



DORSET & WILTSHIRE
FIRE AND RESCUE

Community Safety Plan

2017-2021



PASSIONATE ABOUT
CHANGING & SAVING LIVES

We are passionate about changing and saving lives

As your fire and rescue service we are always looking to improve what we do and how we do it. We have a really great workforce that work tirelessly to help make Dorset and Wiltshire a healthier and safer place to visit and work. We continue to save lives through our response to fires and other emergencies. However, there is no doubt that we save many more lives through our prevention and education work. The easiest fires to deal with are those that never start. We know that many people who are vulnerable to the risk of having a fire in the home are also the same people that partner organisations such as the NHS,

local authorities and the police are trying to help. As a result, we now undertake Safe and Well Checks that not only provide education and equipment to reduce the risk of a fire starting, but also look at how we can help to reduce other hazards such as potential slips, trips and falls in the homes of older and more vulnerable people. By working together with other agencies in a more joined up way, we can help people to lead safer, healthier and more independent lives. By doing this we can also reduce the demand for these services. This saves us all money and makes the best use of our valuable public sector resources.

This document gives you an overview of our Service and our plans. There's a lot more information and we would be pleased to hear from you if you would like to know more. See the section Contacting Us at the back of this document or find out more at: www.dwfire.org.uk

WHO WE ARE

Following our recent combination in April 2016 we became one of the largest fire and rescue services in England. It's our responsibility to help improve the safety, health and welfare of over 1.45 million people living in the areas of Bournemouth, Dorset, Poole, Swindon and Wiltshire - an area covering some 2,500 square miles. We have:

- 50 fire stations.
- 73 fire engines and a number of specialist vehicles.
- Supported by firefighters, control staff, non-station based staff and corporate staff including a large number of enthusiastic volunteers.

HOW WE WORK

When you think of fire and rescue, you probably think of our emergency response service. However, this is only one part of what we do. To help us focus our thinking and resources, we have a number of key priorities geared to improving the safety and quality of life for everyone who lives in or visits the beautiful counties of Dorset and Wiltshire.

OUR KEY PRIORITIES



Making safer and healthier choices.

This is about educating people to the dangers around them and preventing risky behaviour.



Protecting you and the environment from harm.

This is our legal obligation to keep buildings and businesses safe for people to use.



Being there when you need us.

Our emergency service responds quickly to people who are in danger or distress.



Making every penny count.

It's important we spend our budget wisely, and maximise what we do with it.



Supporting and developing our people.

Making sure our staff are at the centre of everything we do; are well-led and have the right knowledge and skills, is crucial to the success of our Service.

OUR VALUES

It's important that we maintain our integrity and remain a trusted employer and partner. To do this we have a core set of values that drive our behaviour. These are:



Responsibility



Equality



Support



Professionalism



Excellence



Communication



Transformation



MAKING SAFER AND HEALTHIER CHOICES



SAFETY BEGINS AT HOME

We perform thousands of free 'Safe and Well Checks' a year, fitting free smoke alarms and making people aware of potential risks. This has all helped in the dramatic drop in the number of deaths and injuries from accidental fires and hazards in the home. By working with our partners, we will continue to improve the wellbeing of vulnerable people in their homes by helping them with additional needs. This helps them to carry on living independently by reducing the potential for slips, trips and falls in the homes of vulnerable people.

SAFER ROADS

We work closely with others such as the police and local councils to improve the safety of our roads and reduce the number of road traffic incidents. In Dorset and Wiltshire, over a quarter of all casualties are between 17 and 24 years old. Working with our partners and charities such as SafeWise, our focus is helping to educate new and inexperienced drivers about the dangers of speeding.



IMPROVING YOUNG LIVES

Through our work with younger people we've been able to help reduce anti-social behaviour. We work closely with local councils, schools, health and the police – sharing information lawfully and securely to identify opportunities where we can make a real difference. We also encourage young people into training, education and employment. We do this through the many initiatives we run for children and young people and by actively working with our partners and supporting the SafeWise charity.

