

Appendix A – 2nd Quarters Performance Report

Swindon Local Performance & Scrutiny Committee

Dorset & Wiltshire Fire and Rescue Service

Swindon

01/07/2017 - 30/09/2017



DORSET & WILTSHIRE
FIRE AND RESCUE

Swindon

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 Swindon to use a wider range of information to improve the well-being and independence of vulnerable people?
<p>Progress comment:</p> <p>Fire Safety managers have been working with Officers from the Borough to prepare recommendations to advise the Councils Cabinet on the existing fire safety measures in the 4,200 flats that the Council owns and manages. The recommendations set out the proposed activities to improve fire safety following the Grenfell Tower fire and sought Cabinet’s approval for the proposed fire safety improvements to comply with current benchmark standards and further enhance fire safety, which will also help to make sure that residents feel safe. This had a direct link to our organisational priorities and linked to the Council’s Priority 1: “Improve infrastructure and housing to support a growing, low-carbon economy.”</p> <p>There are a number of areas we are working with our partner agencies within Swindon Borough. The SAIL Project in which we signpost vulnerable people to the various agencies is progressing. We are currently looking at relaunching this service with assistance from Swindon Voluntary Service. This will replicate what is undertaken in the Dorset and Wiltshire areas. Operational crews are also going to be involved in the roll out of this piece of work.</p> <p>We work with the Clinical Commissioning group in areas such as the falls and bone collaboration, there is on-going work with trying to reduce hospital admissions and deal with those vulnerable people when returning home.</p> <p>The local safe and well advisors are working closely with a number of agencies to try and generate further high risk safe and well visits. Some recent activity has been with the Avon and Wiltshire mental health teams. This work to identify those vulnerable members of the community that will be living independently in the future and to ensure they do this safely. Further meetings are planned with AWP Managing Director and Local Managers to see what further doors can be opened to get to further vulnerable groups. Additional to this they are also working with the Prospect Hospice Carers visit the homes of patients who may be vulnerable from fire.</p> <p>The Deputy Area Commander sits on the Swindon PREVENT board and Swindon Community Safety Partnership board which assist in information sharing and ensuring we are reaching the most vulnerable and hard to reach community members. Watch members in the Swindon area will soon be given input on identifying potential vulnerable members of the community who could be radicalised. There is the potential to come across members of the community during operational incidents. This has particularly been highlighted in the last quarter with recent terror attacks across the country.</p> <p>There is some further work required with the drug and alcohol services within the borough. This is an area that we need to progress and this relationship is in the early stages. We will continue to make contact with the key community workers who we hope to work with alongside our Safe and Well advisors. Quite recently the Deputy Area Commander and a local Safe and Well advisor presented to the agency with regards to safe and well visits. Since this constructive meeting the teams are now engaging in visits on a weekly basis. These visits are those with addictions with children under five. These are seen as one of the most vulnerable groups and high risk of fires leading to injuries and deaths.</p> <p>We also have a link in with the Domestic Abuse Strategy Lead in the Borough Council. This has been a useful link for those at risk from fire setting due to domestic abuse. Visits to these sites continue to be carried out by our Safe and Well advisors. We are currently dealing with some referrals made through Multi Agency Risk Assessments Committee with regards to threats of arson. This work will be carried out in conjunction with our partners. Additionally, this information is placed within our mobilising system so that crews are aware of the issues prior to attending.</p>	

Again in August Swindon Down Syndrome group held their annual Salamander week. Again local firefighters were fully involved in this rewarding project. The pass out parade was attended by many family members and the local MP Justin Tomlinson.

During July Operational crews from Stratton, in partnership with Gloucestershire FRS, visited camp sites around the Royal International Air Tattoo, Fairford. Over the weekend, crews gave advice to campers about fire safety whilst camping. They also distributed leaflets which highlight the dangers posed by carbon monoxide poisoning from barbeques in confined areas.

Local managers and safe and well advisors continue to work with the local authority in regards to the migration fund for the Broadgreen area. Currently advisors are working on a community engagement strategy to assist in highlighting the work the advisors can do to make the community safe.

The local safe and well advisors are working closely with a number of agencies to try and generate further high risk safe and well visits. Some recent activity has been with the Avon and Wiltshire mental health teams. This work to identify those vulnerable members of the community that will be living independently in the future and to ensure they do this safely. Further meetings are planned with AWP Managing Director and Local Managers to see what further doors can be opened to get to further vulnerable groups. Additional to this they are also working with the Prospect Hospice Carers visit the homes of patients who may be vulnerable from fire.

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 Swindon 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. It covers children and young people’s voluntary and community groups such as the Scouting and Guiding organisations. 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”. With the aims of:</p> <ul style="list-style-type: none"> • to prevent children and young people being harmed or killed in accidental fires. • Prevent children and young people becoming involved in 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 Dorset and Wiltshire has been assigned to an education Officer, who will also be responsible for the pre-schools and Children and Young People groups in their area. Education Officers will target specific year groups in each school (Reception, year 2, year 5/6 and year8) and offer a visit to every school for these children. In addition, schools will be targeted based on their geographical location in line with risk analysis, for example communities outside of response times, areas with a deliberate firesetting occurrences or where there has been a significant incident 2. Where are we at the moment?</p> <p>There are two Education Officers covering schools within the Swindon Area. Each Education Officer has a list of schools (number of schools depends upon the hours that the Education Officer works). The Education Officer’s in Swindon are Year 2 (ages 6 -7 years) and year 6 and responding to request for other year groups. The Education Officers are using the “old” lessons until the new DWFRS Fire Safety Education Lessons are fully developed. Work is being undertaken to improve the way that the Educational visits are captured and recorded, working with the CFRMIS team to ensure that all visits are captured. Education Officers will be receiving training in November. Work is also being undertaken to ensure the best way of working with operational crews who can support or deliver education and ensuring that this is also captured.</p> <p>September visits in the Swindon Area: Number of visits: number of individuals Pre-school 1 setting :11 children Key Stage One 2 schools :58 children Key Stage Two 3 schools :148 children</p> <p>Totals: 6 educational settings: 217children</p> <p>Firesetters intervention scheme - Some young people start to play with fire for different reasons, ranging from natural curiosity through to attention seeking. Without help and guidance fire setting behaviour can increase and lead to injuries and damage to homes, schools and other property. Sadly, each year children die or are injured in fires they have started. DWFRS provides a Firesetter Intervention Programmes which brings together a long tradition of this work from both previous FRS’s prior to combination. We are now strengthening the work we do with young people who set fires and with the Arson Reduction Coordinator, the work established regionally can continue and will help to maintain standards of good practice and shared learning.</p>	

Swindon District Commander Lee Brathwaite has been working with the Arson Reduction Coordinator regarding some anti-social behaviour and deliberate fire problems in Swindon.

