

Appendix A – 2nd Quarters Performance Report

Wiltshire Local Performance & Scrutiny Committee

Dorset & Wiltshire Fire and Rescue Service

Wiltshire

01/07/2017 - 30/09/2017



DORSET & WILTSHIRE
FIRE AND RESCUE

Wiltshire

Priority 1 : Making safer and healthier choices

KLOE 1: How are we working with our partners to use a wider range of information to improve the well-being and independence of vulnerable people?

Actions

Action Code	Action Name
1.1.1.10	How are we working with our partners in Wiltshire to use a wider range of information to improve the well-being and independence of vulnerable people?
<p>Progress comment: Wiltshire Command is established as a key partner to improve the sharing of information and data to ensure that the most vulnerable people in our area receive early intervention and support.</p> <p>It has been identified that whilst Single View provides the initial platform additional work is required to enable effective targeting of resources</p> <p>The Police, Ambulance Service, Housing, Social Services, GPs, Fire, Probation with the support of Wiltshire Council are working closely to place prevention at the front of service delivery.</p> <p>Wiltshire Area Command has a position on a board identifying persons that have significant interaction with all or some of the partners above in order to identify the root causes of behaviour and societal difficulties and thereby develop a plan to help individuals, prevent escalation and improve well-being. This 'frequent caller' board has established terms of reference and a strategy to identify key individuals.</p> <p>An example of the way in which we cooperate with our partners is through our 'Men's Sheds' initiative'. Men's Sheds is a national initiative to provide a safe, friendly and inclusive venue in the local community to enable people to come together to share practical skills and learning. It supports men who may be isolated and lonely and evidence has shown that this type of initiative can substantially improve health outcomes for these men. We provide space for a Men's Shed at Royal Wootton Bassett Fire Station and links into Age Concern, The Men's Health Forum and the local Rotary Group.</p> <p>Men's Sheds can be found in Tidworth & Ludgershall, Westbury, Trowbridge, Melsham, Corsham, Calne and Chippenham. A site is in development in association with Wiltshire Council.</p>	

KLOE 2: Are we delivering education programmes which support families, children and young adults to achieve their potential and strengthen our communities?

Actions

Action Code	Action Name
1.1.2.9	Are we delivering education programmes in Wiltshire which support families, children and young adults to achieve their potential and strengthen our communities?
<p>Progress comment:</p> <p>“Universal Prevention education” refers to the children and young people receiving safety education via their educational setting such as pre-schools, primary and secondary schools and colleges as well as home educated children. The overall aspiration for Universal Prevention Education is that “Every child in DWFRS area has the opportunity to access fire safety education at least once in each key stage from foundation to Key Stage Five via their educational setting”.</p> <p>Our aims are:</p> <ul style="list-style-type: none"> • Prevent children and young people being harmed or killed in accidental fires. • Prevent children and young people becoming involved in, and to help divert children from, fire crime and anti-social behaviour or causing fires through ignorance or carelessness. • Educate and develop children in fire safety skills and responsible citizenship. Provide children and young people with the skills to enable them to maintain a safe and healthy lifestyle and to be able to make more positive life choices which will help them to lead safety lives. <p>Every school in Wiltshire has been assigned to an education Officer, who will also be responsible for the pre-schools and CYP groups in their area. Education Officers will target specific year groups in each school (Reception, year 2, year 5/6 and year 8) and offer a visit to every school for these children.</p> <p>Schools will be targeted based on their geographical location in line with risk analysis; an example would be communities outside of response times, areas with a deliberate fire setting occurrences or where there have been significant incidents. Bespoke prevention education will be made available for people with special needs, life limiting illnesses or young carers. Prevention Educational Talks to adults will be delivered on a risk analysis and delivered by both Education Officers and Safe and Well Advisers.</p> <p>At the moment there are four Education Officers covering schools within the Wiltshire Area. Each Education Officer has a list of schools, dependent upon the hours that the Education Officer works. During the second quarter there have been a combined total of 2335 educational inputs to children and young people.</p> <p>The Education Officers are developing a suite of new lesson plans and these will be available across the board from January 2018.</p> <p>A project is being undertaken to improve the way that the educational visits are captured and recorded, we are working with the CFRMIS team to ensure that all visits are captured.</p> <p>Engagement and planning with operational crews in the Wiltshire area allows joint opportunities to deliver education.</p> <p>Evaluation of our interventions is being undertaken via surveys and discussions with group leaders to highlight where behavioural change has occurred and education has led to positive impacts on children. By the next quarter we will be able to present the results to members.</p> <p>Looking forward the following work is programmed:-</p> <p>October 17th - National Burns Awareness Day. PowerPoint for self-delivery has been created and emailed to all primary schools for delivery by teachers.</p> <p>October 19th - Diwali festival. A worksheet has been emailed to all schools and will be on the website by use by teachers. This will help remind the children to be fire safe and what to do if clothes catch fire.</p> <p>October 31st - Halloween. A worksheet will be emailed to schools and placed on the website. Reminding children to be safe around naked flames especially when dressed up in Halloween costumes.</p> <p>November 5th - Bonfire Night. A PowerPoint for self-delivery by teachers has been created based on the National Follow Ben Campaign.</p> <p>December 25th - A self-delivery PowerPoint and supporting worksheets covering fire and road safety awareness during Christmas and winter.</p>	

KLOE 3: How are we delivering effective road safety education to reduce the risk of road traffic deaths and injuries?

Actions

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

Progress comment:

The modern fire & rescue service is called to far more road traffic collisions than house fires and many of these collisions result in injury or loss of life. Prevention work towards reducing the number of collisions and casualties is therefore a high priority.

The reduction in Road Traffic Collisions has many benefits: -

- Casualties - A reduction in casualties. Road traffic collisions Nationally caused 1,713 deaths and more than 180,000 injured casualties during 2013.
- Cost - Decreased financial burden of Road Traffic Collisions. The Department for Transport estimate that road traffic collisions cost the county around £16 billion per year.
- Safer roads increases use of more sustainable transport. Replacing car travel with more active sustainable transport can have significant improvements in physical activity rates
- Safer roads, increased use of sustainable transports leads to less pollution. Recent reports have estimated that 5,000 people die annually in the UK from pollution directly linked to motor vehicles
- Safer roads, increased use of sustainable transports, less pollution, reduced severance effect of busy roads on local communities.
- People living in more 'walkable' neighborhoods have more social interactions, higher levels of trust and social participation than those living on busy roads.
- Health inequalities. The harms associated with cars are disproportionately borne in disadvantaged communities. Deprived areas are more likely to be heavily congested with traffic, resulting in high levels of air pollution, noise, severance and crashes.

Target groups

1. Young People aged 16-24. Local Statistics for Dorset & Wiltshire show that this age makes up almost a third of casualties at 27%. Evidence from a range of studies suggests that young drivers may overrate their driving ability and see driving as a matter of 'natural talent' which can be judged by how confident a driver feels. This has important implications for understanding young drivers' attitudes in relation to road safety.
2. Reduction in number of Ministry of Defense personnel involved in Road Traffic Collisions across all services. Army personnel are 181% more likely to be involved in a road traffic collision than the general public.
3. Work related drivers. Work related casualties (commuting & work) make up 30% of all those in Dorset & Wiltshire Combined.
4. Drink/Drug Driving. Impaired by alcohol made accounted for 669 collisions across Wiltshire & Dorset.
5. Motorcycle Riders. According to the Department for Transport motorcyclists make up 1% of road traffic. In Dorset & Wiltshire they accounted for 15% of collisions and 13% of casualties.
6. Pedal Cyclists. Casualties made up 8% in Wiltshire.

To date this financial year in Wiltshire 5,325 people have been engaged with by the DWFRS road safety team in Wiltshire. This total figure includes Army, School, College and local businesses through a variety of events including Safe Drive, Crashed car displays and driving simulator events.

Over the last quarter Safe Drive Presentations have taken place in Salisbury (1175), Devizes (220) and Trowbridge (888). In total 24 schools, colleges and alternative education centres have attended all three venues. We are currently conducting a feedback survey with teachers and lecturers. The results of the survey will be compiled into a report and the SDSA steering group will make any necessary improvements.

Wiltshire Casualty Data is available up until the end of June (6 months of stats). Total Fatalities in 2017 are 4 in Wiltshire, Same period in 2016 was 13. Serious Casualties for June 2017 is 89, same period in 2016 it was 88.

Looking forward to the next quarter Wiltshire will receive another 10 Safe Drive Roadshows taking place in Chippenham, Marlborough, Lavington and Tidworth, with a total of 1979

students attending. During November our attention will turn to the Army to reach 8,000 of their personnel during the National Road Safety week. The Army have booked and funded the roadshow allowing us to reach 7,000 personnel. We will also be support the MOD College in Lyneham with two road safety events for another 1000 military personnel.

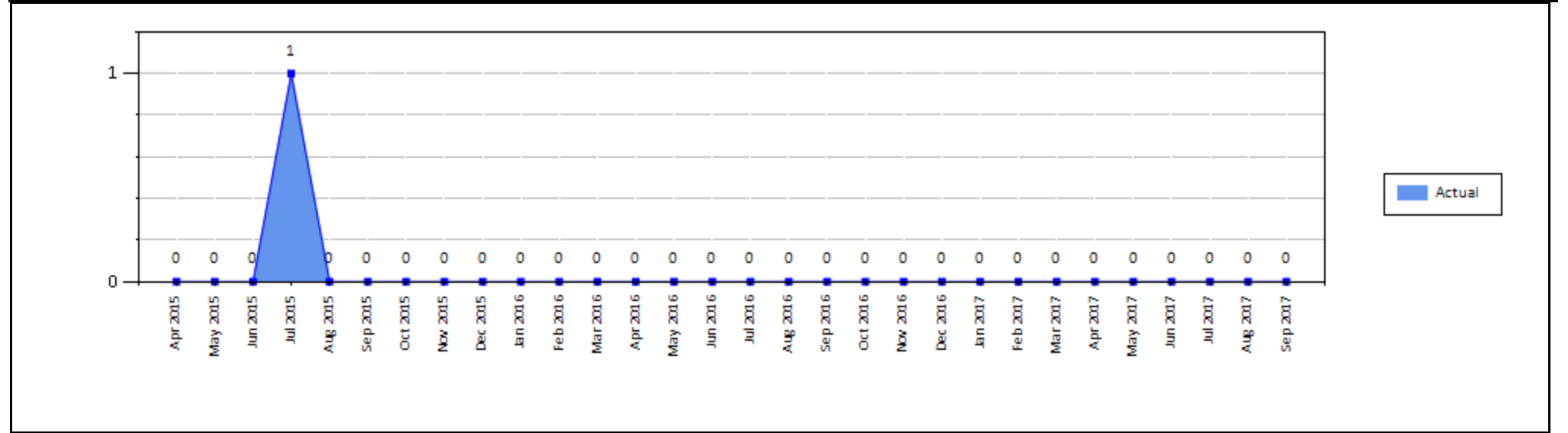
We will be supporting the Police Don't Drink & Drive Campaign during November with several roadshows. A crashed car & simulator will be located for 3 days in Chippenham, Trowbridge & Salisbury. Staff from Wiltshire Council, DWFRS & Wiltshire Police will engage in conversation with members of the public around the issue of drink driving.

For 2018, Wiltshire Council have committed £25,000 and both fire and police continue to provide staff resources to co-ordinate, administer and deliver the shows. It should be noted that the Safety Centre main sponsors are Arval & Honda - both original contacts and sponsors of SDSA. Diversification of funding is required to ensure continued funding streams. Several private companies have made a donation to the programme as part of their corporate social responsibility. Arval UK have provided £5,000, Scania £1,000 and Siemens made a donation of £12,000. This external funding is not necessarily designated for Wiltshire only but around 50% of the donations will go towards supporting the Wiltshire roadshows. The British Army will be providing £3500 to cover their shows.

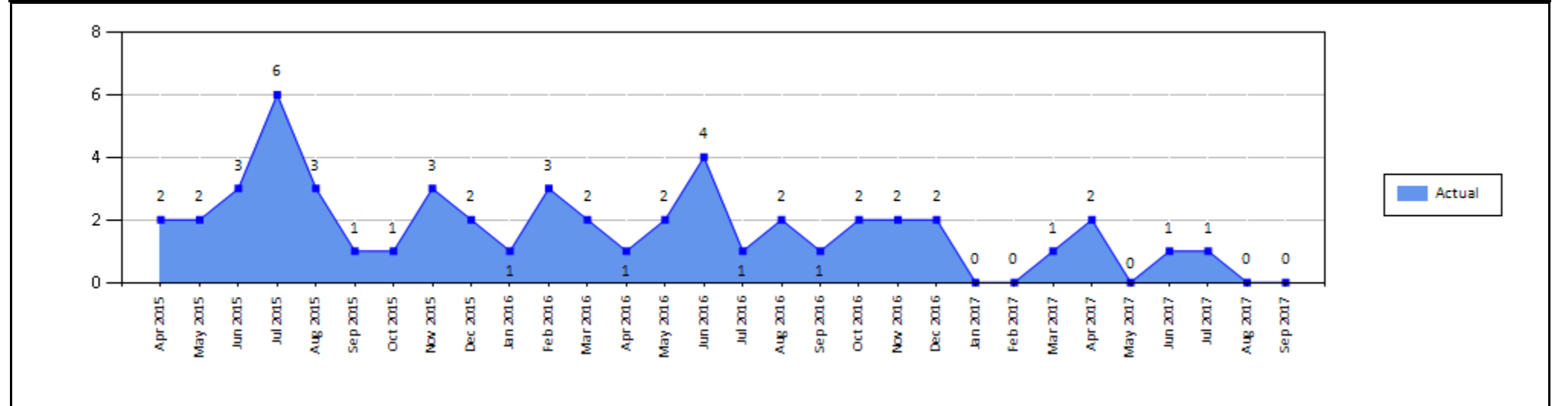
The road safety manager will shortly have discussions with Salisbury and Chippenham Councils for funding in 2018/19

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - M4	Month	Sep 2017	0



KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - Wiltshire	Month	Sep 2017	0