OUR PLANS FOR THE FUTURE

We are expanding our services so we can reach more people and improve their lives through education and support. This will involve working with others so we can take a more co-ordinated approach

to working with families, children and young adults. We are expanding our network of safety centres, spreading the word to more people about reducing risks and making safer choices.

THIS WILL RESULT IN:

- Fewer injuries and deaths from accidental fires and preventable fires in the home.
- Fewer road traffic collisions that result in injury and death.
- Less anti-social behaviour and arson, and more young people reaching their potential.
- More protection and support for vulnerable children and adults and those with disabilities, so they can live fulfilling, independent lives.
- Less hospital admissions for vulnerable people.



PROTECTING YOU AND THE ENVIRONMENT FROM HARM



ENFORCING THE LAWS THAT PROTECT YOU

Fire protection laws are there to keep you safe whenever you enter a public building or business. We're here to help the designated responsible persons to meet lawful standards and make sure their businesses are protected from fire. Where this fails, we also take the lead role in prosecuting those who refuse to maintain a safe environment that could put lives at risk. However, rather than resorting to legal threats, we'd rather work with businesses and organisations to help them solve their issues, and make their premises safe for everyone.

FROM THE GROUND UP

We're also involved in influencing the safety of buildings even before they are built. We work closely with architects, planners and owners, advising them how to maximise the safety of occupants, the public and our fire crews. This work includes encouraging the use of sprinklers. By working proactively like this, we can save lives, reduce the number of false alarms and also reduce the huge economic impact on a business when it's affected by fire.



PROTECTING THE PAST



We're one of the guardians of our local heritage and work hard to protect the valuable buildings of Dorset and Wiltshire. We have a unique understanding of historical buildings so we can help to minimise the damage should fire strike. We also protect our vibrant and beautiful natural history, protecting our wildlife areas from the threat of fire.

OUR PLANS FOR THE FUTURE

We will continue to work with owners, responsible persons and our partners to prevent unnecessary fires in buildings. We will collaborate in sharing information so that we can better understand potential risks so they can be effectively managed. This includes actively promoting the installation of sprinklers and the use of other technologies with local councils and housing trusts.

We've a great natural and built environment and we want to do even more to protect them by working with those who own or look after them. As flooding becomes more commonplace, we want to develop robust plans to help tackle the problem more effectively. We will work with the Environment Agency and RNLI to help local groups to take preventive action, reducing the damage and misery that flooding causes.

THIS WILL RESULT IN:

- Fewer preventable fires, deaths and accidents in homes, businesses, public buildings and historical buildings.
- Less damage to our areas of wildlife.
- More support and less disruption for communities and businesses in extreme weather, especially flooding.
- Fewer false alarms and unnecessary call outs.
- More coordinated approach with local authorities and other partners to identify and report possible threats to residents and communities.
- Improved data sharing with partners so that we can better understand the risks we all face and target our efforts.

999 BEING THERE WHEN YOU NEED US



EQUIPPED TO DEAL WITH FORESEEABLE EMERGENCIES

Responding to a 999 emergency is a highly sophisticated operation, often involving a number of key partners such as the police, ambulance service and local councils. Our response is designed to get the right equipment, to the right place as quickly as possible. It also requires highly trained firefighters with the latest, up-to-date risk information to be available when required to deal with a wide variety of incidents.

OUR PLANS FOR THE FUTURE

We are working closely with the police, ambulance service and neighbouring fire and rescue services for a more joined-up approach to managing incidents. We are also strengthening our approach to employing more firefighters to provide on-call emergency cover, which is particularly important in rural locations.

We are investing in new technology and more efficient ways of working that improve public safety and firefighter safety. Modernising and replacing our mobile communications system will have a huge impact on this. It's part of a nationally led project involving all emergency service providers.

TRAINED FOR MEDICAL EMERGENCIES

All of our firefighters are trained in casualty care. This is incredibly important when we are the first on scene at an emergency. We are also working with ambulance colleagues to see where we can safely help to take the pressure off paramedics.