Youth Intervention - DWFRS run a variety of programmes to educate and inform children about the dangers of fire and risky behaviours, and also help them with their personal development. It is important to embed fire safety messages at an early age so they can develop lifelong fire safe behaviour, while also empowering them as individuals and responsible citizens. The brand of the fire service is a powerful draw for young people which puts us in a great position to try and influence behaviour and knowledge. We offer unique experiences to engage in learning and development on community fire stations and all our programmes build on qualities firefighters have such as discipline, respect, teamwork and moral courage. The targeted programmes provide a blend of classroom learning and drill-yard activity, which means they are engaging and practical courses that promote the importance of skills of working as a team, communication, understanding and assessing risk, adhering to instructions and understanding consequences of actions. These programmes are fun, hard work with a range of different challenges. At the end of their time with us the young people can achieve recognised qualifications that could lead to jobs with the Fire Service or other organisations.

What programmes do we run?

- Salamander - for referred young people aged 11-17
- Community Fire Cadets - for young people aged 13-16
- Apprentice Traineeships - for young people aged 16-24

Cadets - this new programme for 2017 is based on the National Fire Cadet model and will run one evening a week during term time only for one academic year –September to July. Two new units were launched in September for 12-18 year olds, one based in Swindon will run on Monday evenings. The unit will have a mix of young people from vulnerable groups, high achievers, males / females and age ranges. The National Model will involve units completing 3 different social action projects so the Cadets will be embedded in their communities and should raise a high profile.

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 Swindon to reduce the risk of road traffic deaths and injuries?
<p>Progress comment:</p> <p>The Fire and 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. Nationally, there were 1,713 deaths and more than 180,000 injured casualties caused by Road Traffic Collisions during 2013. The Department for Transport estimate that road traffic collisions cost the county around £16 billion per year. The cost of reported road traffic collisions is estimated at around 16 billion to the national economy. It is estimated that the total value of savings including non-reported collisions could be £34.8 billion</p> <p>Young Drivers - We focus our Road Safety Young People aged 16-24 - Local Statistics for Dorset & Wiltshire show that this age makes up almost a third of casualties at 27%.</p> <p>While driver age is a risk factor for collisions (with the youngest new drivers at most risk), the experience drivers gain in the first six months after passing their test plays a more significant role in reducing their collision rates. We provide an annual programme of Road Safety Education available free to every young person in Dorset & Wiltshire with the aim of reducing the number of young people involved in road traffic collisions, to ensure education is made available to all year 11, 12 & 13 students, to continue the education when young people are learning to drive with qualified instructors.</p> <p>Using the 'Safe Drive Stay Alive Roadshow' as the main tool of education prior to learning to drive, 'The Honest Truth' scheme, ad-hoc education using the crashed car, driving simulator, extrication demonstrations and school talks as and when required as an additional tool. These are delivered through multi-agency working to fund, support, co-ordinate, promote and deliver the schemes.</p> <p>Army personnel - are 181% more likely to be involved in a road traffic collision than the general public. (MOD statistics 2014)</p> <p>In the five-year period 2008-2012 124 deaths occurred among the UK regular Armed Forces as a result of Land Transport Accidents, the second largest cause of death among Armed Forces personnel after deaths as a result of hostile action. Off duty collisions accounted for 81% of deaths. 61% of deaths occurred among personnel previously deployed in Iraq / Afghanistan. In 2009 there were 5,850 collisions involving MOD personnel reported. (MOD Defense Road Safety Report)</p> <p>An increased number of Army personnel are to be based in Wiltshire after bases close in Germany. This is expected to represent 24% of the total regular personnel. We are working with the MOD the counties to reduce the number of road traffic collisions. This will be achieved through the Safe Drive Stay Alive Roadshow as the main education tool together with a drink drive presentation, provide assistance to the Army in replicating the Roadshows across the country and provide ad-hoc education using the crashed car, extrication demonstrations and talks as and when required as an additional tool.</p> <p>Corporate Fleet Drivers - We are also working with corporate fleet managers with the aim of improving a company's occupational road risk management and we are focusing on issues such as drink driving, tired driving, distraction driving</p> <p>Motorcyclists - In Dorset & Wiltshire motorcyclists accounted for 15% of collisions and 13% of casualties. 16-24 age group were the most common casualties with more than double any other age. We will be working with partners to support the Think Bike campaign, supporting the BikeSafe and the Bikerdown initiative.</p> <p>Pedal Cyclists - Casualties made up 14% in Dorset and 8% in Wiltshire, in Wiltshire age group with the most casualties is 34-44 and in Dorset's age group with the highest casualties is 16-24, Most collisions happen in Urban environments. We are supporting the Police Forces Operation Close Pass Initiatives (Drivers within 1.5 meter overtake enforcement & education)</p> <p>To date in this financial year 2,567 young people have been engaged with by the DWFRS road safety team in Swindon. This has been through the Safe Drive Stay Alive Roadshow and a</p>	

total of 23 schools have attended. Only one school (Kingdown) was unable to attend but we are in talks to re-schedule their attendance in early 2018.

As part of our continuous improvement plan we are currently conducting a feedback survey with teachers and lecturers. We have surveyed students over a number of years but never actually turned are focus on the teachers to ascertain their opinion. The results of the survey will be compiled into a report and the SDSA steering group will make any necessary improvements/changes.