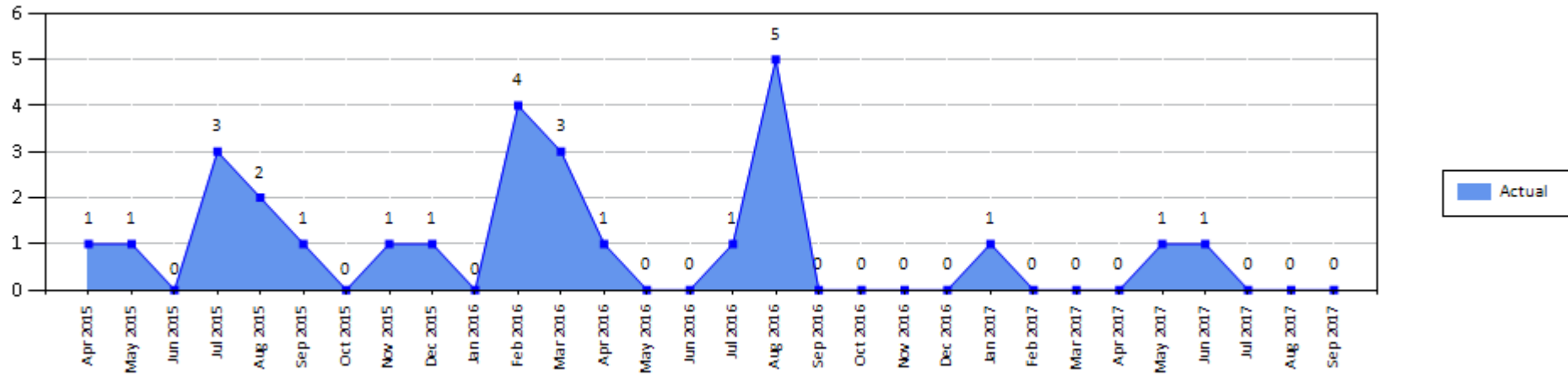


Number of people seriously injured in road traffic collisions - M4

Month

Sep 2017

0

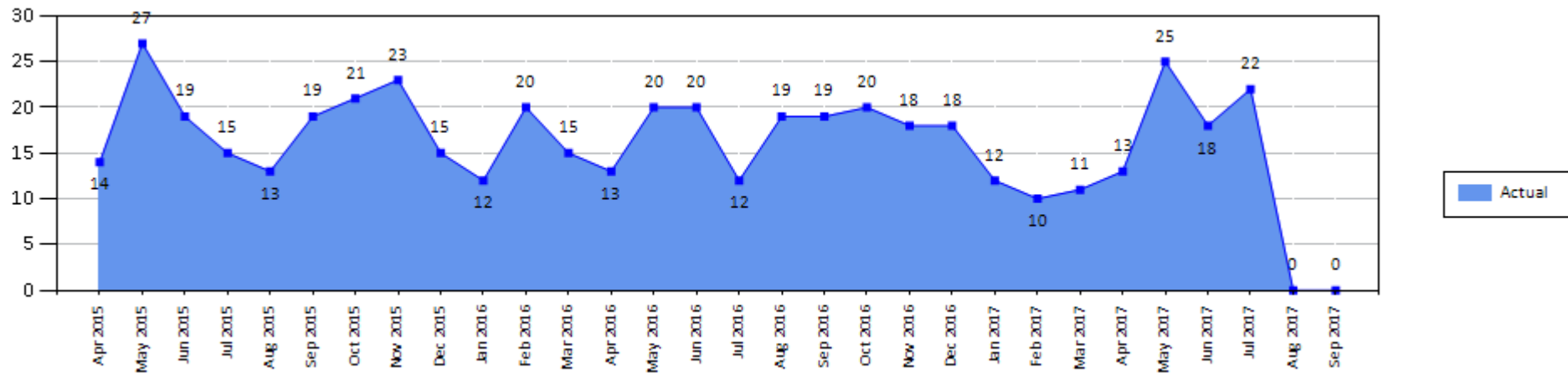


Number of people seriously injured in road traffic collisions - Wiltshire

Month

Sep 2017

0



KLOE 4 : How are vulnerable people receiving the level of support, advice and information they require to drive down their risk of fire?

Actions

Action Code	Action Name
1.1.4.10	How are we vulnerable people in Wiltshire receiving the level of support, advice and information they require to drive down their risk of fire?
<p>Progress comment: We are committed to making a real difference to the lives of people in Wiltshire. Our aim is to reduce the level of risk and harm to our communities from fire by targeting those most at risk. We do this work primarily through our Safe and Well visits.</p> <p>Safe and Well within Wiltshire has now been established for nearly 12 months and we are working with partners to try and build a steady stream of referrals for those individuals most at risk. Our teams visit households to fit smoke detectors and provide information to make them aware of potential risks in their home. The visit normally lasts 1 hour and covers areas such as:</p> <ul style="list-style-type: none"> • Electrical safety • Cooking safety • Making an escape plan • What to do in the event of a fire • Keeping children safe • Good practice, such as a night time routine <p>At the moment we are able to support individuals with their varying needs and are able to supply them with fire retardant bedding and a winter warmth pack. If appropriate we can spray a fire retardant spray around the beds, chairs etc., this ensures that if the individual is smoking in the property and has a history of not disposing of cigarettes etc. properly then they will have extra protection.</p> <p>Continue to work in partnership with Warm & Safe who are targeting Park Homes (mobile home sites) via a mail drop across Wiltshire to promote the Surviving Winter Grants and Safe & Well visits.</p> <p>Referrals are still being made to Hearing and Vision teams for specialised deaf alarm equipment to be installed.</p> <p>A review is currently underway to ensure that appropriate resources are available. These include a number of oil filled radiators that are available for loan. These can be given to people who have no heating and could be waiting for an engineer to fix their boiler.</p> <p>In the last quarter we have undertaken 647 Safe and Well visits, with 689 in quarter 1 and have therefore completed 1336 jobs this financial year in Wiltshire.</p> <p>Safe & Well Advisors are continuing to work closely with our partner organisations to support those most vulnerable in our communities by the use of SAIL. This allows us to identify occupiers' needs during a visit and signpost for other services. A number of Advisors have also attended Flu Clinics at GP surgeries, predominantly held on Saturdays in order to promote the Safe & Well, as there is an opportunity to reach some vulnerable members of our communities. One GP surgery resulted in over 20 referrals being received from those who had attended proving that it is a worthwhile experience. These will be continuing over the next two months. We will be looking for the assistance of Volunteers to take on a more active role in these sessions in the future and a plan will be put in place to deliver training ready for next time.</p> <p>An Advisor continues to work 2 days a week with Salisbury Medical Practice in order to access their data. Although the pilot has taken some time to access this information we now have over 140 patients from the practice who we are trying to organise Safe and Well visits with, they are all over 65 years of age and are smokers.</p>	

Our volunteers have attended carnivals in Mere and Tisbury Carnivals alongside local crews, 4 Safe Drive Stay Alive events in Salisbury and 2 in Devizes.

Looking forward our Safe and Well teams are working to ensure that we get to those most vulnerable first. Work is underway to ensure that we have processes in place to target those most vulnerable with the aid of social profiling tools and partner data. We are also drawing up formulas to risk assess individuals prior to visiting the property. We hope that within the next quarter we will have processes in place on our referral portal to be able to assess the level of vulnerability. Low risk residents will receive appropriate information to enable them to help manage their own risks, rather than automatically receive a visit.

If fire crews attend a property where they feel the person would benefit from any of our additional resources they can make a referral to their Advisor who will follow up the visit and arrange the for the delivery of relevant resources as well as ensuring a full Safe and Well visit.

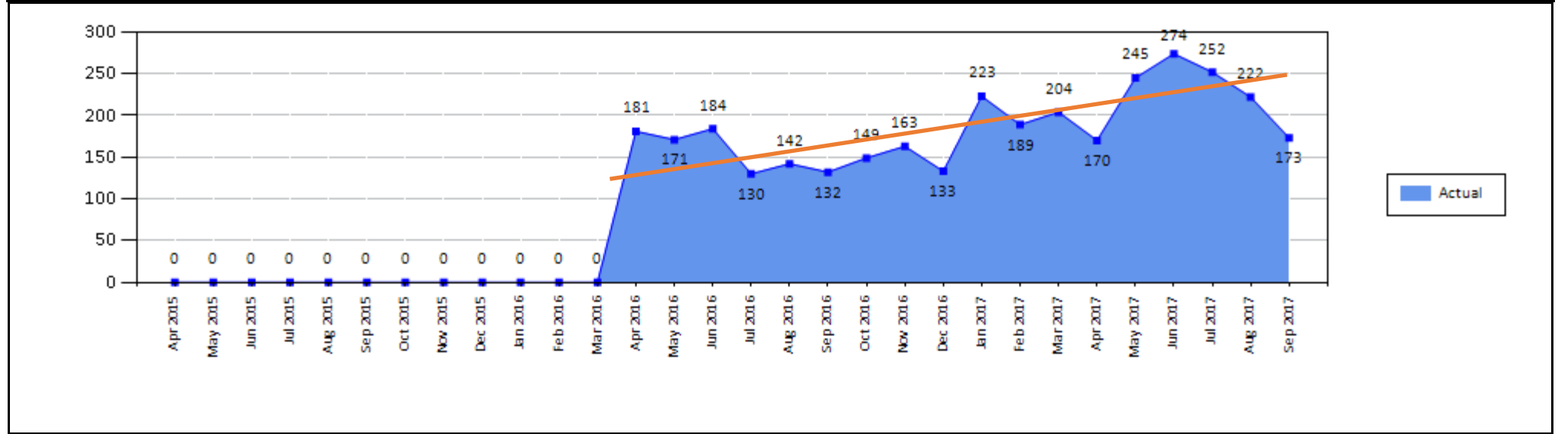
We are working with Wiltshire Council, along with a number of representatives from various agencies/organisations, to develop a Hoarding Protocol. The Head of Public Protection is the lead and following our inaugural meeting, the aim is to produce a framework to improve how we deal with and work together on hoarding issues to assist a multi-agency approach to cases of hoarding which will be approved by all partners. The second meeting is due at the end of October. Full training for Advisors on 'Hoarding Disorders' is being delivered on 1st November, with an external provider delivering this.

Wiltshire Local Performance & Scrutiny Committee have recently requested we explore what work can be done with homelessness, therefore, we will be working with the District Support Officers and Area Management teams to develop a process and issue guidance to all Advisors and crews.

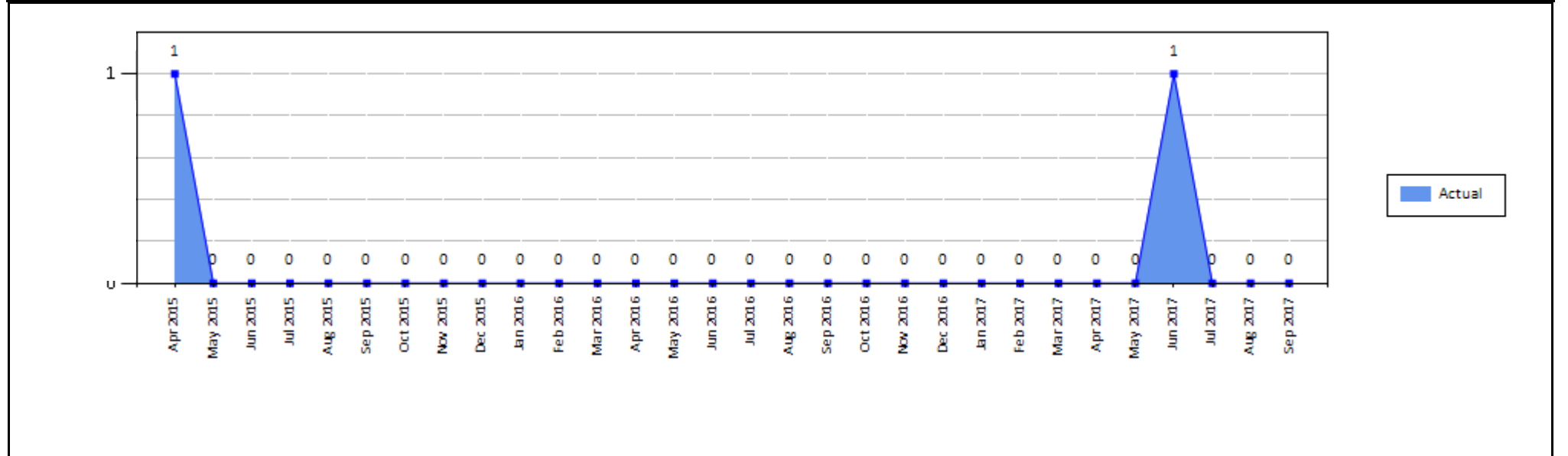
Meetings have taken place with the Bobbyvan to decide and agree a way forward for the processing of the installations being carried out by their Officers. We will be looking to ensure they capture the information we require whilst undertaking jobs on our behalf.

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Wiltshire	Month	Sep 2017	173



KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Wiltshire	Month	Sep 2017	0

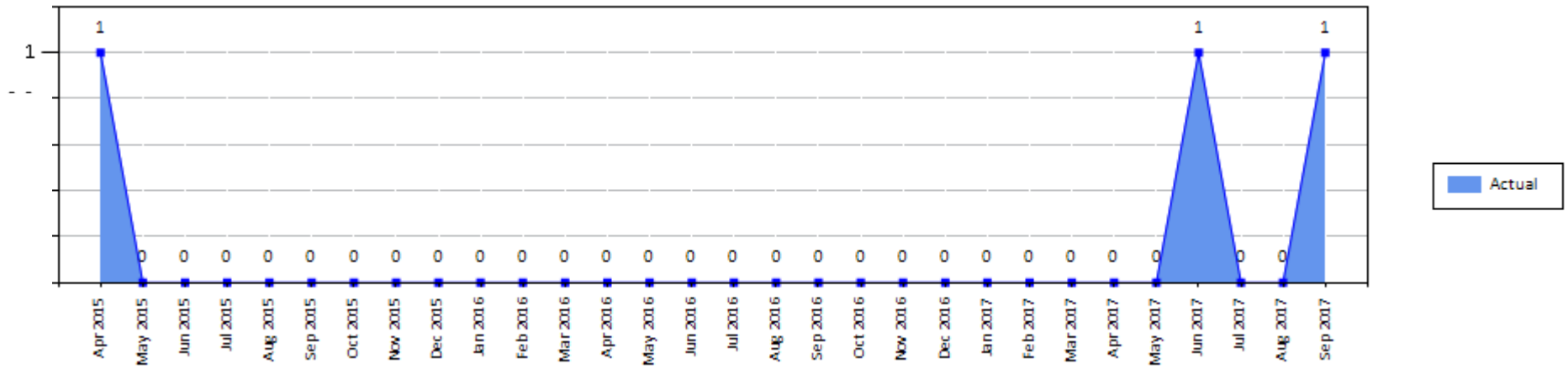


PRE01-Number of fire related deaths - Wiltshire

Month

Sep 2017

1

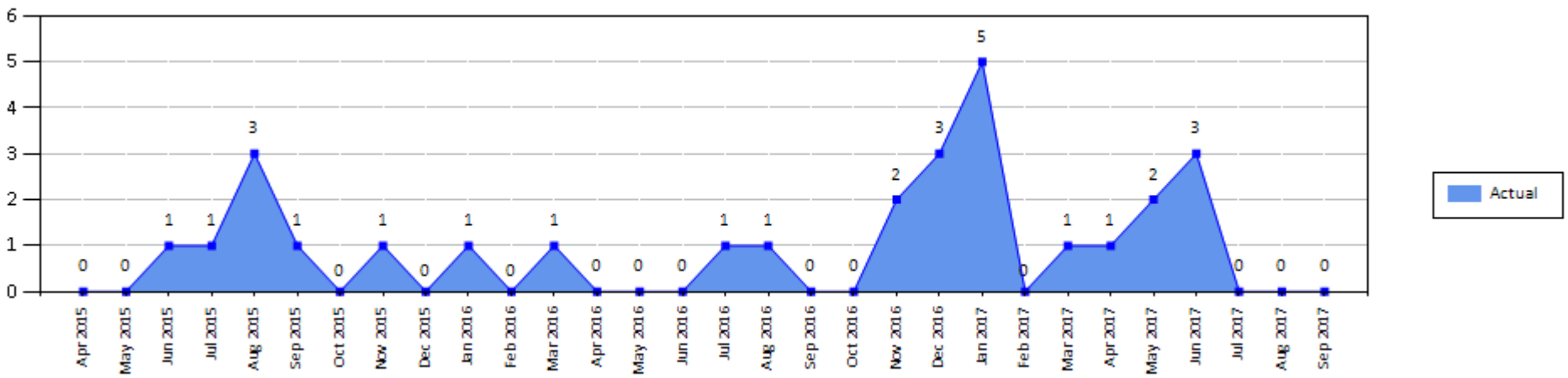


PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire

Month

Sep 2017

0

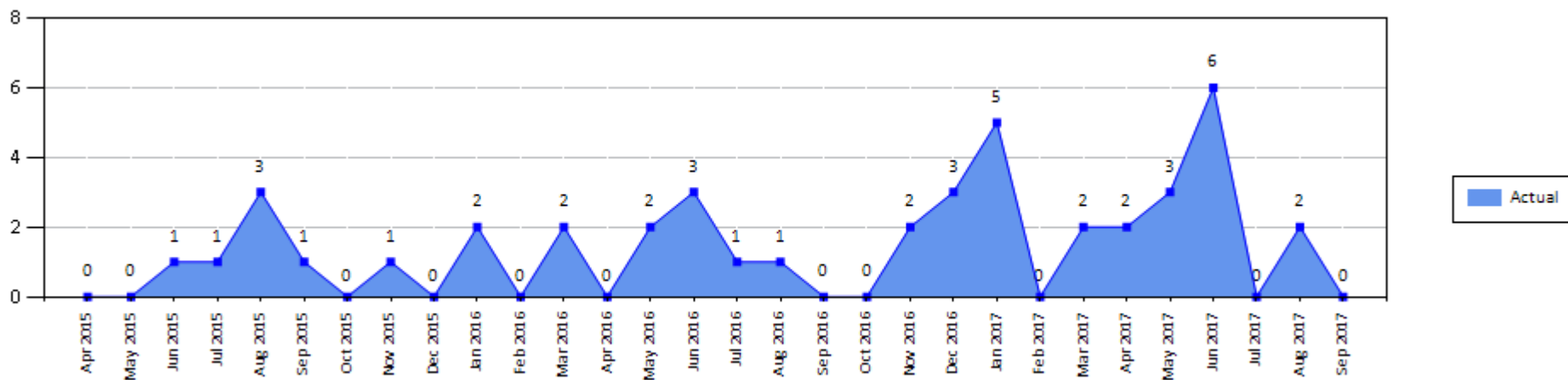


PRE02-Total number of fire related injuries - Wiltshire

Month

Sep 2017

0

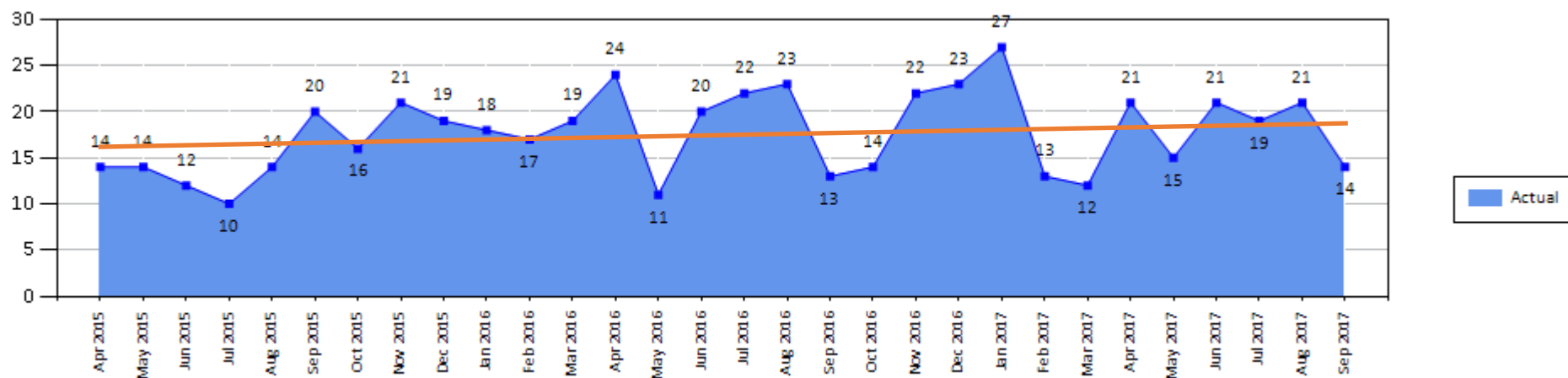


PRE03_Number of accidental dwelling fires - Wiltshire

Month

Sep 2017

14



Priority 2 : Protecting you and the environment from harm

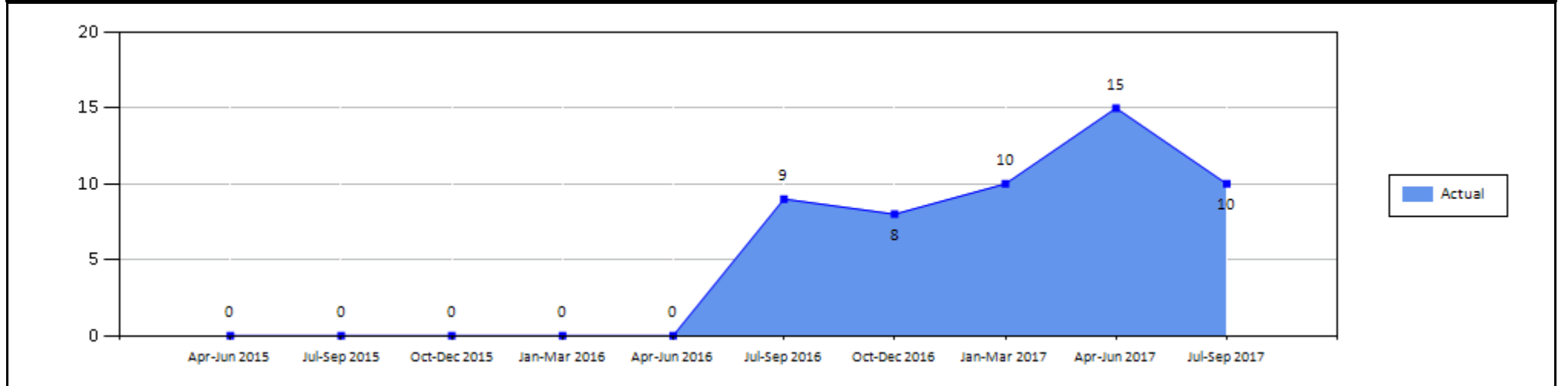
KLOE 5: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

Actions

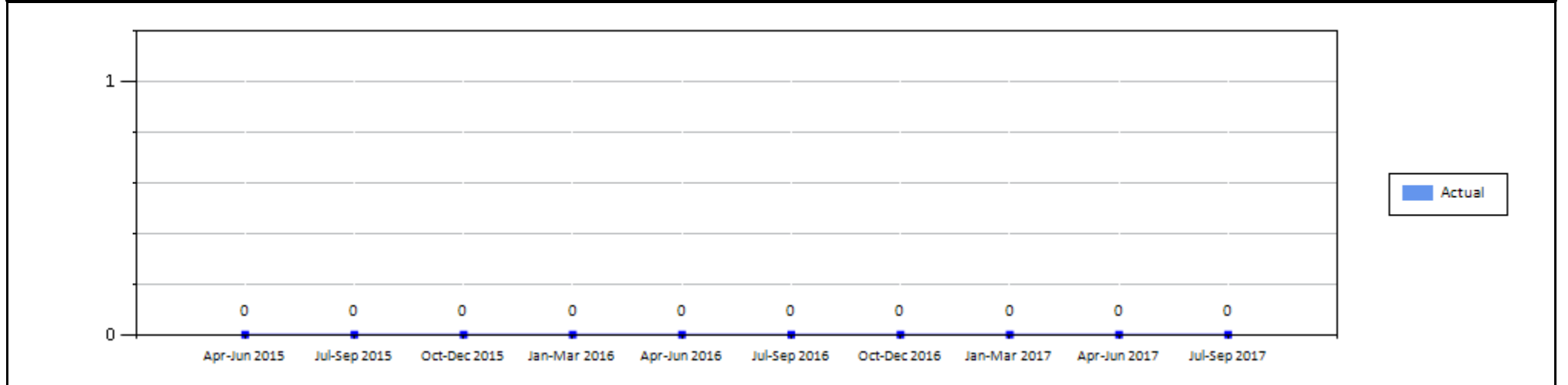
Action Code	Action Name
1.2.1.9	How are we effectively working with our partners in Wiltshire to safeguard the vulnerable people we come into contact with?
<p>Progress comment:</p> <p>Section 11 of the Children Act 2004 places duties on a range of organisations and individuals to ensure their functions, and any services they contract out to others, are discharged with regard to the need to safeguard and promote the welfare of children (Working Together, Chapter 2).</p> <p>We have completed a Section 11 Audit for Wiltshire Safeguarding Children’s Board (WSCB). The audit is so that organisations can take into account the need to safeguard and promote the welfare of children.</p> <p>The WSCB constructed a template by which to assess agencies in a more targeted way that took into account safeguarding responsibilities, including any individual statutory duties that apply to specific organisations.</p> <p>In the Audit we rated ourselves across a range of standards from Senior Management having commitment to the importance of safeguarding and promoting children’s welfare to having effective inter-agency working to safeguard and promote the welfare of children. Across the audit we rated as both meeting standards and standards being in place and embedded.</p> <p>Further to a self-assessment questionnaire completed for Wiltshire Safeguarding Adult Board (WSAB) last year we were asked to complete a follow up self-assessment to show how since the last audit we have taken forward improvements and developments. We had improved in nearly all areas apart from one which has now been sign posted to another department.</p> <p>The Safeguarding Coordinator visited South West Ambulance Head Quarters and met with the Named Professional. The Named Professional role within SWA is very similar to the Safeguarding Coordinator role. It was a very positive visit sharing best practice and training ideas. A professional relationship was formed so each can offer supervision on particularly difficult safeguarding cases.</p> <p>We continue to work with multi agencies: Receiving referrals from South West Ambulance (SWAST) and we make referrals to Children Services, GP’s and NHS Teams, Social Services, Police, (CMHT) Community Mental Health and Sight and Hearing Teams, Falls Clinics and more.</p> <p>We were involved in World Elder Abuse Day, working alongside professionals from the council’s safeguarding adults and trading standards teams, Carer Support Wiltshire and the Wiltshire Bobby Van Trust. The team were there to answer questions about how to protect yourself, those you care for and those who are most vulnerable, from financial abuse and scams.</p> <p>From previous liaisons with Devon and Somerset Fire and Rescue Media Department. We have now launched a Safeguarding poster that is to be displayed in all work areas but specifically at all stations. This is as a follow up to the safeguarding e-learning package that was launched at the end of July.</p> <p>To ensure the training is embedded into the organisation the Safeguarding Coordinator is meeting with Area Managers/ District Commander and District Support Officers to brief them on ensuring their staff have completed the e learning package and then following up with a discussion around the training and poster. The poster is both simple and eye catching. The hope is that the poster will keep safeguarding in staff’s mind.</p> <p>Area Manager Cuthbert continues to represent the service on the Wiltshire Safeguarding Adults Board.</p> <p>The Safeguarding Coordinator continues to work closely with Fire Safety, Safe and Well, Information Manager and the Community and Partnership Data Coordinator. Seeking advice on cases when required.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals - Wiltshire	Quarter	Jul-Sep 2017	10



Number of child safeguarding referrals - Wiltshire	Quarter	Jul-Sep 2017	0
--	---------	--------------	---



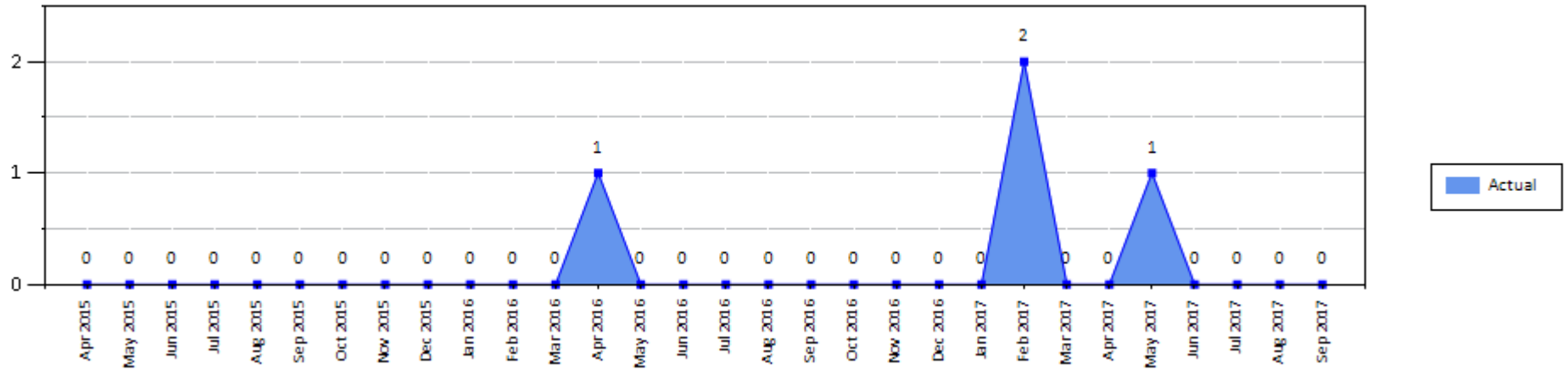
KLOE 6: How are we providing professional advice and support for local business so they can meet their legal fire safety obligations and add to the economic growth of our community?

Actions

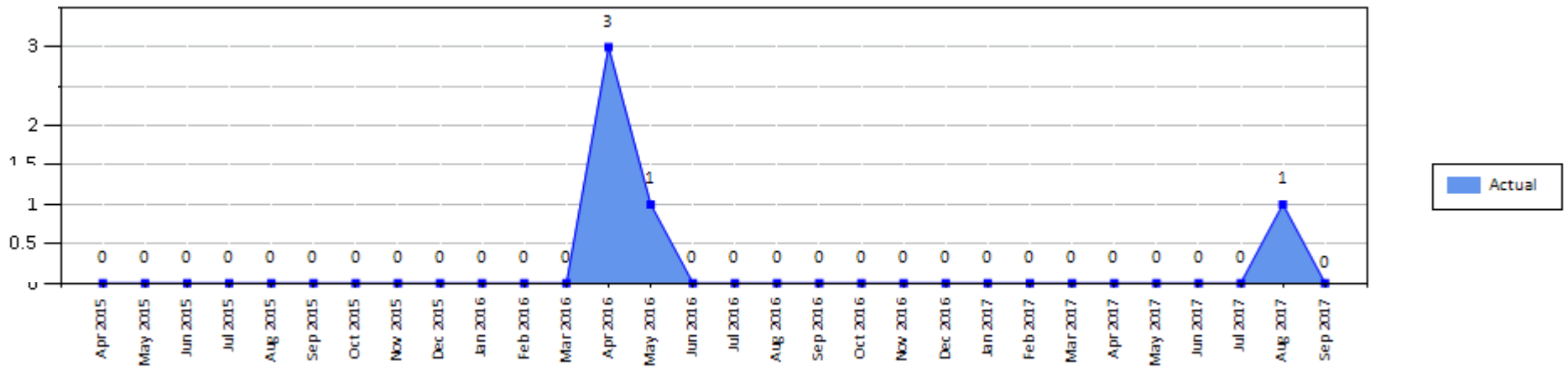
Action Code	Action Name
1.2.2.14	How are we providing professional advice and support for local business in Wiltshire so they can meet their legal fire safety obligations and add to the economic growth of our communities?
<p>Progress comment: Small businesses were visited in September as part of business fire safety week. Areas covered in Wiltshire were Bradford on Avon, Westbury, Amesbury, Wilton (60 premises). Concentrated on high street businesses and specifically means of escape, storage and sleeping risks above commercial premises with advice and guidance given at the time. Small number of premises audited as a result but no major risks identified. Research indicates that this type of premises has a lower level of compliance due to lack of awareness of responsibilities under the Regulatory Reform Fire Safety order and we will continue to target this type of premises.</p> <p>All Primary Authority partners were visited in September and advised on new arrangements for the scheme which were introduced on 1st October and they have successfully transferred to the new Register. We now have new working arrangements with the partners which are clear in how the partners will work together and agreed arrangements for cost recovery. This will give us more effective influence on Fire Safety management within these businesses and reduce the need for reactive enforcement activity.</p> <p>Selwood Housing and Magna Housing have agreed to Primary Authority partnership with DWFRS and further meetings will take place in October. Further enquiries are being followed up with Hall & Woodhouse and Shaw Trust. Prospective Primary Authority Partners from a top 100 list will be invited to consider partnerships with DWFRS following media release to advertise the scheme.</p> <p>Meetings with Salisbury Business Improvement District took place in September to agree ways of supporting the group and providing business fire safety to their members. We will provide input and training to employees to assist them in identifying and reporting fire safety issues and informing their members on services we can provide. This will give us better access to small businesses and raise the profile for fire safety compliance. Further meetings will take place with other business groups including chamber of commerce.</p> <p>We monitor unwanted fire signals and encourage worst performing businesses to improve through education and audit of management procedures. Unwanted Fire signals have been low to date but the last quarter figures have shown some repeated poor performance in a couple of cases. Support will be provided to District Commanders and audit/fire safety advice to businesses if required. A Policy review for unwanted fire signals is still in progress.</p> <p>Increased workload from 150 Building Regulation Consultations passed from Technical Fire Safety South as a result of them dealing with local High Rise risks post Grenfell. High Rise risk in Wiltshire Area assessed post Grenfell with buildings above 5 storeys contacted and subject to fire safety audit. Only one building identified with 6 storeys and no cladding involved.</p> <p>TFS inspectors attended Wiltshire Council Seminar on domestic sprinkler systems.</p> <p>Working in partnership with Aster Group to place portable misting systems with vulnerable people in the community as pilot project. Once the first misting system is tested in the community further units will be placed (6 at present). This will reduce the risk to vulnerable members of the community once identified. Particularly those who have mobility difficulties and represent a higher fire risk due to smoking.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Wiltshire	Month	Sep 2017	0



KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Wiltshire	Month	Sep 2017	0

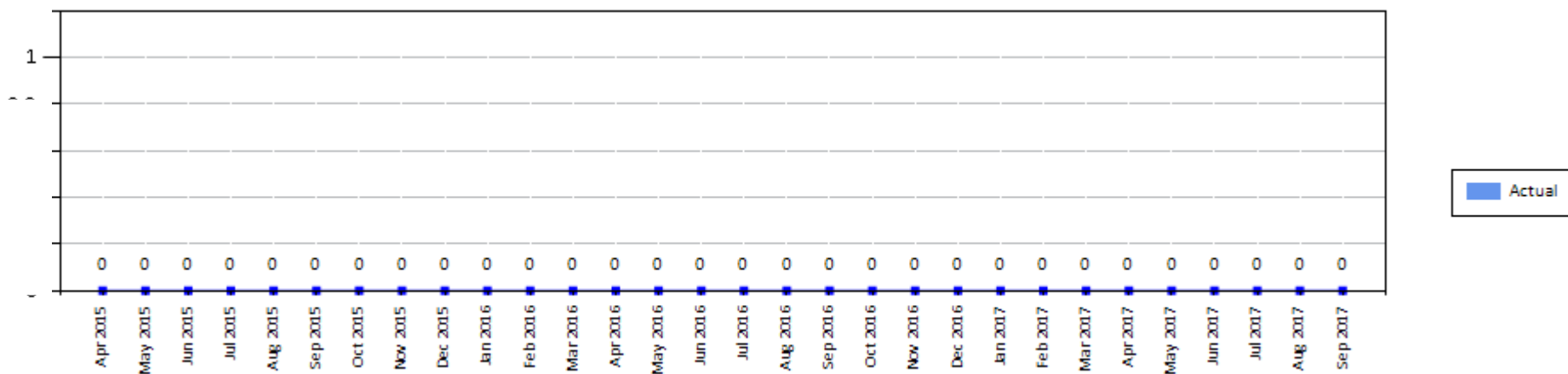


Number of prosecutions in Wiltshire

Month

Sep 2017

0

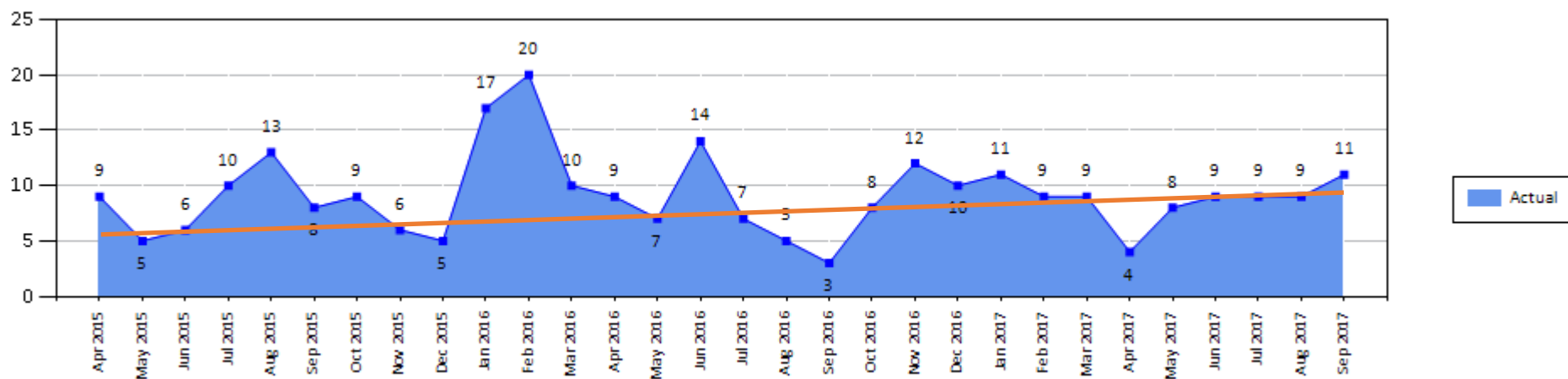


PRO01-Number of fires in Non-domestic properties-Wiltshire

Month

Sep 2017

11



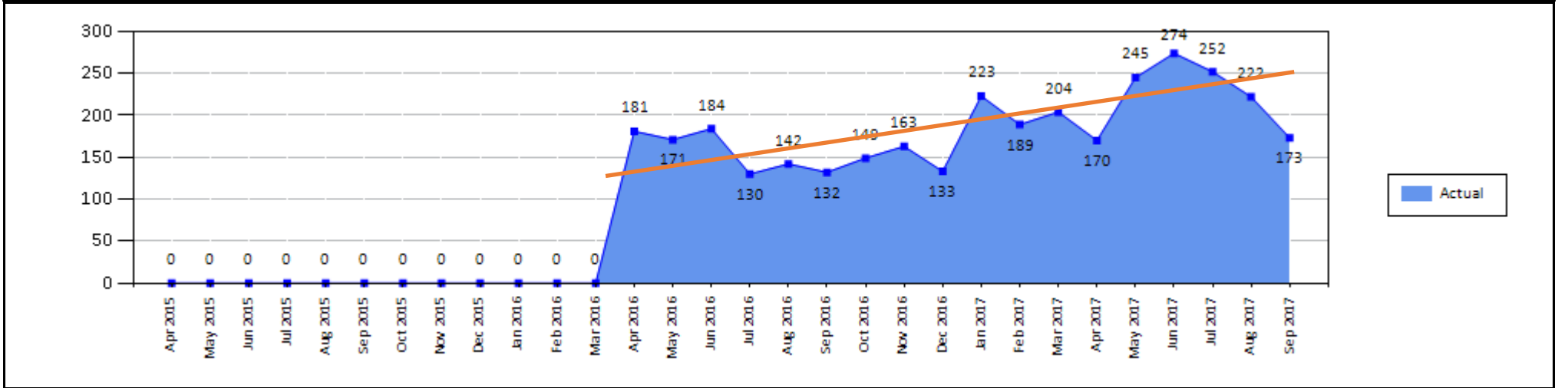
KLOE 7: How are we identifying and driving down risk risks to the community, unique heritage and environment?

Actions

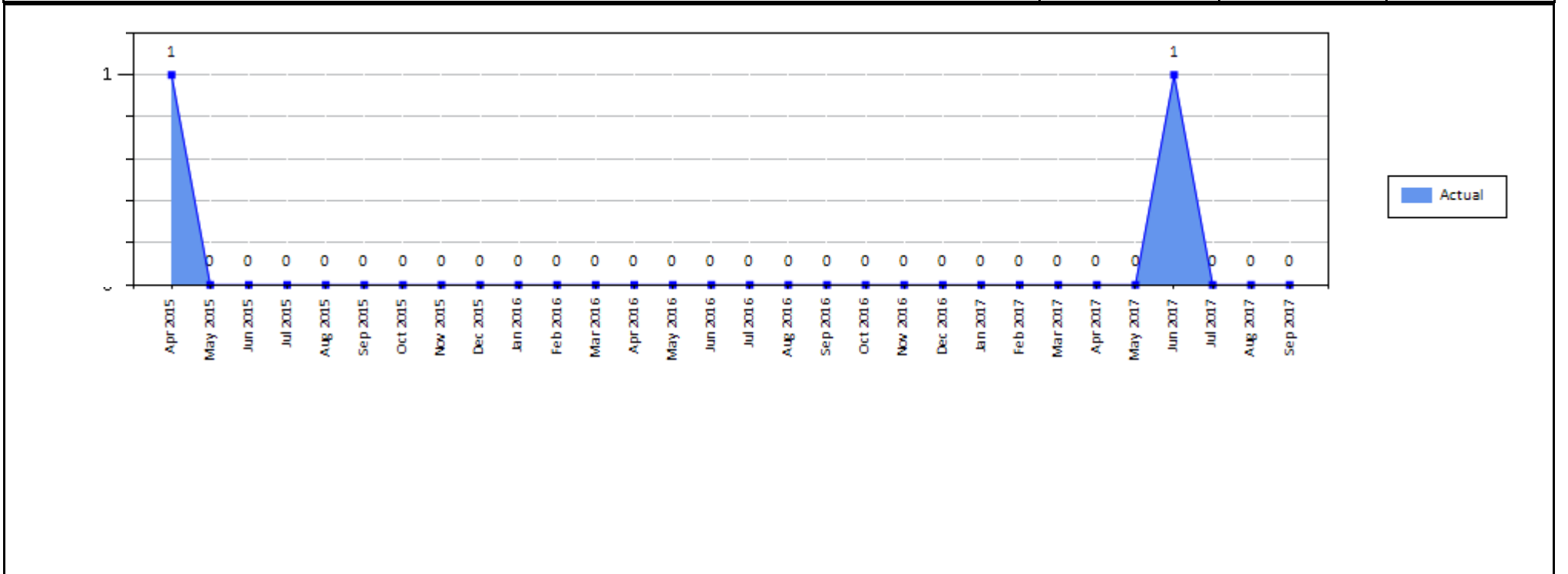
Action Code	Action Name
1.2.3.14	How are we identifying and driving down risk risks to the community, unique heritage and environment in Wiltshire?
<p>Progress comment:</p> <p>We are one of the guardians of our local heritage and work hard to protect the valuable buildings in Wiltshire. We have a unique understanding of historical buildings so we can help to minimise the damage should a fire occur. We also protect our vibrant and beautiful natural history, protecting our wildlife areas from the threat of fire.</p> <p>The risks to the community, heritage and the environment are identified and reduced within Wiltshire through a number of key workstreams.</p> <p>The Local Resilience Community Risk Register has been developed by all Category 1 responders with inputs from Category 2 responders in line with the Civil Contingencies Act. The Area is represented on the board which considers each risk in turn to ensure its currency and that the multi-agency response meets the risk. These outcomes are fully embedded in Wiltshire Area Command. These include:</p> <p>Embedded into Wiltshire Council and Flood Warden initiatives Developing protocols with the Environment Agency to improve our joint response to flood warnings. Ensuring our work supports the Wiltshire Emergency Planning Officer in translating the National and Community Risk Registers into meaningful outcomes to the public.</p> <p>Work is continually undertaken across Wiltshire to identify community and operational risks to the public, the environment, premises and firefighters alike, in that:</p> <p>All premises with site specific risk information have been reviewed and updated in the past 6 months.</p> <p>All district commanders have considered the new risks within their areas of responsibility and visits have been made to all identified premises with some attracting a higher level of information capture and dissemination.</p> <p>Firefighters within Wiltshire continually promote risk awareness in the community undertaking key campaigns throughout the year in areas such as thatch and chimney fires, boat safety, farms and agricultural risks.</p> <p>A trend analysis has been conducted on operational incidents to consider any additional risks however no additional areas have been identified. Analyses of annual outputs are conducted on a quarterly basis to ensure risk concerns are highlighted at the earliest opportunity.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Wiltshire	Month	Sep 2017	173



KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Wiltshire	Month	Sep 2017	0

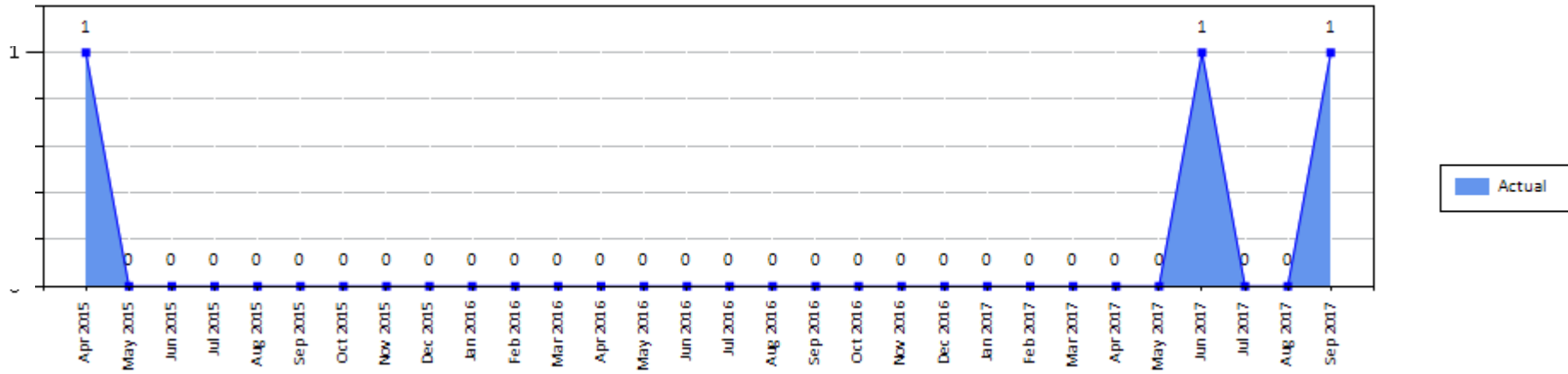


PRE01-Number of fire related deaths - Wiltshire

Month

Sep 2017

1

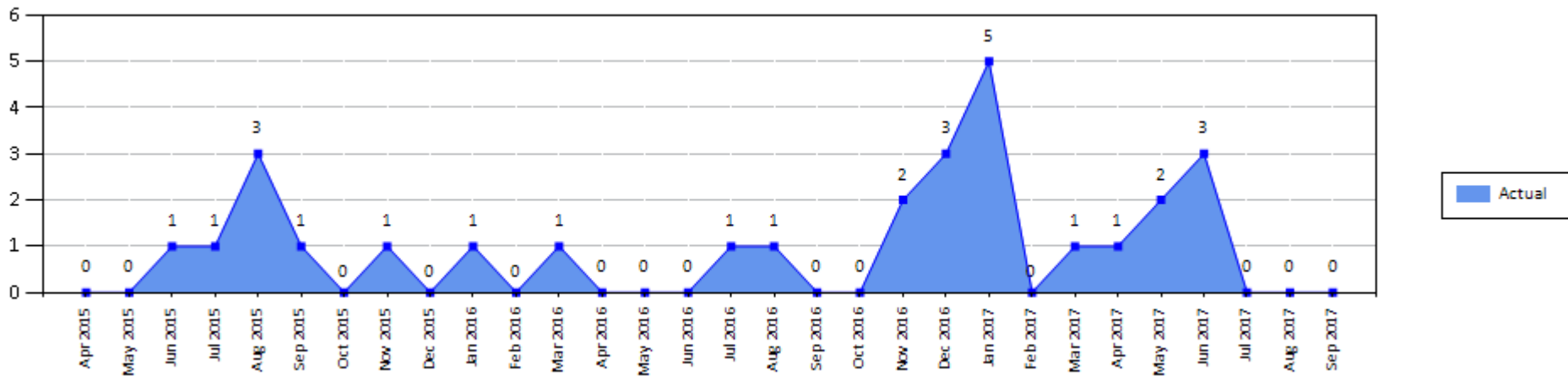


PRE02A-Total number of fire related injuries in accidental dwelling fires - Wiltshire

