiltshire	Quarter	Oct-Dec 2016	17.86%
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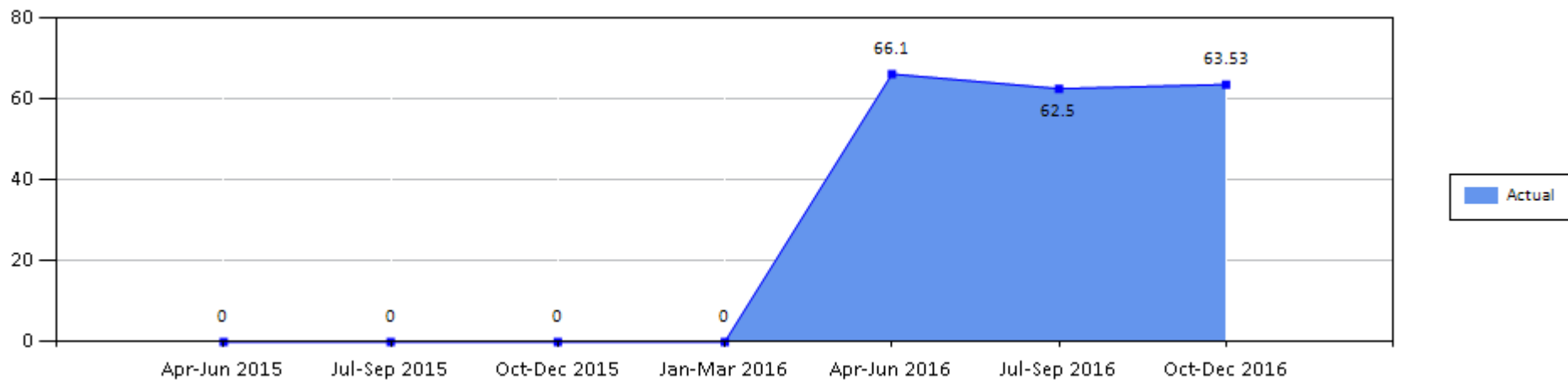
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2016	30.3%
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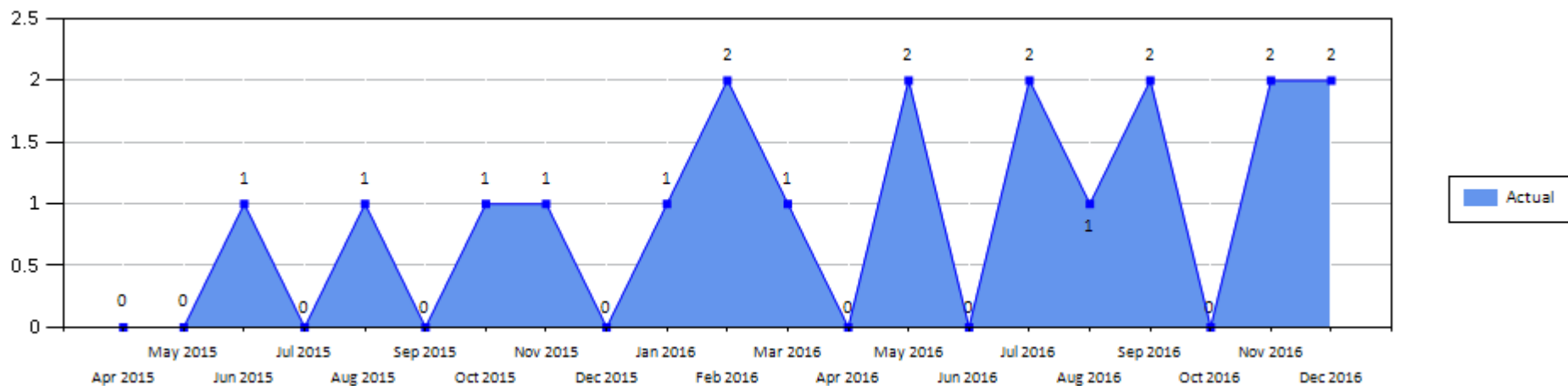
RES04-Percentage of incidents to other properties where the second appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2016	36%
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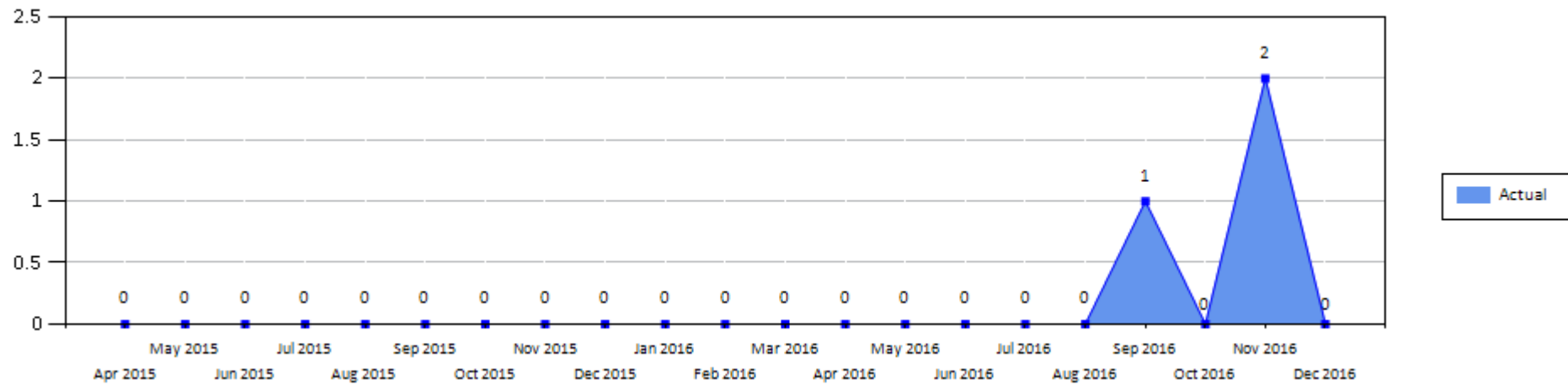
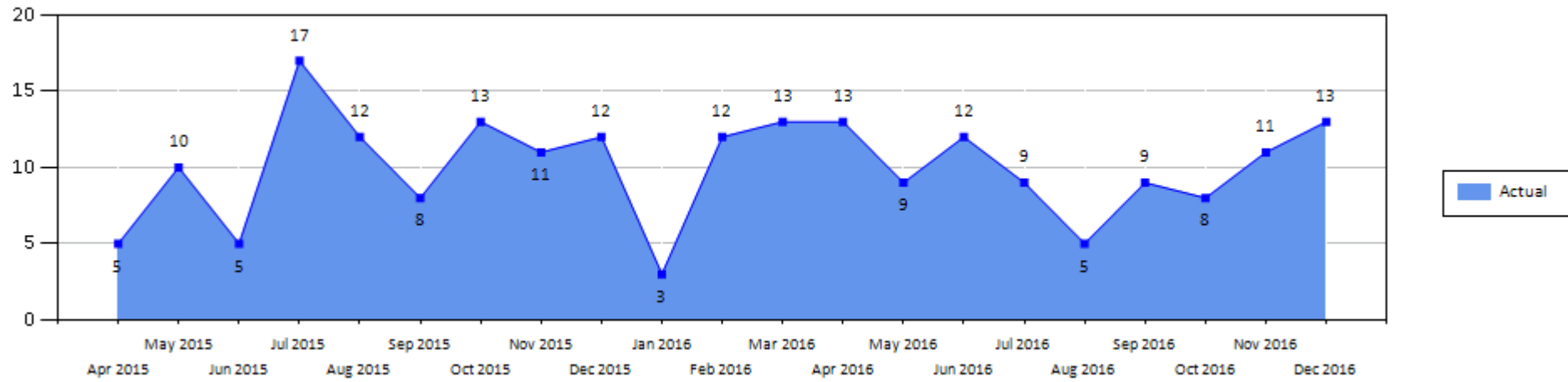