THIS WILL RESULT IN:

- The quickest mobilisation of the right resources to the right incidents at the right time.
- Fewer injuries and deaths from accidental fires and preventable fires.
- Fewer road traffic collisions that result in injury and death.
- Closer, more joined-up working with other emergency services.
- Fewer deaths and serious medical injuries.
- Safer firefighters and staff.

NEW TECHNOLOGY FOR A BETTER SERVICE



In our line of work, time is always against us. Technology plays a massive role in helping us to mobilise more quickly and join up with other organisations, especially neighbouring fire and rescue services. The other benefit is that it can help reduce costs, making our budget go even further.



MAKING EVERY PENNY COUNT

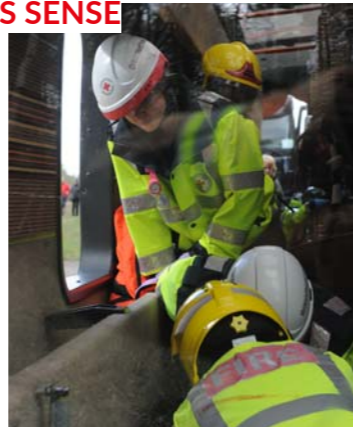


BEING WELL RUN

Following our combination in 2016, we are now one of the largest fire and rescue services in England with a budget of £53.7m. We place a great importance on continuing to be a well-trusted organisation. By having clear plans and being well organised we can ensure that every pound we need is wisely invested and spent. This also helps us deal with the reduction in our funding from Government.

MERGING MAKES SENSE

Since coming together as one organisation in April 2016 we are making considerable savings. As well as helping us cope with reductions to our Government grant, it has also helped us to protect front line services making us a stronger and more sustainable Service. Becoming more sustainable has also allowed us to continue to work effectively with other partners including local authorities, the police and the ambulance service.



MATCHING RESOURCES TO RISK

We aim to put every penny of our budget to the best use possible. Since our grant has been reduced we have had to work even harder, thinking of innovative ways to provide the same high level of service but with less money - all the time trying to protect frontline services. We are constantly looking at how risks are changing and matching this with the right level of resources, ensuring that we have the very best technology at hand. This is part of our approach to reducing community and firefighter risks by having an integrated approach to preventing, protecting and responding to the risks they face. More information about this and our responsibilities under the Government's National Framework for Fire and Rescue Service can be found on our website or by contacting us.

OUR PLANS FOR THE FUTURE

We will constantly review all aspects of our service to identify ways we can improve efficiency and make our money go even further. We will continue our programme of work to ensure that we have the right people with the right skills and equipment to deliver the best and most cost effective services to you. We are now a larger Service covering nearly 2,500 square miles, so we have plans in place to reduce non-essential travel for our staff. With new technology, staff can

work more flexibly, either from the office or on the move. This will save time and money, reducing our carbon footprint and improving efficiency. Maximising and rationalising the space available in our buildings is another way we are reducing our costs. We already share facilities with the police, ambulance and councils, and will continue to realise new opportunities for sharing our buildings and generally working more closer.

THIS WILL RESULT IN:

- A stronger, more financially stable fire and rescue service putting as much money in the frontline as we can.
- Making our budget work harder so we can withstand reduction from our central Government grant while ensuring that financial support goes where it's needed most.
- Maximising usage of buildings and minimising their running costs.
- Being more cost-effective by working more closely with other emergency services and local authorities.
- A reduced carbon footprint, fewer unnecessary journeys and more cost savings.



SUPPORTING AND DEVELOPING OUR PEOPLE



PEOPLE FIRST

Our staff are the most important part of our Service and we spend around 75% of our budget on them. We will continue to ensure that we invest in them so that they have the right skills to deliver the very best services to those that need our help. This means that we need to continue to support them in their development and wellbeing so that they can reach their potential and continue to do a great job.

DISPLAYING GREAT LEADERSHIP

It's crucial that we have well motivated staff that are well led and have a 'one team' approach. Being a newly formed organisation, we have invested in developing our values to foster a culture that helps achieve the very best of services. A key part of our approach is to involve our people in the development and delivery of our key priorities to ensure that they are engaged and valued.