Month

Sep 2017

0

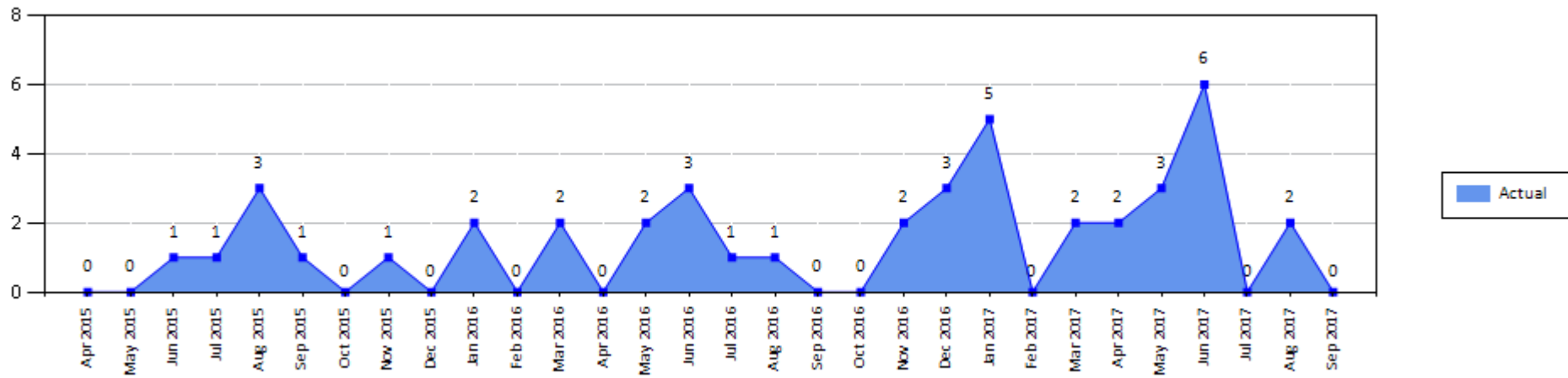


PRE02-Total number of fire related injuries - Wiltshire

Month

Sep 2017

0

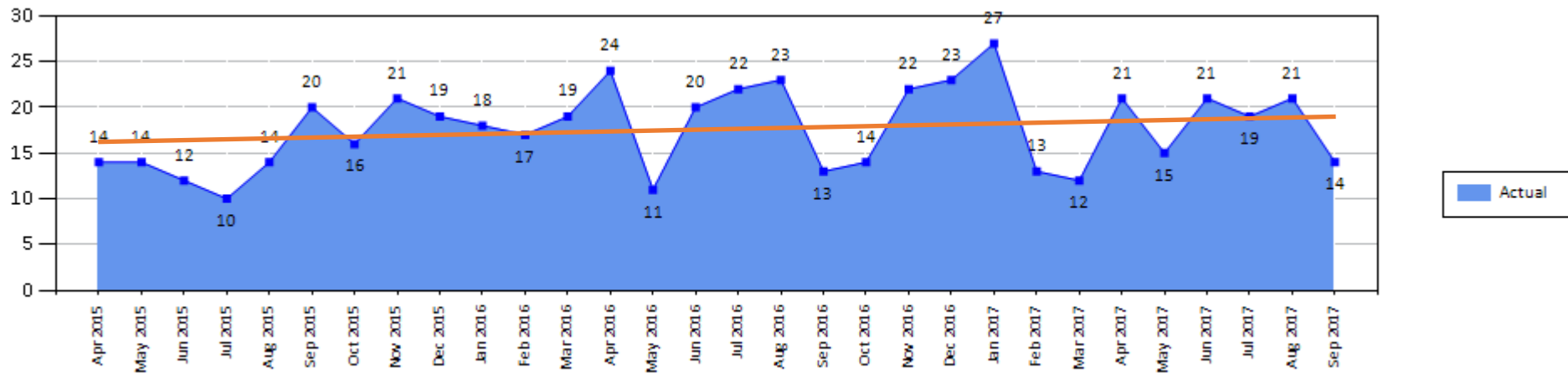


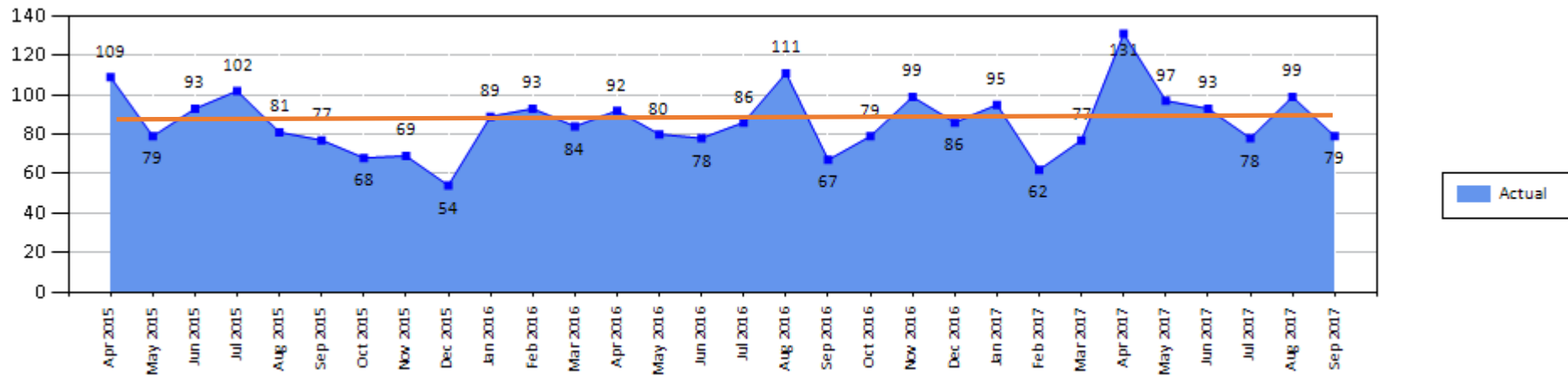
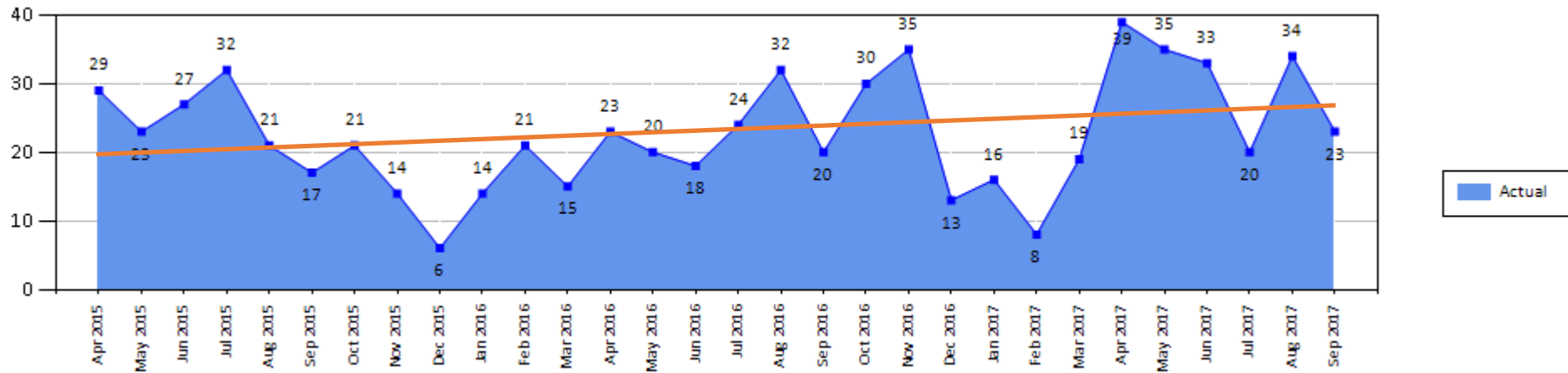
PRE03_Number of accidental dwelling fires - Wiltshire

Month

Sep 2017

14





KLOE 8: How do we support our local resilience partnership arrangements to make sure we can fulfil our statutory responsibilities and improve community resilience?

Actions

Action Code	Action Name
1.2.4.8	How do we support local resilience partnership arrangements in Wiltshire to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p>Progress comment: The LRF was established in 2005 following the introduction of the Civil Contingencies Act 2004 and replaced the Major Incident Coordinating Group. It is not a legal entity in its own right but a partnership that brings together a wide array of stakeholders including the Emergency Services, Local Authorities, Health, the Environment Agency, the Highways Agency, the Military, Utilities and Transport Operators, the Voluntary Sector and many more. The partnership works on a daily basis to coordinate the activities of its members to ensure a joined-up approach to planning for major incidents and emergencies. The partnership's networks and sub-groups ensure a cohesive approach to risk management.</p> <p>Dorset and Wiltshire Fire are a statutory member of the local resilience forum known as a category 1 responder under the civil contingencies act and as such we are committed to promoting community resilience whereby communities and individuals are able to help themselves and each other in the event of an emergency, crisis or major incident. It is about enabling people to be better prepared in an emergency. This will greatly assist the emergency services in their response.</p> <p>To evaluate the effectiveness of our own emergency response and monitor the introduction of new operating guidance, DW FRS is a member of blue light groups in both Dorset and Wiltshire, these groups include members of the Police, Ambulance and Fire service. A typical meeting includes briefings on the latest threat from terrorism, VIP visits, new operational guidance and training opportunities, followed by debriefs of significant incidents where members are able to discuss from each other's perspectives and implement changes or make recommendations for improvement. The most significant learning points are raised nationally using the JESIP Joint Organisational Learning JOL system.</p> <p>Active engagement is maintained with voluntary groups in two ways;</p> <p>1) Through the LRF voluntary capability group where voluntary groups are represented by one agreed organisation, the groups represented include;</p> <ul style="list-style-type: none"> Wessex 4x4 Response British Red Cross Salvation Army DorSAR Bournemouth Borough Council Samaritans Purse Plymouth Brethren Church Wessex Flood Response Samaritans Purse Rotary WRVS St John RAYNET County Controller Maritime Volunteer Service RAYNET Deputy Controller 	

Volunteer Centre Dorset
RSPCA
British Red Cross
Churches Together
Poole Council for Voluntary Services
Dorset RAYNET
Samaritans
Faithworks

2) Through engagement with local communities which is usually designed to assist with developing a community emergency plan.

a) Community resilience events are held by the local authority and as joint events by members of the LRF to promote the benefits of local level emergency planning, a strong example of community resilience in action is the flood warden scheme run by the Environment Agency with support from partners. This scheme engages local people to act as community representatives, reporting flood information, informing their community and helping prepare for a flooding emergency.

b) Community resilience plan templates are available on LRF and partner websites which help communities understand and assess their risk and make local plans to respond. A key benefit of this process is engagement with responders and establishing an understanding of the realistic response of the emergency services.

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.

Joint plans are created to respond to specific types of emergencies as well as generic areas such as command and control. These plans are supported through training and exercising to provide assurance that plans are effective and that the capability to respond is in place.

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

Priority 3: Being there when you need us

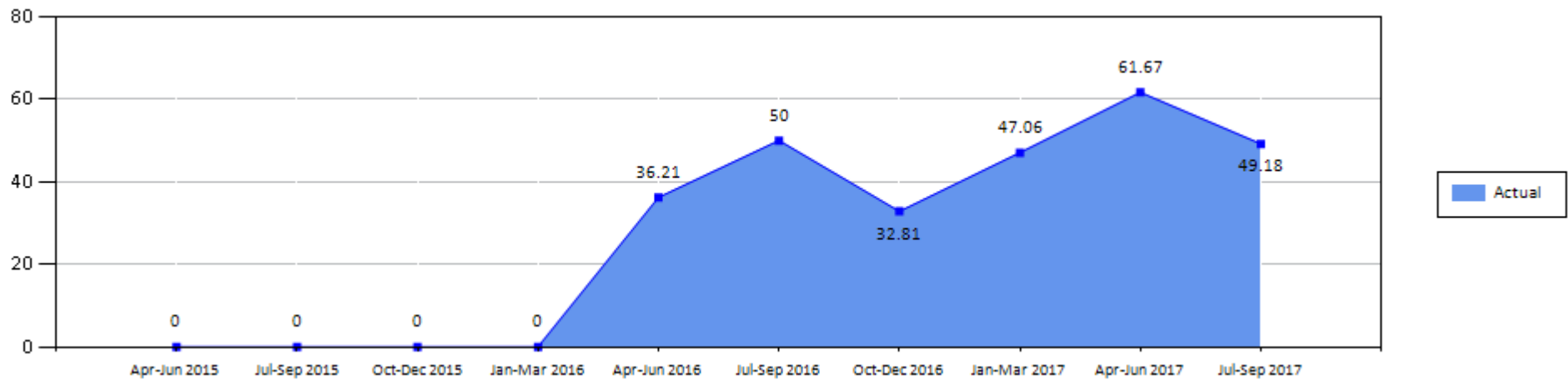
KLOE 9 : Are appliances available when we need them?