RES05-Percentage of road traffic collisions where the first appliance met the response standard-Wiltshire Area	Quarter	Oct-Dec 2016	63.53%
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RES11-Number of people rescued at fire related incidents-Wiltshire Area	Month	Dec 2016	2
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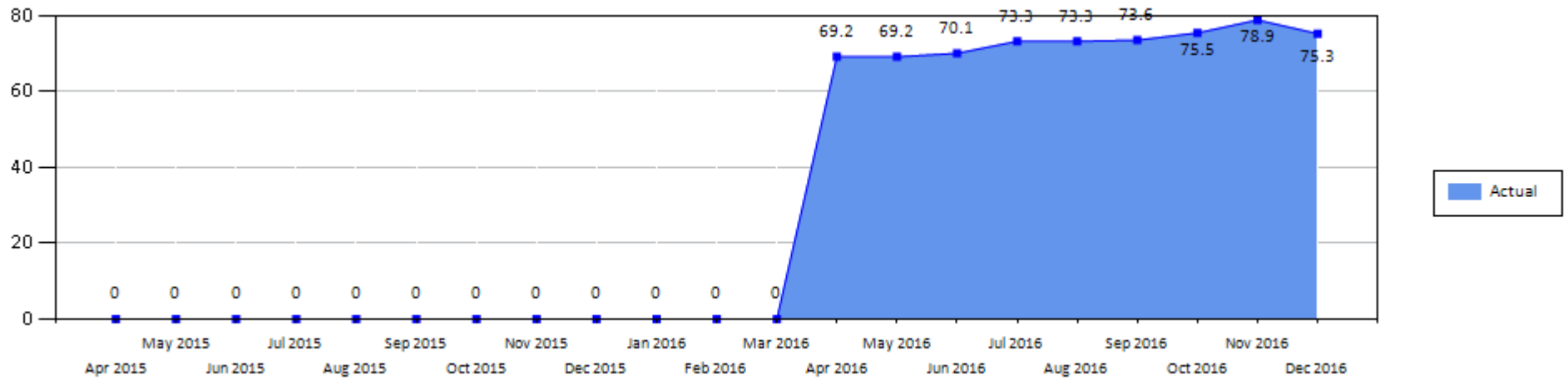
KLOE 11: How are our operational staff safe and maintain the required levels of competence to attend the range of incidents they attend?