Casualties Statistics – Swindon & Wiltshire combined

Data is available up until the end of June (6 months of stats). Total Fatalities in 2017 are 1 in Swindon, 2016 total at the end of June was also 1. Serious Casualties for June 2017 is 26 in 2016 it was 36. Please note since June there has been a number of fatal collisions that was brought the current total for Wiltshire & Swindon in 2017 up to 16 (October). This is a non-validated total and not for the public.

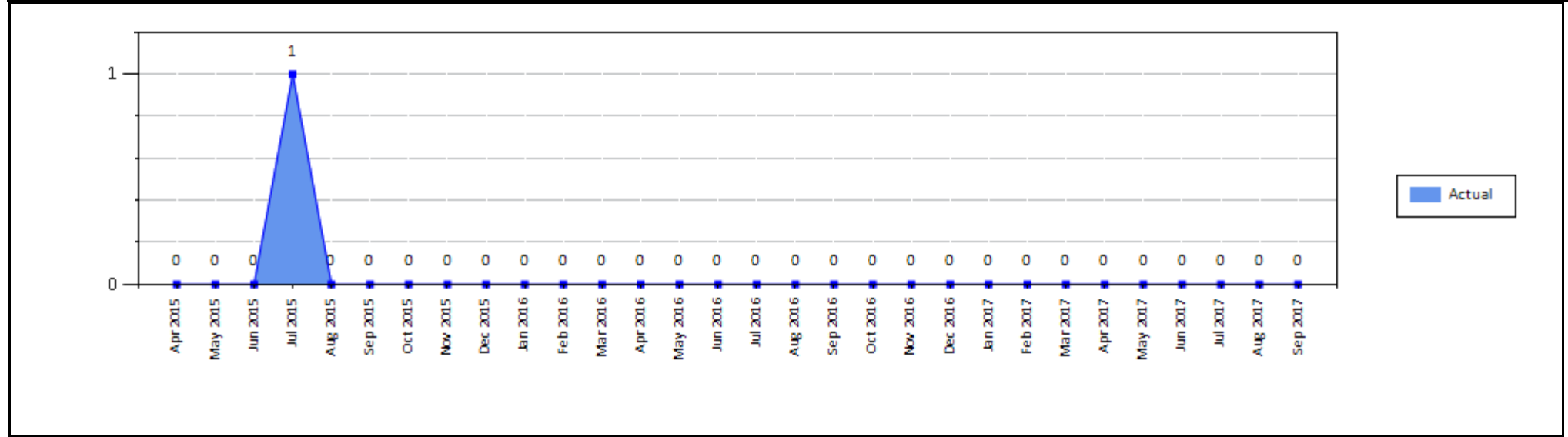
Over the next quarter another Safe Drive event will take place at the National Self Build Centre for Scottish Southern Electric employees. This is a small roadshow for 25-30 employees and it is hoped this could lead on to more roadshows similar to the Network rail events. SSE will be making a donation to the Safe Drive schools programme for this service.

We will be supporting the Police Don't Drink & Drive Campaign during November with several roadshows. In Swindon we will be running one roadshow using the crashed car & simulator. Venue to be advised. Staff from Wiltshire Council, DWFRS & Wiltshire Police will engage in conversation with members of the public around the issue of drink driving.

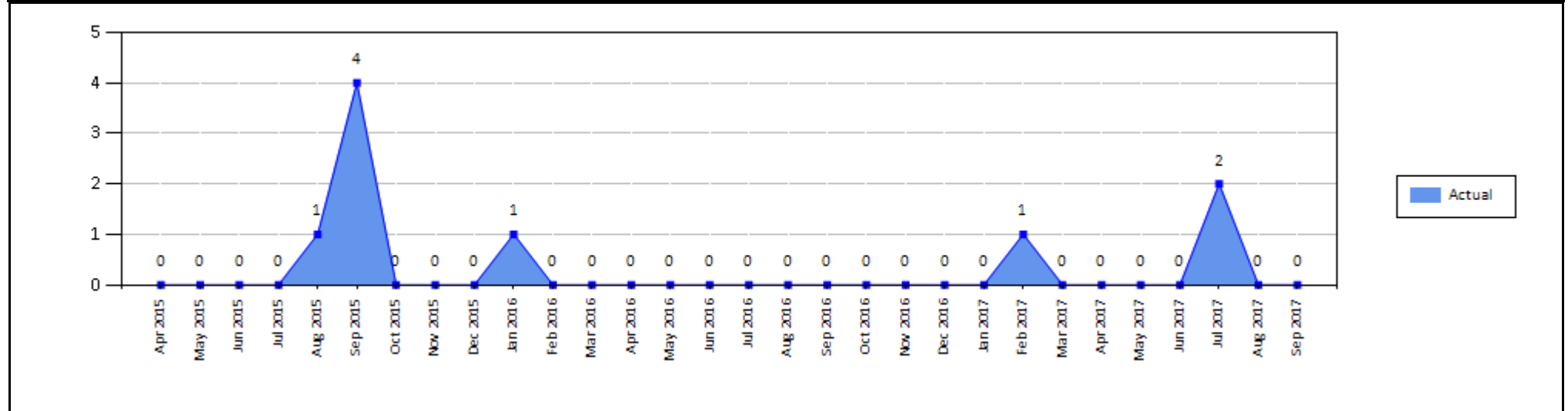
Kingsdown School will also be receiving its own Safe Drive roadshow as they missed out on the main shows due to exams.