Actions

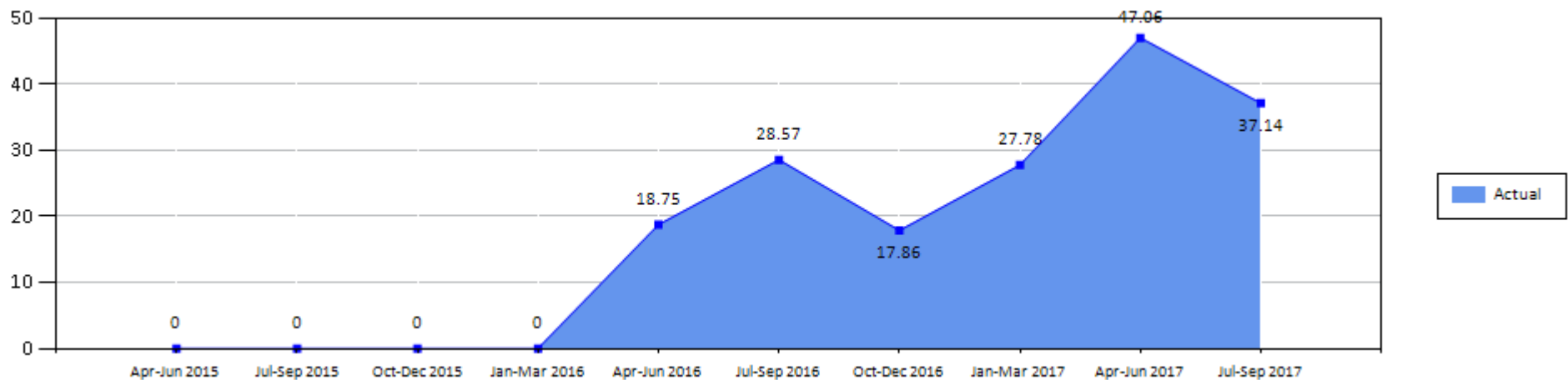
Action Code	Action Name
1.3.1.8	Are appliances in Wiltshire available when we need them?
<p>Progress comments:</p> <p>We have set our emergency response standards to focus on life risk, which for sleeping risks means we aim to arrive within 10 minutes for the first fire engine and 13 minutes for the second one, if needed.</p> <p>Whilst our availability to respond to the wide range of emergencies that we face is suitable and sufficient in our major conurbations, 85% of our response appliances are crewed by on-call duty system firefighters who are mostly operating in rural areas. Attraction, recruitment, retention and therefore availability of our on-call firefighters continues to be a challenge. We have therefore been focusing on local campaigns to improve the establishment of our on-call duty system staff. This has had increasing success and together with a comprehensive on-call review, this will help ensure the sustainability of this critical section of our workforce.</p> <p>The availability of appliances and personnel across Wiltshire are actively monitored and managed on a daily basis, with immediate crewing shortfalls remedied by:</p> <p>The relocation of fire fighters from other stations, Use of the crewing shortfall process, Use of wholetime overtime</p> <p>The crewing shortfall procedure is actively managed across Wiltshire to maximise appliance availability whilst ensuring fiscal propriety.</p> <p>Significant work has been undertaken to identify areas of crewing shortages and accordingly implement targeted recruitment campaigns across Wiltshire. This has resulted in an increase in interest, applications and new recruits into the Service. However, due to the necessary length of the recruitment and training process this is an on-going priority for the Area Command.</p> <p>Furthermore, a mentoring scheme is in development to ensure that interested parties are fully supported throughout the application process and training regime and thereby improve retention rated amongst new firefighters.</p> <p>Wiltshire Area Command are working with stations and the HR department to review contractual hours in preparation for implementation of the on-call salary scheme across the Service over the coming year.</p> <p>As part of the positive action drive 'BeOneOf Us', Wiltshire Area Command has initiated a number of proactive interactions to encourage applications from under-represented groups. This includes station 'have a go days', visiting local gyms and sports clubs and attending public events such as Family Learning in Ludgershall.</p>	

Key Performance Indicators

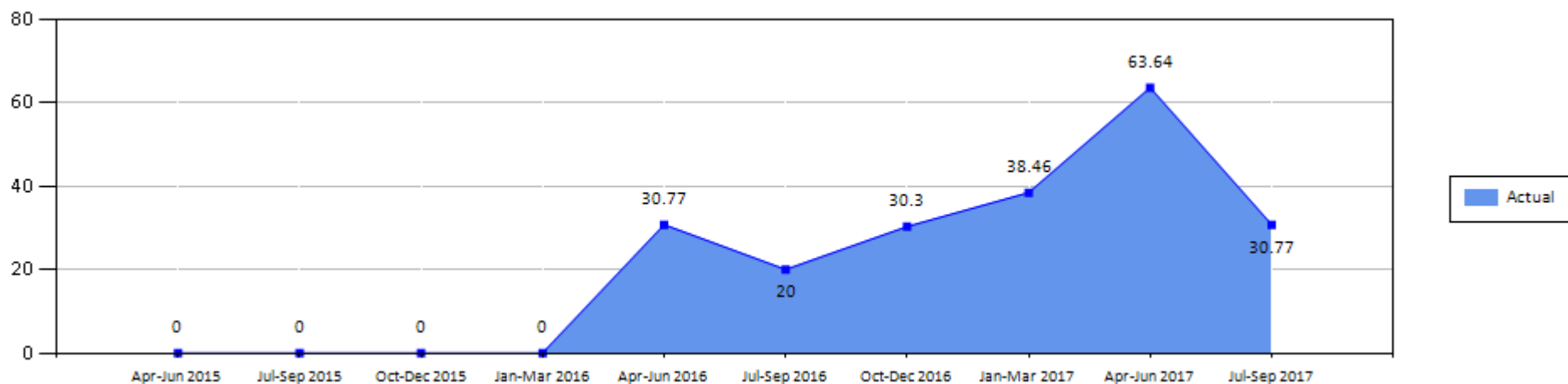
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard- Wiltshire	Quarter	Jul-Sep 2017	49.18%



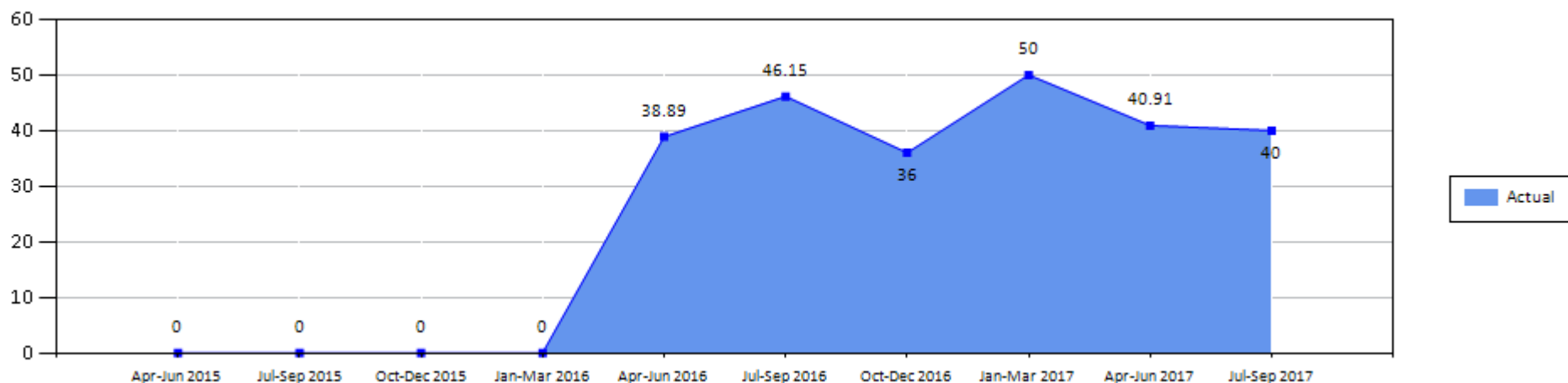
RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Wiltshire	Quarter	Jul-Sep 2017	37.14%
---	---------	--------------	--------



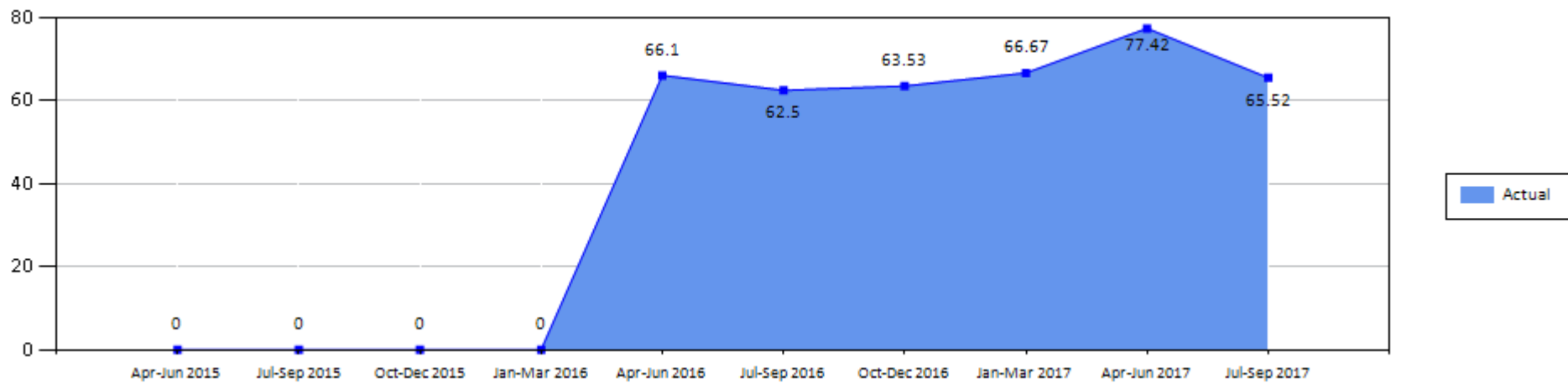
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Wiltshire	Quarter	Jul-Sep 2017	30.77%
---	---------	--------------	--------



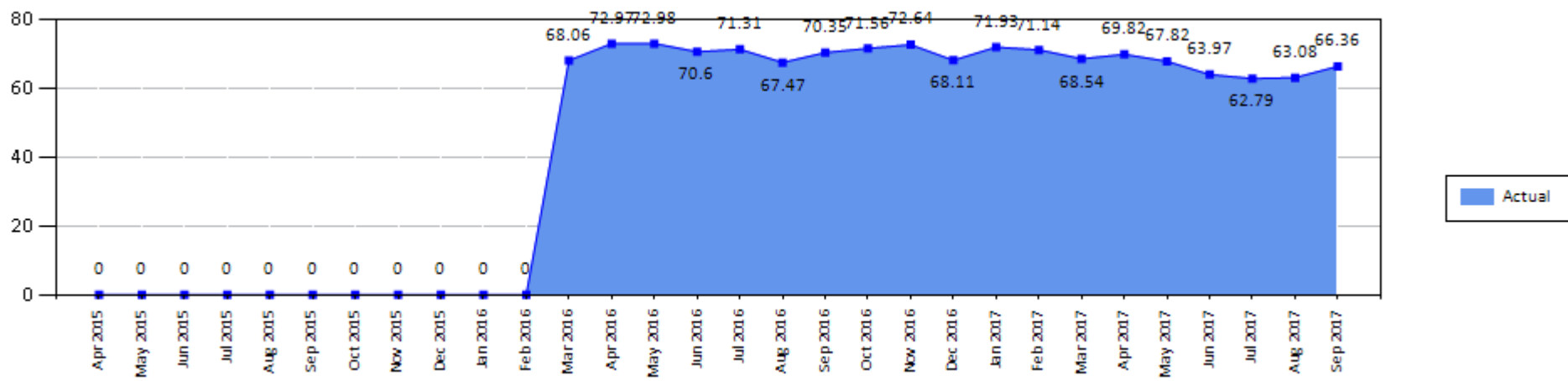
RES04-Percentage of incidents to other properties where the second appliance met the response standard-Wiltshire	Quarter	Jul-Sep 2017	40.00%
--	---------	--------------	--------



RES05-Percentage of road traffic collisions where the first appliance met the response standard-Wiltshire	Quarter	Jul-Sep 2017	65.52%
---	---------	--------------	--------



RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)- Wiltshire Area	Month	Sep 2017	66.36%
---	-------	----------	--------



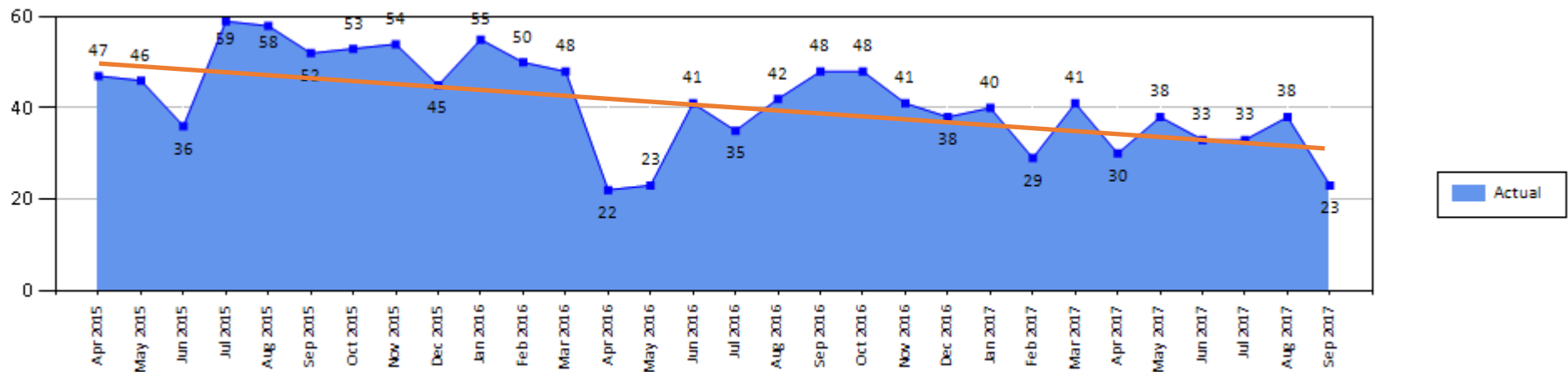
KLOE 10 : How effective and efficient are our response arrangements for dealing with the range of incidents an medical emergencies we attend?