Actions

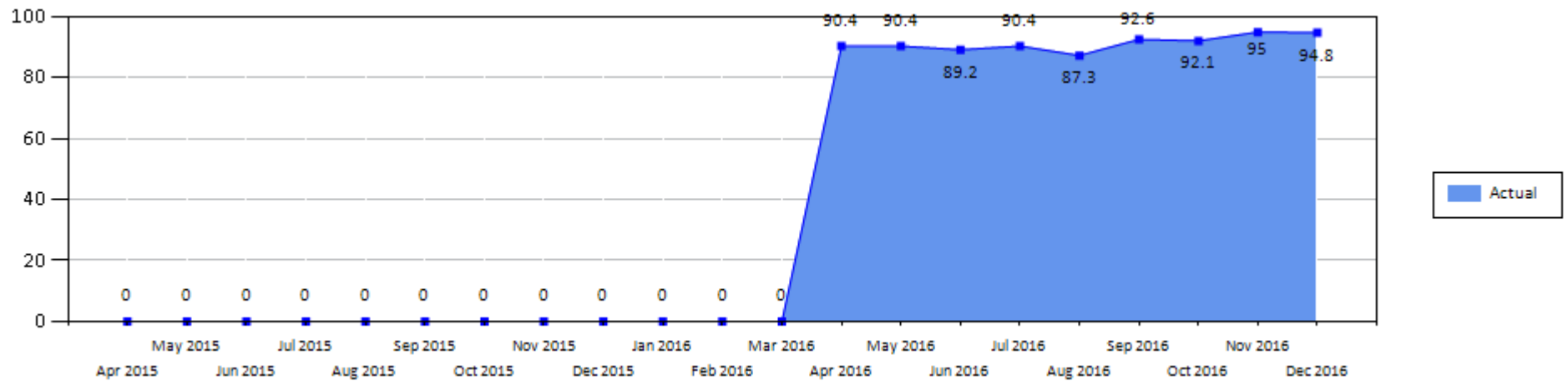
Action Code	Action Name
1.3.3.32	How are our operational staff safe and how do they maintain the required levels of competence needed for the range of incidents they attend in Wiltshire?
<p>Progress comment:</p> <p>Extensive work is currently being undertaken to ensure that all operational personnel are afforded the opportunity to maintain an appropriate level of competence that is necessary for them to undertake their role efficiently, effectively and safely.</p> <p>Areas of key operational competence continue to be identified and training regimes altered to meet these requirements. Closer liaison between the Area Management Team and the training department is ensuring improved planning of operational course delivery to staff. These combined with clear management direction have resulted in a continuing improvement and I am pleased to report that competence levels for wholetime staff in December was 94.8%.</p> <p>Maintaining competence is always challenging, especially where we have such a high number of on-call firefighters who have limited training time. Nevertheless, competence levels for on-call staff continues to show a slow upward trend and competence is reviewed by the Area Management Team on a very regular basis.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Wiltshire Area RDS	Month	Dec 2016	75.3%



KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Wiltshire Area WDS	Month	Dec 2016	94.8%