Key Performance Indicators

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



Number of people killed in road traffic collisions - Swindon	Month	Sep 2017	0
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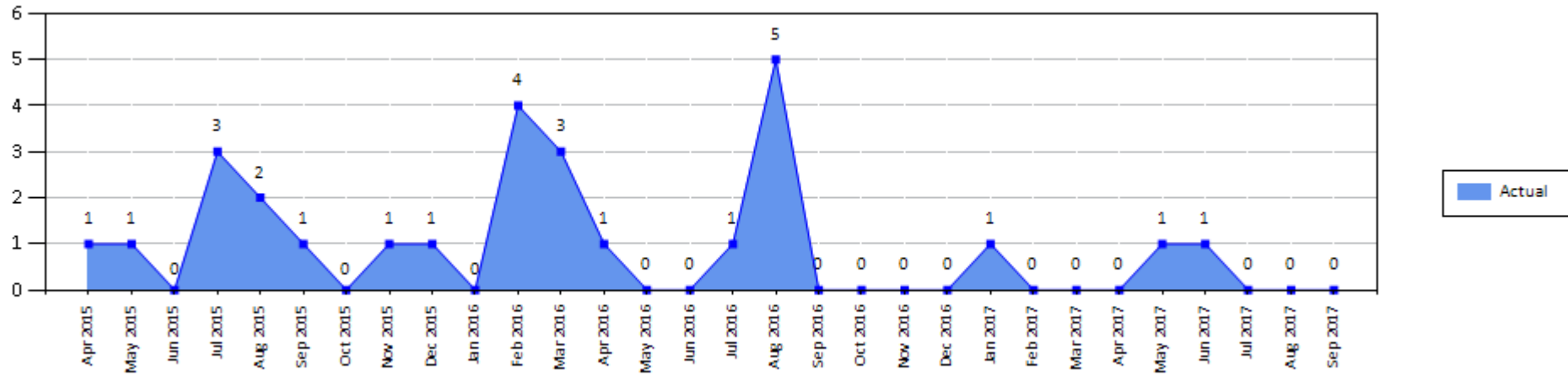


Number of people seriously injured in road traffic collisions - M4

Month

Sep 2017

0

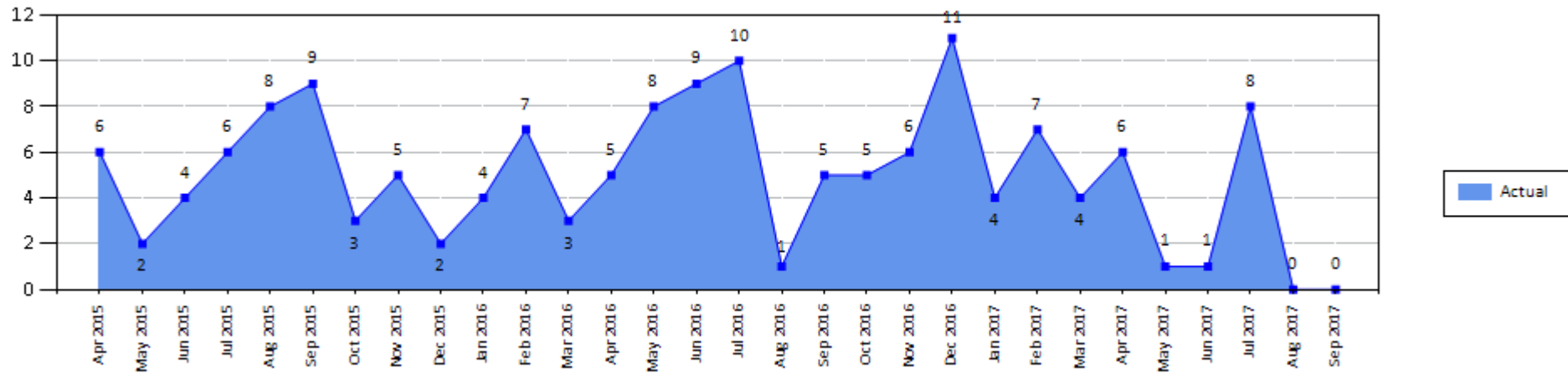


Number of people seriously injured in road traffic collisions - Swindon

Month

Sep 2017

0



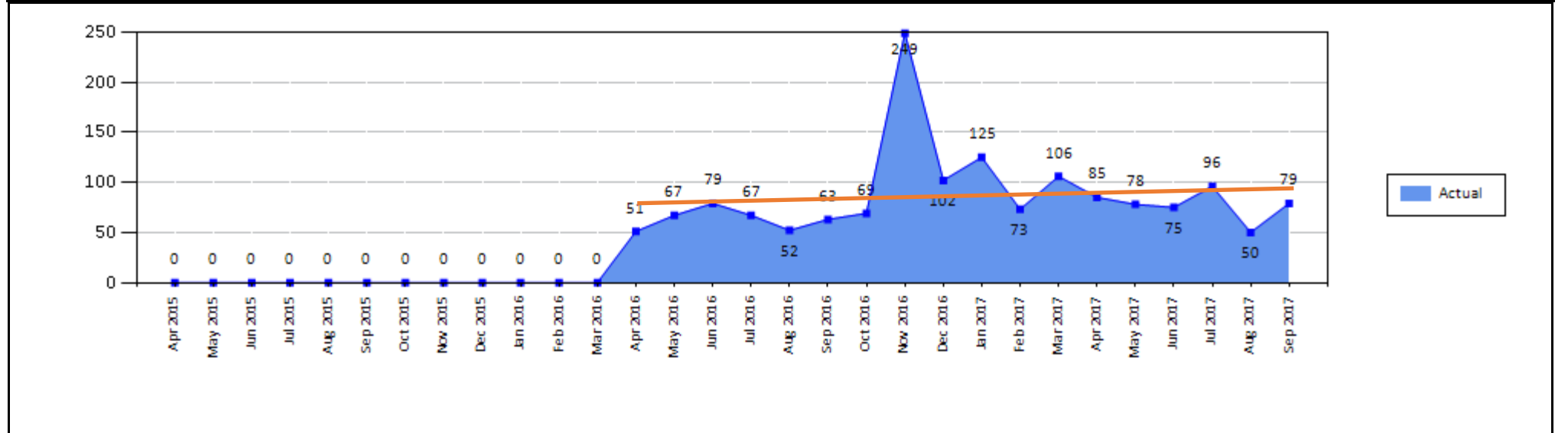
KLOE 4 : How are vulnerable people receiving the level of support, advice and information they require to drive down their risk of fire?