PLANNING FOR THE FUTURE

As well as making sure that we develop and look after our existing staff, we need to attract and recruit talented and motivated people to meet emerging organisational needs and challenges. To help us achieve this, it is important that we not only have the right number of people but that we also further diversify our workforce. Whilst our workforce is more representative of our communities in some areas, the number of female frontline staff and people from under represented groups remains low and we need to do more to attract and recruit from these groups.

OUR PLANS FOR THE FUTURE

We will continue to strengthen our approach to workforce development and planning and ensure that every member of staff is clear about how they contribute to the delivery of our key priorities. We will continue to invest in our approach to developing and displaying good leadership throughout the Service and increase our

focus on growing talent. We will also strengthen our approach to further our understanding of the communities we serve and have a more diverse workforce that reflects them. A key element of our approach to workforce planning will also be to employ more apprentices.

THIS WILL RESULT IN:

- Higher levels of morale and pride in the Service.
- Higher levels of staff retention.
- More innovation and flexibility to meet current and future needs.
- Lower levels of absenteeism.

HOW WE WILL MAKE THIS HAPPEN

PUTTING THE PLAN INTO ACTION

We have passionate leaders across the Service who are responsible for directing and delivering our plans for the future. They work hard with teams and individuals in the Service and with partners to make sure we do the right things at the right time to make our communities safer and healthier.

We have a number of key targets to achieve over the next four years to help us measure the progress we make against our priorities. These are shown on the next page and contained in our detailed Service delivery plan. This is available on our website if you would like to know more.

Overseeing this plan are our elected Members from the five council areas that make up our fire and rescue service area. They are selected to sit on the Fire Authority and they are responsible for setting the budget and making sure that the Service meets its statutory responsibilities and delivers the outcomes associated with this Community Safety Plan. All of the Fire Authority meetings are public meetings.



Ben Ansell,
Chief Fire Officer



Cllr Spencer Flower,
Chairman

LIKE TO KNOW MORE OR WANT TO GET MORE INVOLVED?

This document gives you a high-level overview of our Service and our future plans. There's a lot of further information if you would like to know more about any part of our organisation or how we are doing.

If you would like to have your say in the running of our fire and rescue service, we have a number of committees that meet at our headquarters in Salisbury, as well as Local Performance and Scrutiny Committees held around the area. You're welcome to attend these and hear about how we're addressing local issues. They're run by our elected Members who'd be happy to explain what we're doing and listen to any feedback or ideas you have. This is your fire and rescue service, so please feel free to get involved or find out more.

CORPORATE TARGETS FOR 2017/18

We have set ourselves a number of targets to achieve:

Monitored by our Finance, Governance and Audit Committee

- 1 We will increase the diversity of our operational workforce, by ensuring that 20% of recruitment is from under-represented groups.
- 2 To have a sickness absence no higher than the average reported for other comparable fire & rescue services in England.
- 3 To reduce the number of working days lost to work related injuries and ill health by 5% each year.
- 4 By 31 March 2019, to have achieved accreditation against BS OHSAS 18001 Occupational Health and Safety Management.

Monitored by our Local Performance & Scrutiny Committees

- 5 Achieve a 5% reduction in accidental dwelling fires (over the average achieved during the last five years – 2011-2016).
- 6 Achieve a 5% reduction in deliberate fires (over the average achieved during the last five years – 2011-2016).
- 7 Working in partnership, we will help to reduce the number of deaths and serious injuries in road traffic collisions by 40% by 2020.
- 8 By 2020, we will annually audit 100% of known sleeping accommodation identified as high risk where the fire safety order applied.
- 9 By 2020, we will annually audit 100% of other non-domestic premises identified as high risk where the fire safety order applies.
- 10 On 75% of occasions, we will achieve our response standards based on a 10-minute response time including all call handling and travel time.
- 11 By 2020, we will ensure that 85% of Safe and Well Checks are undertaken on high risk individuals.
- 12 By 2020, we will achieve a positive outcome for 75% of young people completing an organised programme or scheme.



DORSET & WILTSHIRE FIRE AND RESCUE

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