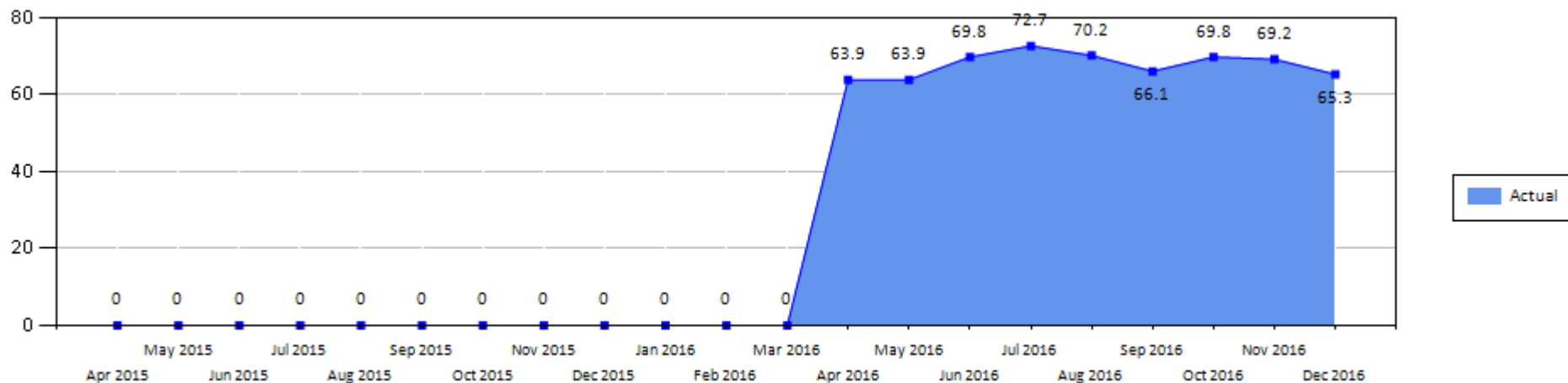


Percentage competent in the BA modules of the Operational Licence - Wiltshire Area RDS

Month

Dec 2016

65.3%

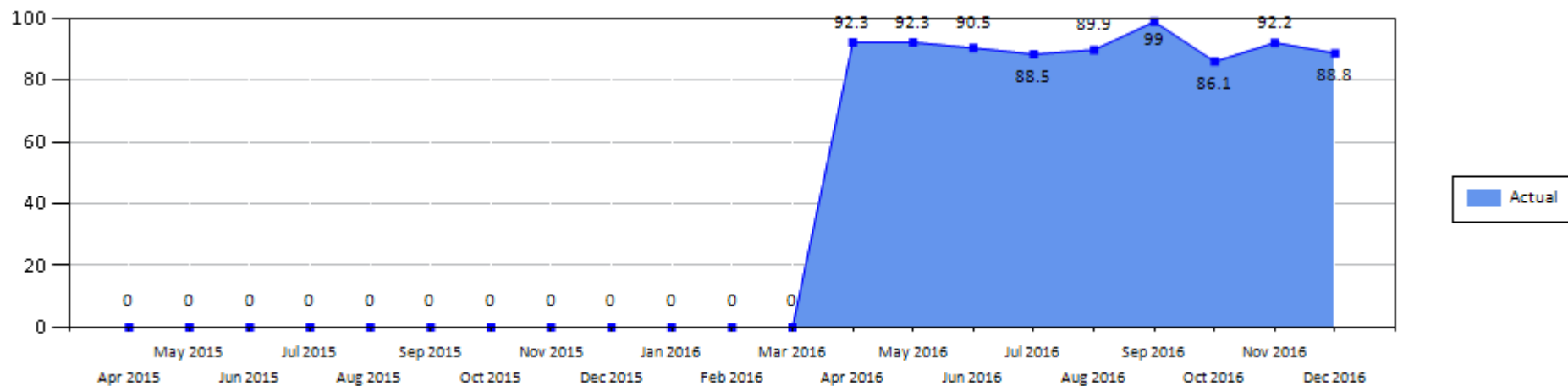


Percentage competent in the BA modules of the Operational Licence - Wiltshire Area WDS