Actions

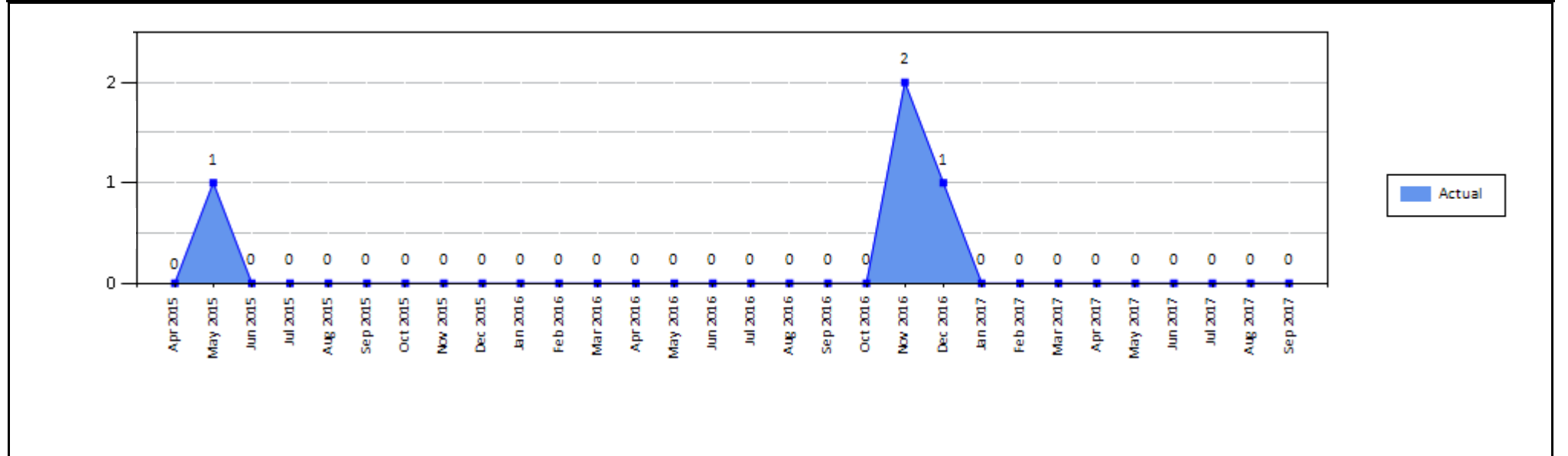
Action Code	Action Name
1.1.4.10	How are we vulnerable people in Swindon receiving the level of support, advice and information they require to drive down their risk of fire?
<p>Progress comment:</p> <p>Safe and Independent Living (SAIL) - Meetings have taken place to review the partners involved in Swindon SAIL and a number of tasks are being undertaken in connection with its re-launch. The re-launch of SAIL Swindon is making good progress and plans are in place for it to be rolled out on the 1st November.</p> <p>Fire Safety advice has been given to a number of travellers sites in the Swindon area and assistance has been provided with the delivery of 'hot strikes'. There has also been some intervention carried out with one of the local refugee groups. In the Swindon area, Advisors have been networking with representatives following attendance at a drug and alcohol event held at a local surgery and a talk to Carers at Prospect Hospice. Recent attendance at the South West Clinical Cluster Meeting (Air Liquide) resulted in a number of new contacts being made with clinical teams across Wiltshire and Swindon which have been passed onto the S&W Advisors.</p> <p>We have continued to work with Wiltshire Air Ambulance to help promote our volunteering and attending Volunteer Action for Swindon (VAS) management forum workshops- networking with other volunteer groups in area and VAS also advertise/promote on our behalf. We have formed a partnership with Thomas Craggie, a business connector from Prince of Wales Trust who actively promotes partnerships between businesses and charities in the community.</p> <p>Through effective collaboration, Swindon based Advisors work closely with Environmental Health and Housing Officers by carrying out joint visits when attending properties. They have received training and are aware of the processes in place through the Safeguarding Adults Guide for staff produced by Swindon Borough Council for cases of hoarding and self-neglect. The Clutter Image Rating Scale is used to determine the level of hoarding and where necessary Advisors signpost to other agencies and alert the Safeguarding Coordinator of any concerns. Due to some extreme cases that Advisors have dealt with, de-contamination kits are being issued to all Advisors which is currently being rolled out.</p> <p>Advisors have been delivering numerous talks to residents in sheltered accommodation, City of Sanctuary, assisting Operational crews with leaflet drops in high rise properties and one of the local Volunteers to has been out shadowing them on visits to learn more about Safe & Well. Our Safe & Well Advisors work closely with partner organisations to support those most vulnerable within our community. A number of fire safety talks have been delivered this month including Swindon Advocacy Movement at Sanford House and Angels Care at home to promote the Safe & Well visits to the Carers going out in the communities. Two visits have been made following two domestic violence referrals.</p> <p>A variety of differing resources are currently available within the Service. Items are being ordered and a list of resources will be made available with guidance for their use which can be obtained via the Safe & Well Advisor. This will be circulated to all Safe & Well Advisors and crews will be notified about the resources which can be provided, e.g. fire retardant bedding and fire retardant spray, oil filled radiators and winter warmth packs to name but a few. Advisors continue to identify and make referrals to the Hearing & Vision teams for specialised deaf alarm equipment to be installed.</p> <p>One of the Advisors is carrying out joint visits with new members of staff from the Council linked to the Migration Project.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Swindon Borough	Month	Sep 2017	79