Actions

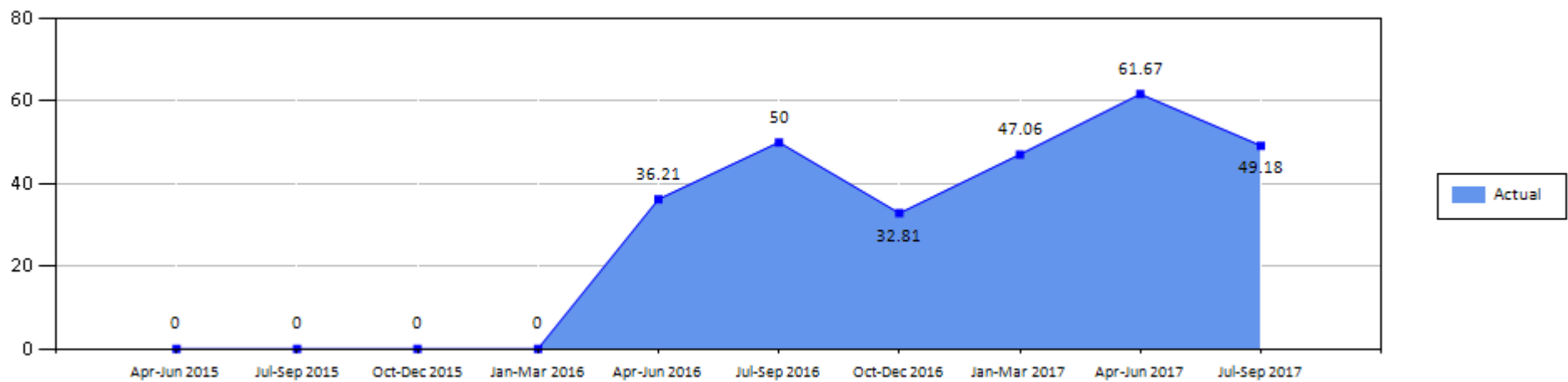
Action Code	Action Name
1.3.2.21	How effective and efficient are our response arrangements in Wiltshire for dealing with the range of incidents and medical emergencies we attend?
<p>Progress comment:</p> <p>Reviews are ongoing to look at our response arrangements associated with rescues from height, dealing with flooding or any other foreseeable event that can be mitigated by our response capabilities. We are investing significantly in mobile technology devices to help ensure that operational staff have accurate and timely information to do their job efficiently and safely.</p> <p>As part of the IRMP, the Wiltshire AMT is fully supporting the review of our current arrangements with SWASFT for 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>The Emergency Response Team have developed much needed guidance to ensure that co-responding meets the needs of the public, the Ambulance and Fire Service alike and are being implemented with immediate effect.</p> <p>This will ensure that the improved response within Wiltshire in support of Ambulance colleagues provides the best possible outcome for the public and Fire Service staff.</p> <p>Work to maximise collaboration within the emergency services has resulted in the Service responding to concerns for welfare which has the advantage of utilising fire service equipment to make entry to a premises. This has been fully embedded within Wiltshire Area Command.</p> <p>Vehicles are being procured, such as smaller to aid the speed of co-responding staff and reduce the call on full sized fire appliances. Whilst a new Aerial Ladder Platform has been purchased which will replace the current one at Salisbury.</p> <p>Unfortunately, due to the representative bodies national position on medical response the Service cannot make the progress initially intended.</p>	

Key Performance Indicators

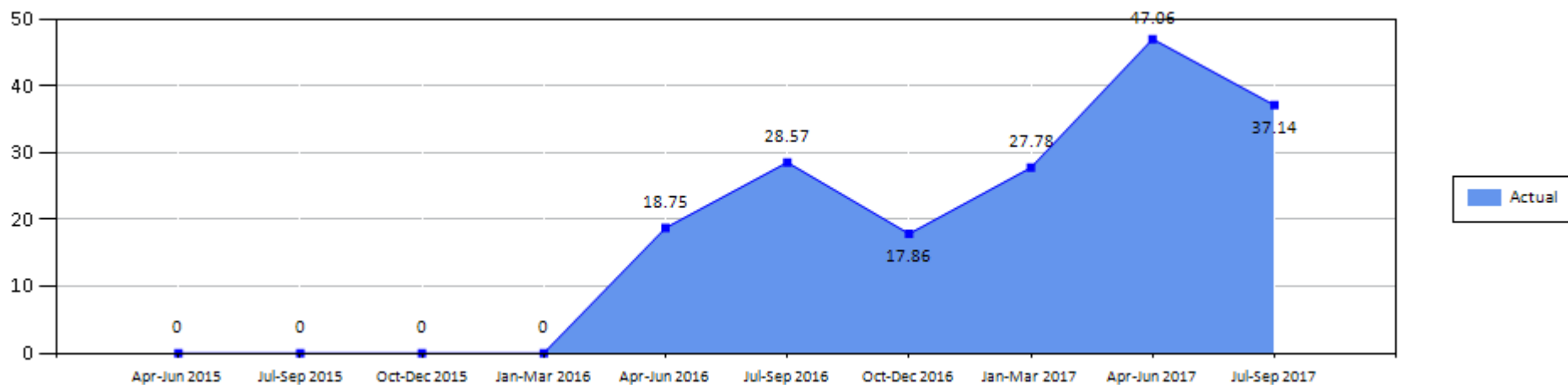
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Wiltshire	Month	Sep 2017	23



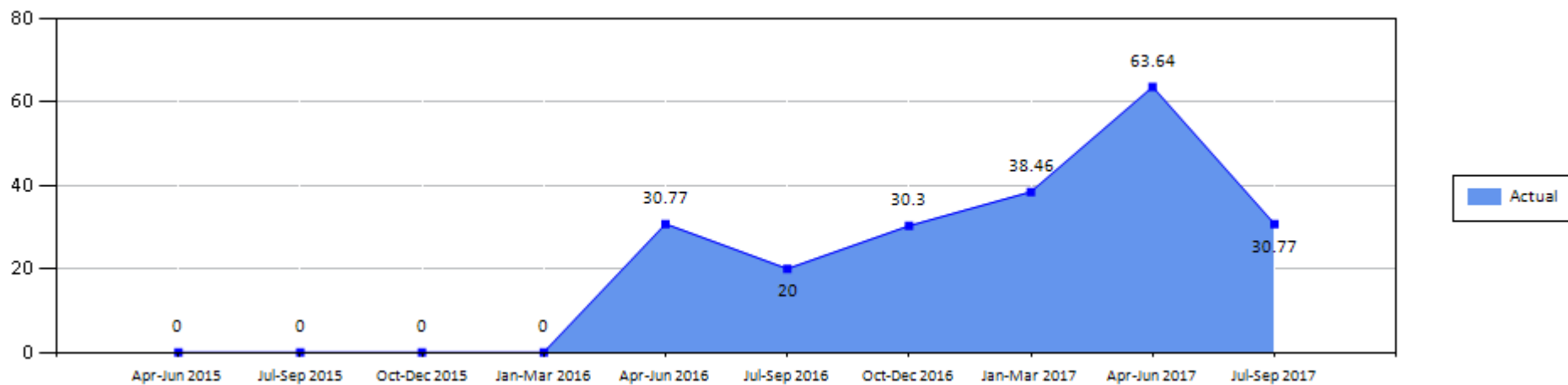
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Wiltshire	Quarter	Jul-Sep 2017	49.18%



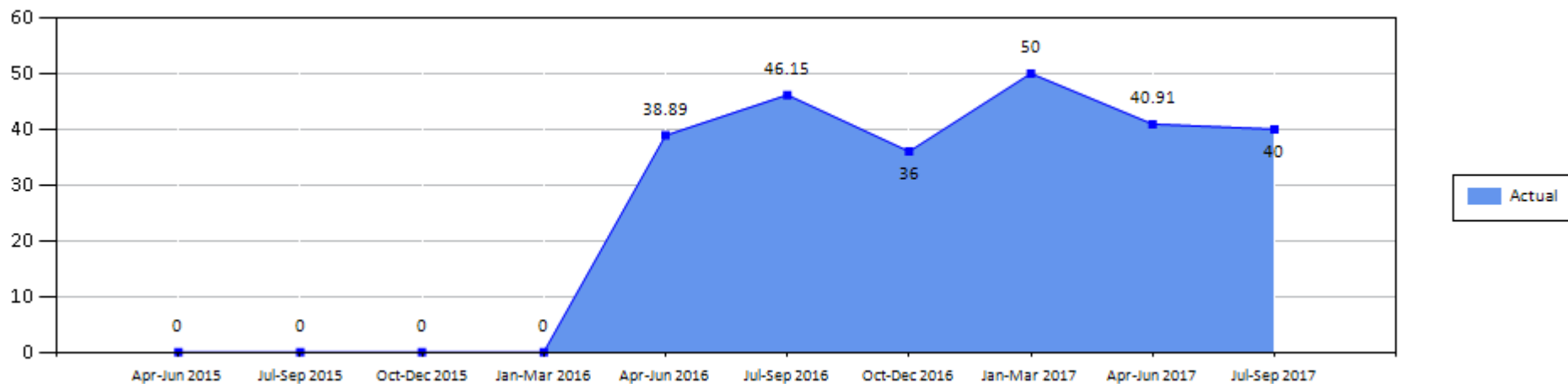
RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Wiltshire	Quarter	Jul-Sep 2017	37.14%
---	---------	--------------	--------



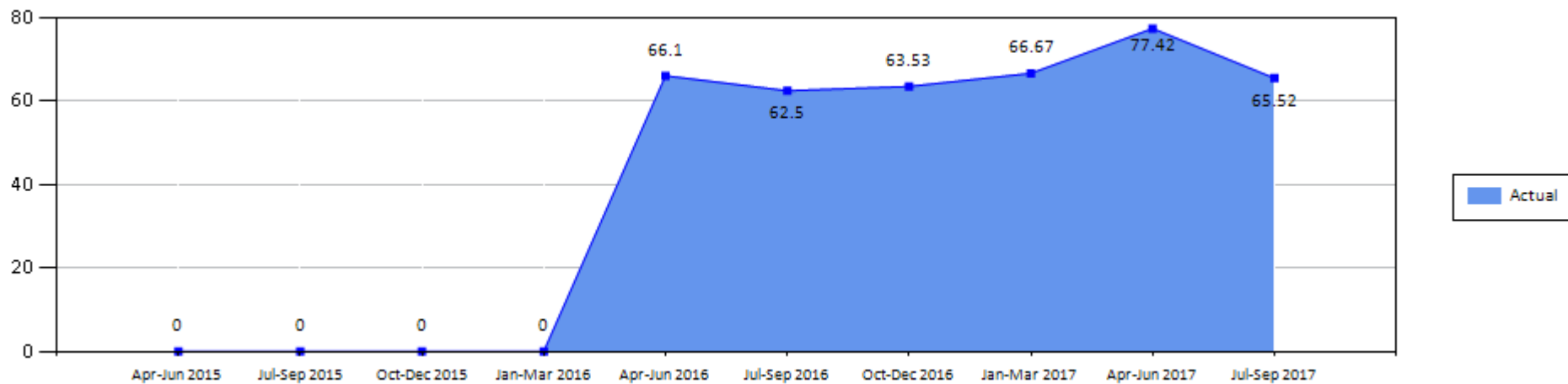
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Wiltshire	Quarter	Jul-Sep 2017	30.77%
---	---------	--------------	--------

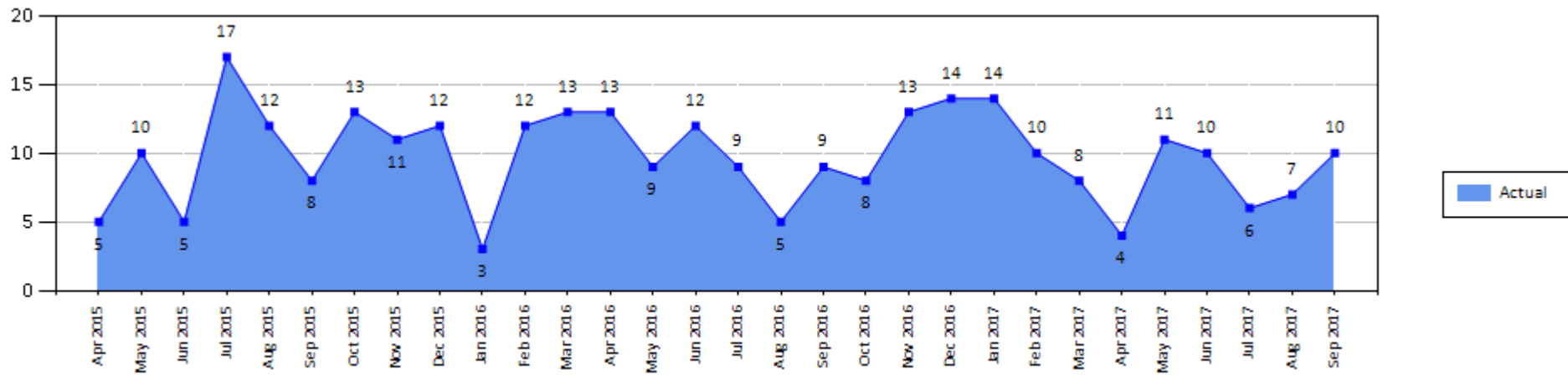
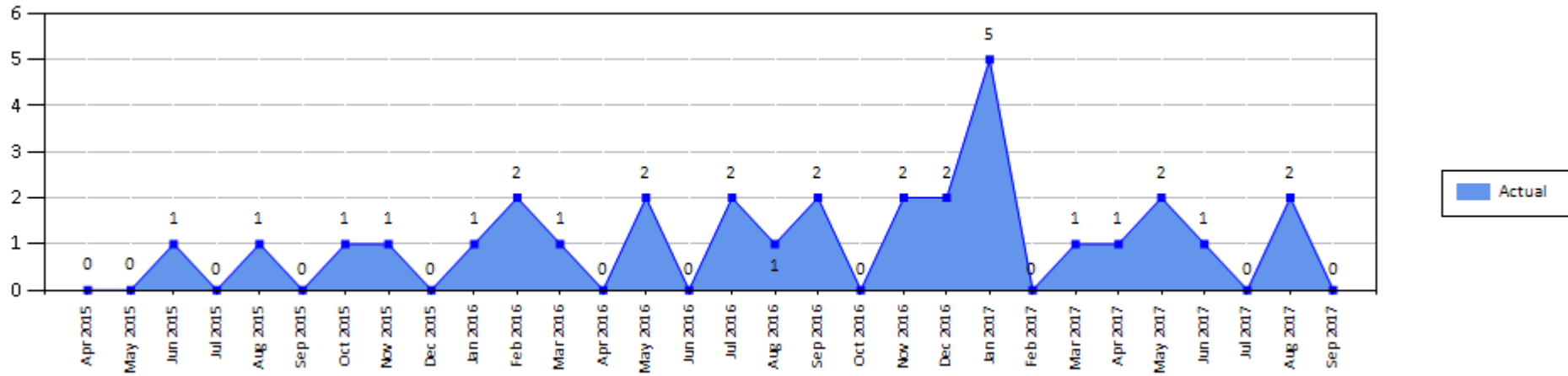


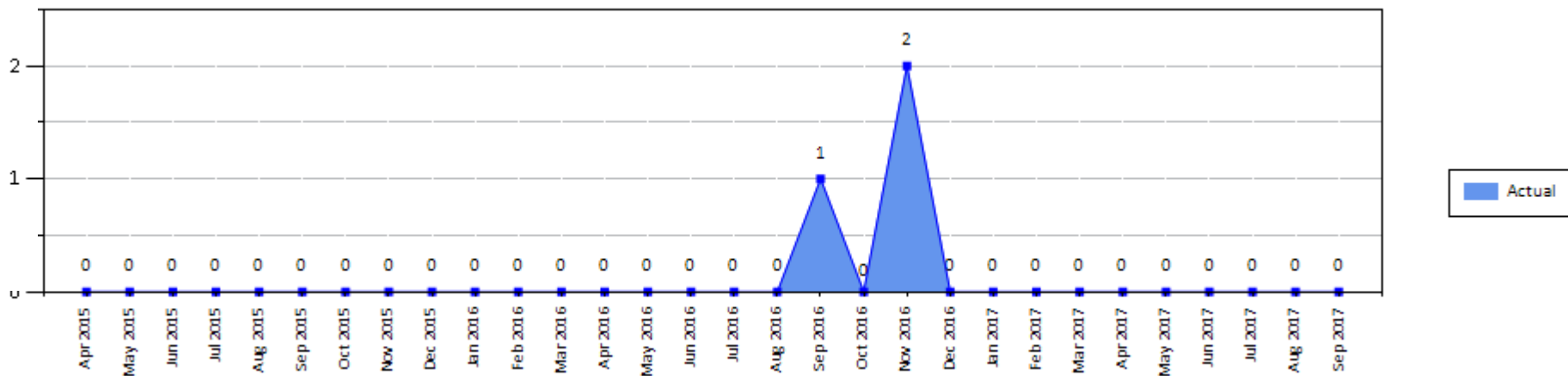
RES04-Percentage of incidents to other properties where the second appliance met the response standard-Wiltshire	Quarter	Jul-Sep 2017	40%
--	---------	--------------	-----



RES05-Percentage of road traffic collisions where the first appliance met the response standard-Wiltshire	Quarter	Jul-Sep 2017	65.52%
---	---------	--------------	--------







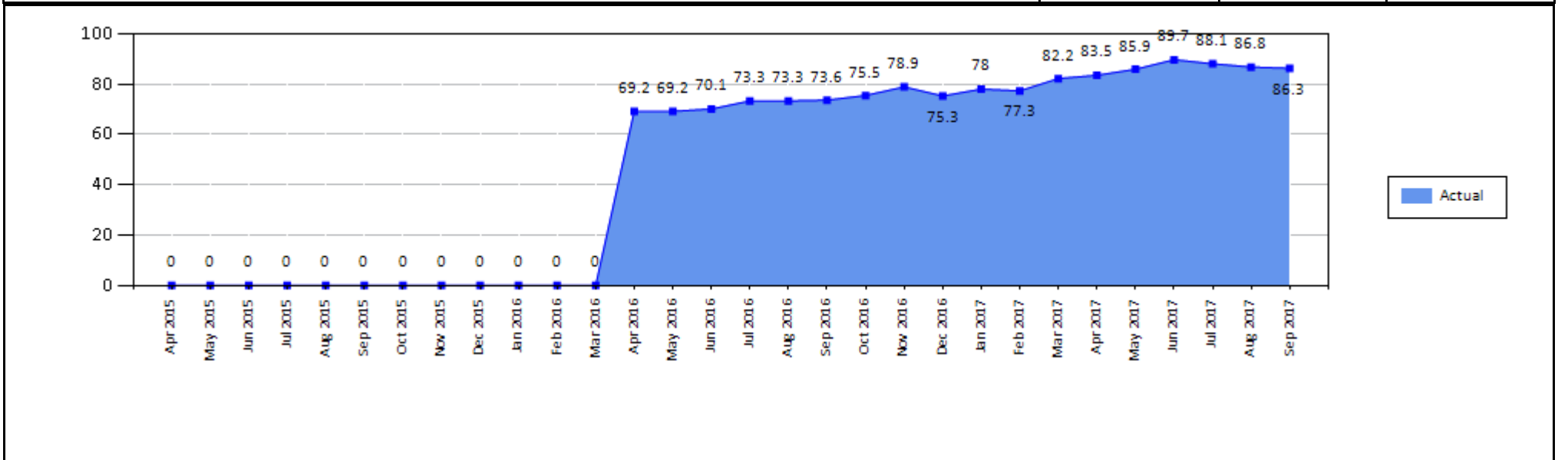
KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they attend?