Month

Dec 2016

88.8%

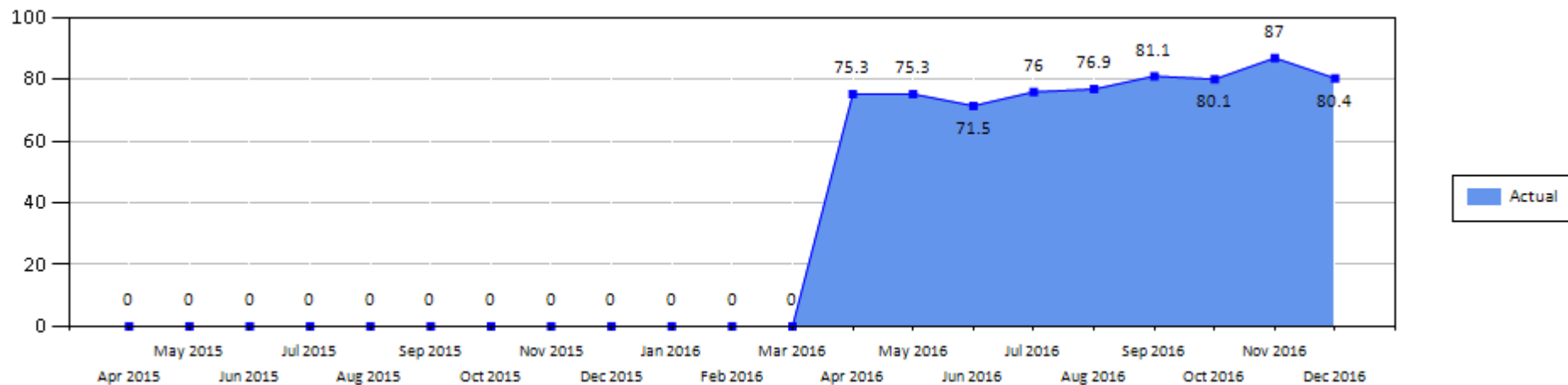


Percentage competent in the RTC modules of the Operational Licence - Wiltshire Area RDS

Month

Dec 2016

80.4%

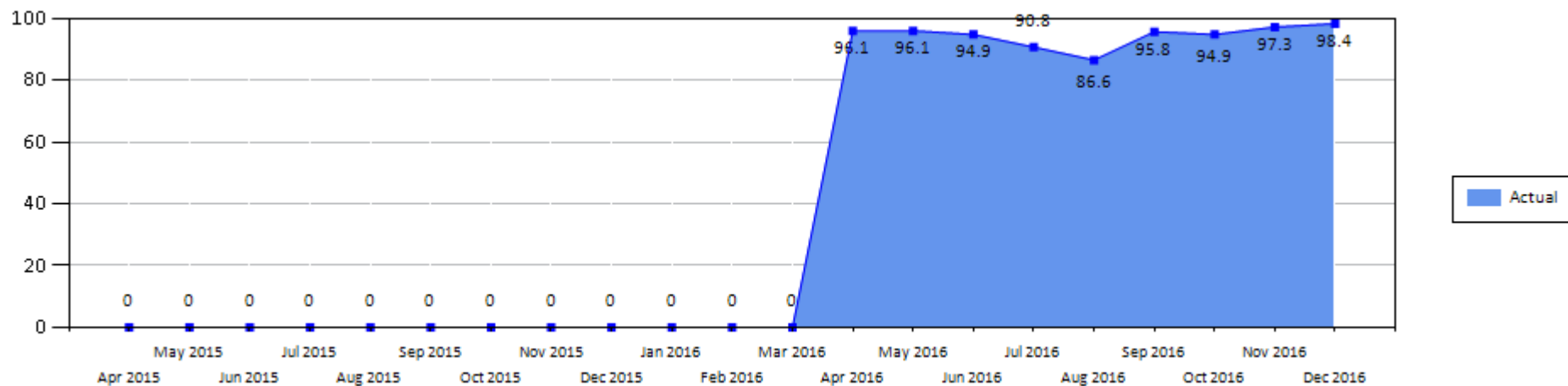


Percentage competent in the RTC modules of the Operational Licence - Wiltshire Area WDS

Month

Dec 2016

98.4%



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

Actions

Action Code	Action Name
1.3.4.10	How do we learn from operational and community risks in Wiltshire, to improve the response services we provide?
<p>Progress comment:</p> <p>All personnel are required to participate in incident debriefs following attendance at significant incidents. Command debriefs are organised by the AMT for larger incidents and any operational learning is fed back into Service support. Managers are automatically mobilised to significant incidents to carry out operational quality audits. This learning is utilised to inform future training through directed training, future procedural and equipment changes.</p> <p>Incident audits and debriefs continue to be a key driver for change in operational response, for example a business case is being developed to secure additional equipment for trench and confined space rescue.. Community risks and data returns continue to be monitored to ensure that response plans match the risk.</p>	