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

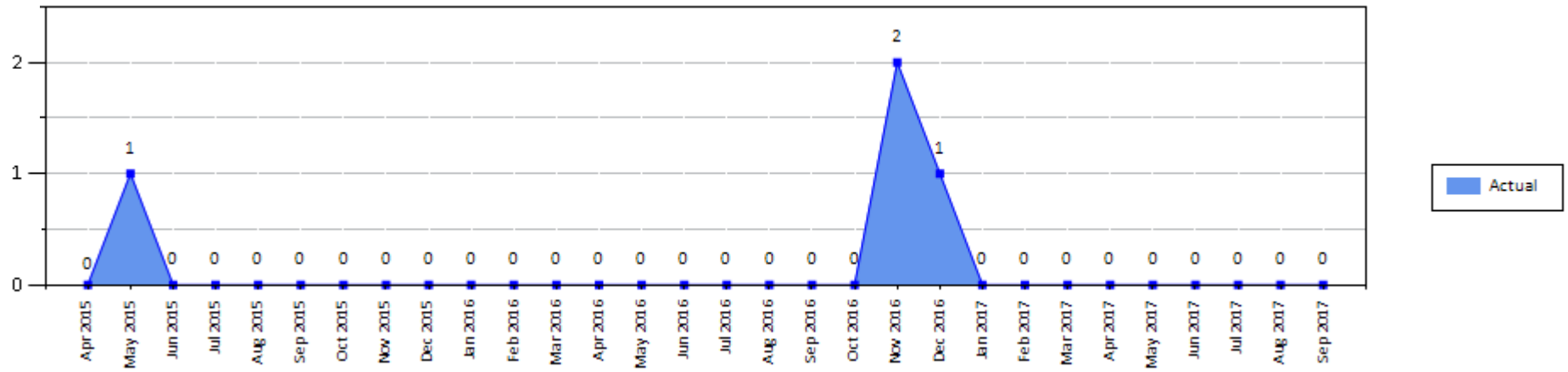


PRE01-Number of fire related deaths - Swindon

Month

Sep 2017

0

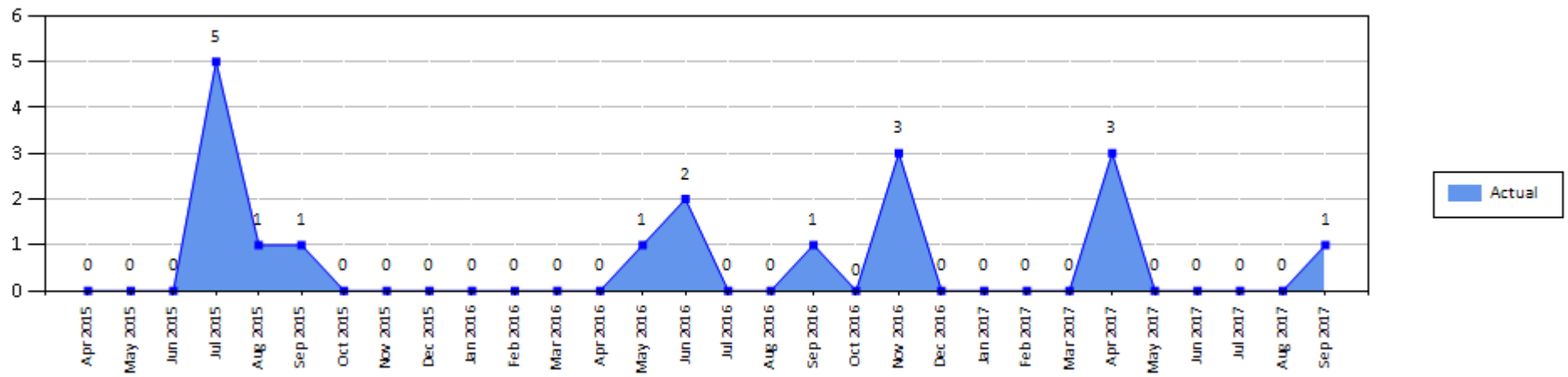


PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon

Month

Sep 2017

1

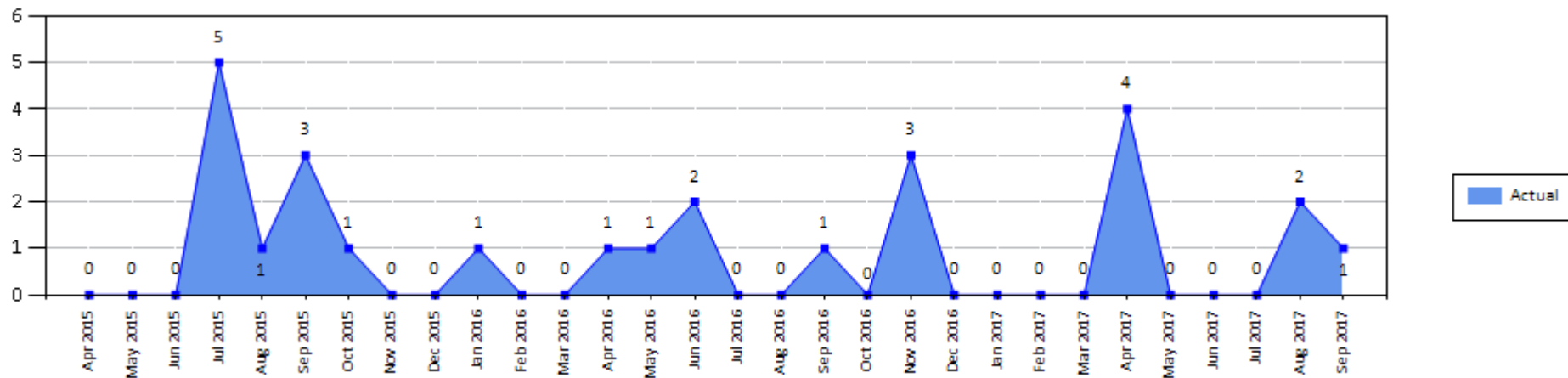


PRE02-Total number of fire related injuries - Swindon

Month

Sep 2017

1

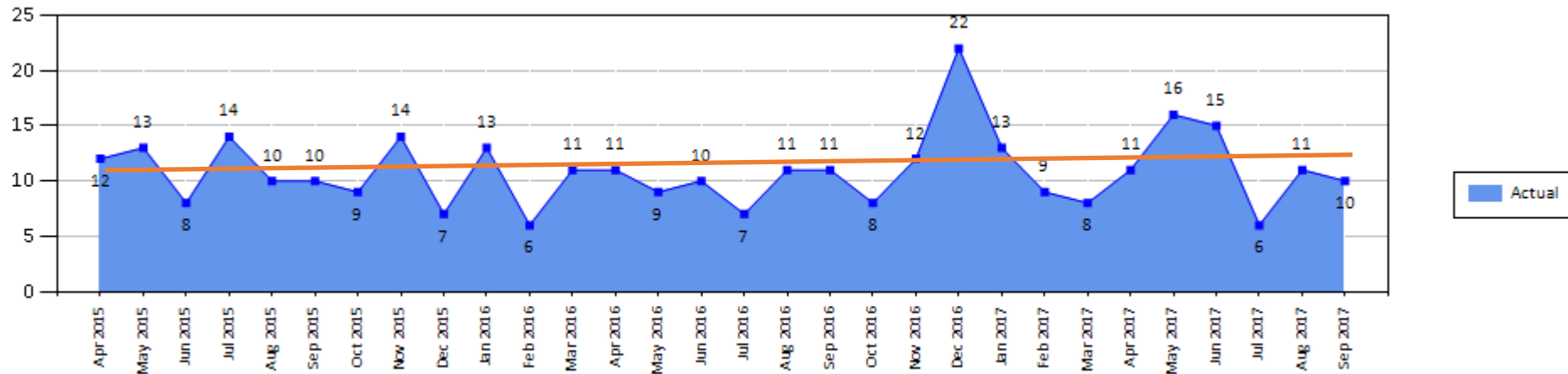


PRE03_Number of accidental dwelling fires - Swindon

Month

Sep 2017

10



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 Swindon to safeguard the vulnerable people we come into contact with?
<p>Progress comment:</p> <p>The Safeguarding Coordinator attends a monthly meeting with other Safeguarding Leads from external agencies. We share best practice and receive peer support and supervision. On occasions we have a guest speaker. As part of this group we review cases referred to the group by the Safeguarding Adults Review Sub Group. We look at complex cases where lessons can be learnt and how this can effectively translate into actions as a result of the group across partner organisations. One Lead has liaised with an EX CCG (Clinical Commissioning Group) director who is also a coach through the NHS Leadership Academy. To facilitate a session for us in October.</p> <p>This will include something around professional development and sustainability, and items such as:</p> <ul style="list-style-type: none"> • Collaborative working • Working as a collective voice across agencies • Professional interactions and team development • Coaching • Leadership • Professional resilience in a changing landscape <p>The Area Manager continues to represent the service on the local safeguarding board and local awareness training is to be delivered for Duty Area Managers and Deputies that sit on Local Boards.</p> <p>We continue to work with multi agencies: Receiving referrals from the Police and SWAST (Dorset and Wiltshire) and First Point (Domestic Abuse Charity). We make referrals to Children Services, GP's and NHS Teams, Social Services, Police, (CMHT) Community Mental Health and Sight and Hearing Teams and more.