Actions

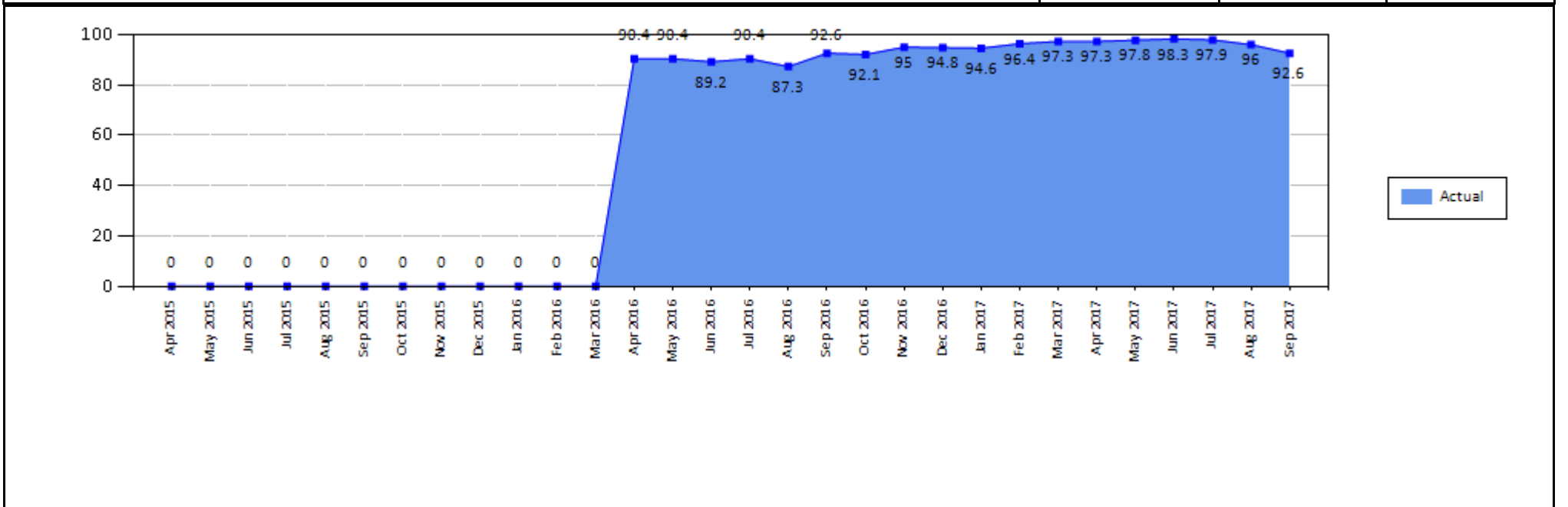
Action Code	Action Name
1.3.3.33	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Wiltshire?
<p>Progress comment:</p> <p>Our response arrangements are designed to get the right equipment, to the right place 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.</p> <p>All of our firefighters are trained in not only firefighting and rescue roles but also 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.</p> <p>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.</p> <p>Extensive work has been 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>Operational training has been a key focus of Wiltshire AMT to ensure that all firefighters are competent within their respective roles.</p> <p>As a direct result of this focus, operational licence figures have shown significant improvement over the past 18 months with the overall figure for all Wiltshire operational staff at 88.1%. The slight fall has been due to annual leave during the summer months. Wiltshire AMT continue to strive to achieve its own ambitious target of 100% for all operational staff.</p> <p>Outcomes from premises and environmental risk inspections and reviews are promulgated to all operational crews to ensure that there is a common understanding of the relative risks across Wiltshire.</p> <p>Wiltshire Area Management team are key contributors to the Mobile Data Terminal replacement programme to ensure that identified risks and hazards are available to operational crews in all conditions i.e. removable from the vehicle, relevant and clearly displayed, durable and meeting the needs of operational staff.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence – Wiltshire Area Stations RDS	Month	Sep 2017	86.3%



KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Wiltshire Station WDS	Month	Sep 2017	92.6%

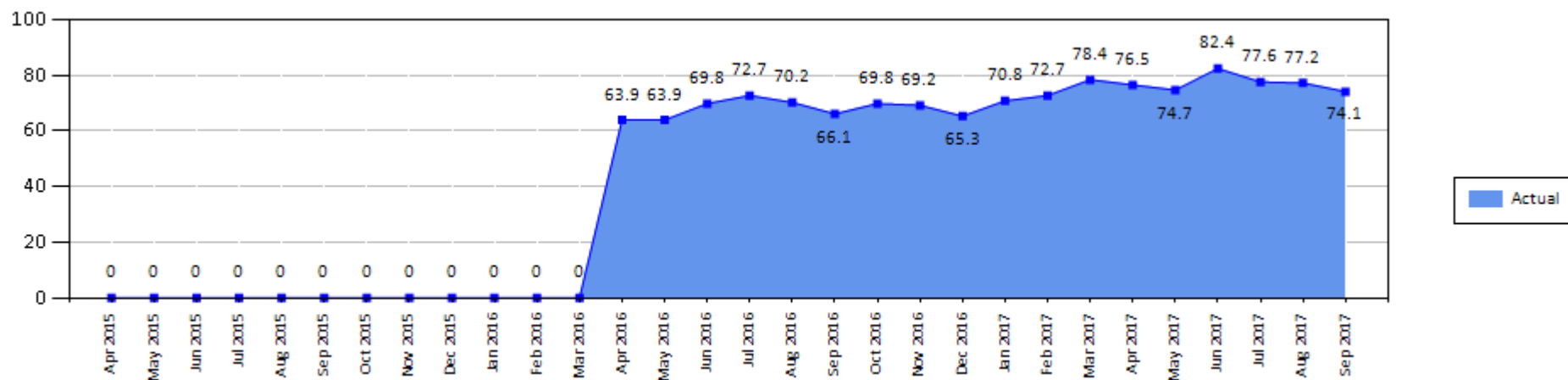


Percentage competent in the BA modules of the Operational Licence – Wiltshire Area RDS

Month

Sep 2017

74.1%

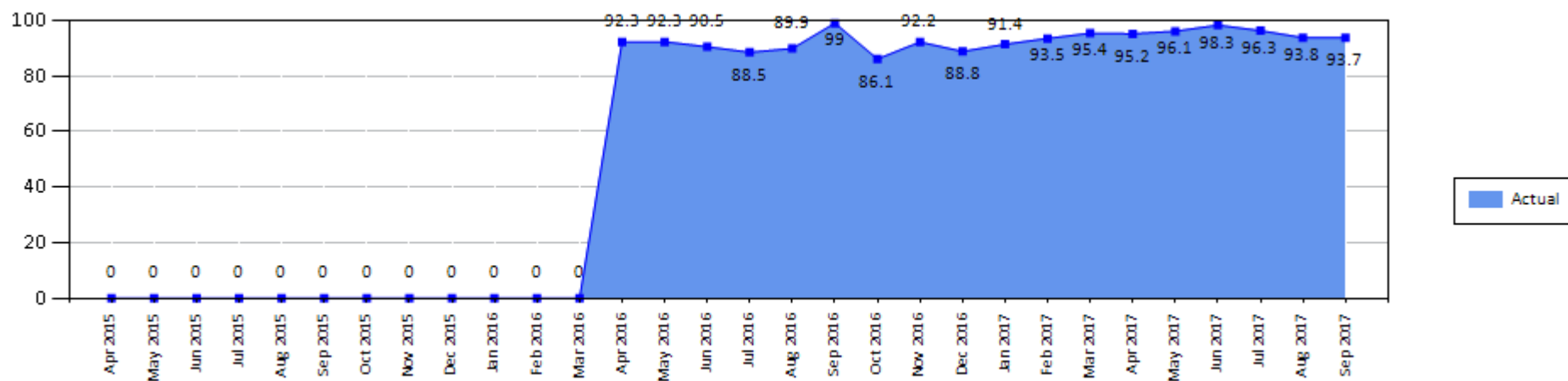


Percentage competent in the BA modules of the Operational Licence – Wiltshire Area WDS

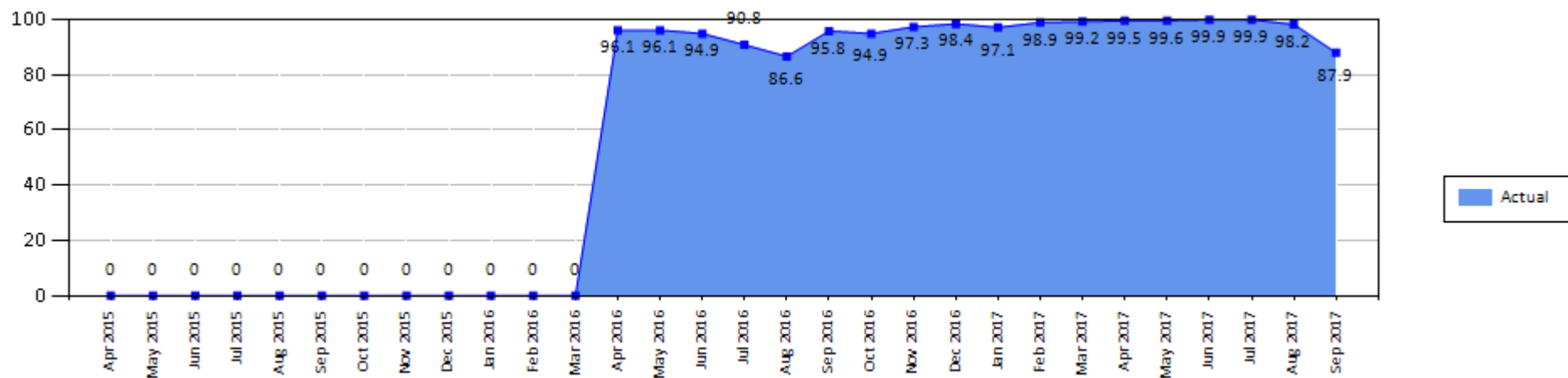
Month

Sep 2017

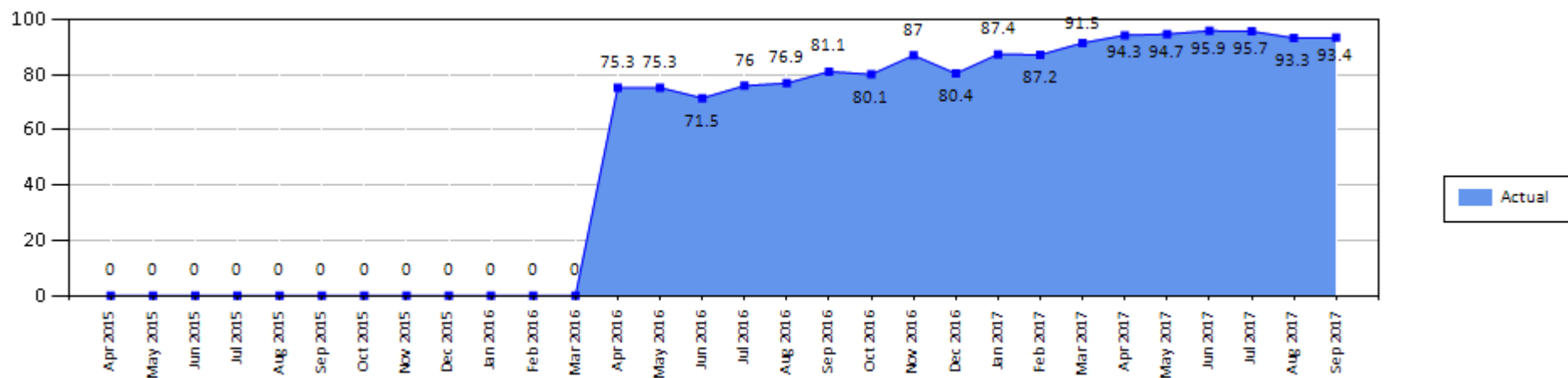
93.7%



Percentage competent in the RTC modules of the Operational Licence – Wiltshire Area WDS	Month	Sep 2017	87.9%
---	-------	----------	-------



Percentage competent in the RTC modules of the Operational Licence – Wiltshire Area RDS	Month	Sep 2017	93.4%
---	-------	----------	-------



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

Actions

Action Code	Action Name
1.3.4.11	How do we learn from operational and community risks in Wiltshire; to improve the response services we provide?
<p>Progress comment: Outcomes from multiple risk identification work streams inform the wider Service of the necessary inputs in order to mitigate and where possible reduce the risk to the public and firefighters.</p> <p>This includes a review of the operational training to meet the risk, provision of risk information to responding crews to ensure consistency in understanding and a review of the weight of response thereby ensuring that the most appropriate vehicles with the correct number of trained firefighters are mobilised in the first instance.</p> <p>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>Furthermore, all personnel participate in incident debriefs immediately after an incident as well as structured debriefs for significant or notable events.</p> <p>These are achieved through command debriefs which are organised by the AMT for larger incidents and any operational learning is fed back into the Service to attain organisational development and improvement.</p> <p>Incident audits and debriefs continue to be a key driver for change in operational response, for example a business case was developed to secure additional equipment for trench and confined space rescue.</p> <p>All of Wiltshire AMT are trained in the use of the Operational Effectiveness database which has been fully implemented across Wiltshire to enable effective reporting of notable practice as well as areas of operational improvement. This has resulted in new equipment being trialed such as highway directional blue lights to guide traffic safely past a road traffic collision.</p> <p>WAC are ensuring that this system is fully utilised by undertaking monthly reviews of submissions and outcomes in conjunction with Response Support.</p>	