</p> <p>The Safeguarding Coordinator has liaised with the Red Cross to gain their involvement supporting families that have suffered some kind of trauma or loss as it was highlighted that this support was missing once crews moved on from a job.</p> <p>The Safeguarding Coordinator has contacted all surrounding Safeguarding Leads, Hampshire, Devon and Somerset, Royal Berkshire, Oxford and Gloucestershire as crews are increasingly attending shouts outside of borders. They have asked that crews follow their own organisational procedures and the Safeguarding Lead will direct as appropriate. This way will hopefully stop any confusion and any concerns being missed.</p> <p>Swindon Adult Safeguarding Board agreed rather than hold a separate peer review meeting to evaluate self-assessments we recently completed, they would include an evaluation of these at their Operational Group meeting. Unfortunately, the Safeguarding Coordinator (the author who completed the Swindon Adult Safeguarding Outcome and Performance Self-Assessment Audit 2016/17) was unable to attend the meeting to answer the following questions for each section of the assessment:</p> <ul style="list-style-type: none"> • What one thing is working particularly well for you? • What is your major barrier i.e. what one thing are you most worried about? • What are your plans to deal with what you are most worries about? <p>Swindon Deputy Area Commander Glyn Moody was nominated as the suitably briefed representative to attend the meeting to answer the above questions.</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</p>	

Safeguarding Co-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.

We continue to work with multi agencies: Receiving referrals from South West Ambulance (SWAST).

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.

Links have been made with Local Authority Incident Officers in Swindon after working with them on a recent safeguarding case.

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. 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.

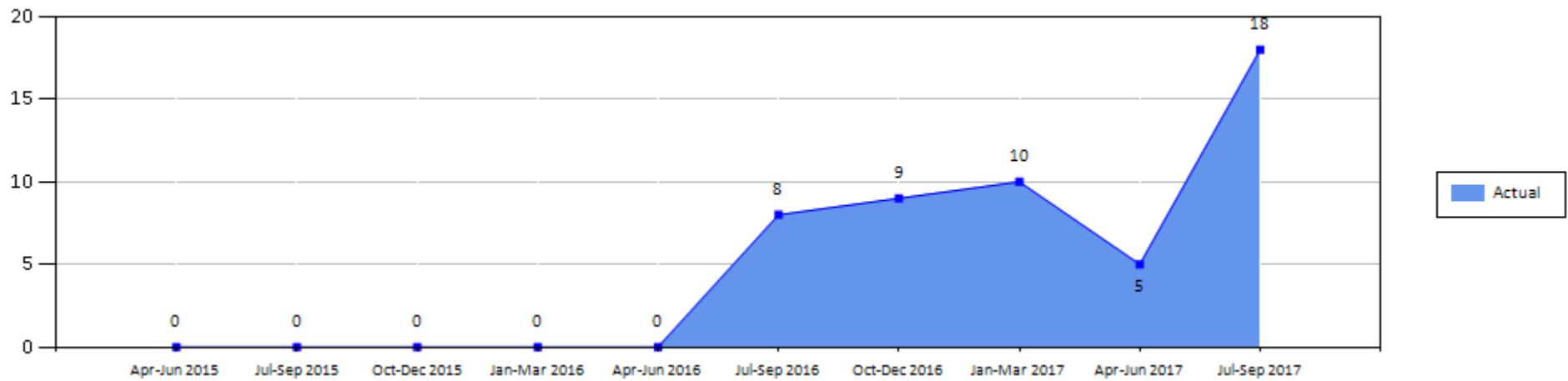
The poster is both simple and eye catching. The hope is that the poster will keep safeguarding in staff minds.

Area Manager Baker continues to represent the service on the Swindon Safeguarding Adult Board.

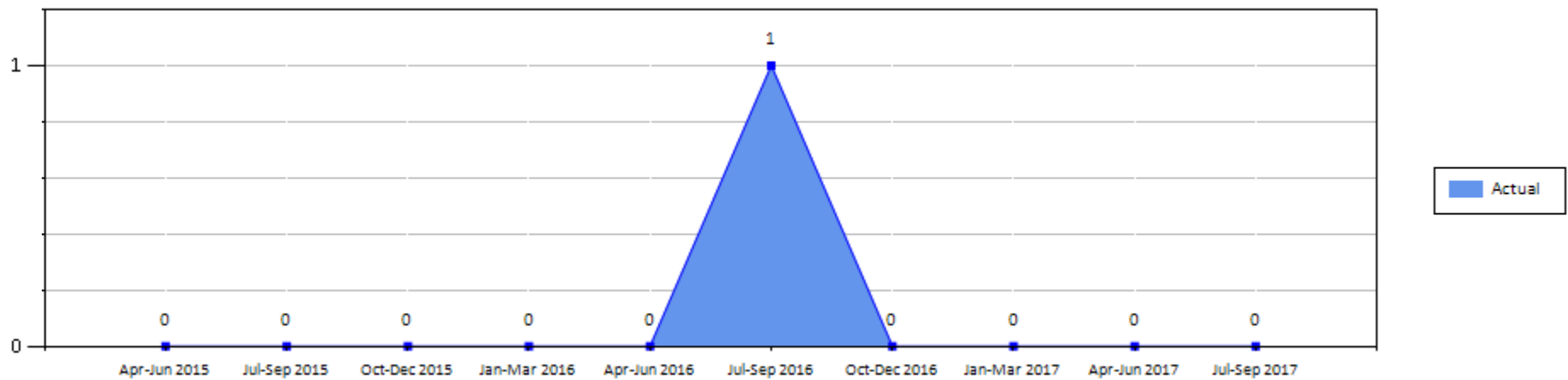
The Safeguarding Coordinator continues to work closely with Fire Safety, Safe and Well, Information Manager and the Community and Partnership Data Coordinator. Seeking advice on cases when required.

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals - Swindon Borough Area	Quarter	Jul-Sep 2017	18



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals - Swindon Borough Area	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?

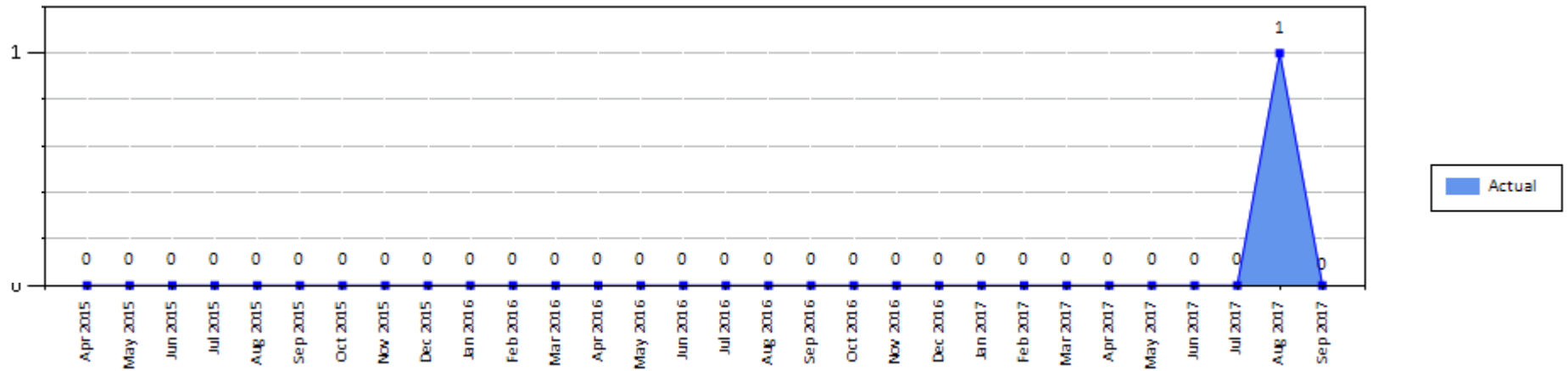
Actions

Action Code	Action Name
1.2.2.14	How are we providing professional advice and support for local business in Swindon so they can meet their legal fire safety obligations and add to the economic growth of our communities?
<p>Progress comment: Fire Safety teams are committed to working at the heart of local communities. We have a targeted business support programme to audit businesses to raise increase voluntary compliance regarding standards of fire safety.</p> <p>We will focus on buildings where there is a sleeping risk. In 2017 we have targeted Residential Care Homes, Hospitals, Accommodation above commercial units and Landlords of Houses of Multiple Occupation (HMO's).</p> <p>Our Aim is to:</p> <ul style="list-style-type: none"> • Raise awareness of fire safety responsibilities • To educate and • Pursue a positive approach to business support and education aimed at promoting residential and commercial sprinkler systems • Further enhance our effective working practices with partner agencies such as the Care Quality Commission, Food Standards Agency, Environmental Health, Immigration and the Environment Agency. To share intelligence and maximize our impact in reducing both commercial and residential risks. • Address compliance issues in HMOs and to protect vulnerable people who often reside in this type of housing. Multi-agency work streams ongoing with LA Housing, Immigration and Police. • Promote the Primary Authority Scheme to offer professional and consistent fire safety advice across a broad spectrum of businesses. <p>On-going interaction by Protection Team members with Local Authorities, Private landlords and tenants regarding fire safety-related matters: External cladding systems; Fire detection and warning systems; Fire resisting doors (& self-closers); Combustibility/fire resistance of construction materials; Commercial and residential sprinklers systems and water-mist suppression systems. Opportunities for interaction with Residential Care Homes to reinforce best practice regarding fire safety including evacuation/PHE techniques.</p> <p>Joint initiative between Protection, Prevention and Response targeting Sheltered Accommodation to educate, inform and provide community reassurance. There has been representation at Swindon Borough Council (SBC) annual general meeting for Sheltered Housing; the SBC 'empty homes' forum; SBC-led high-rise MP visits and subsequent interactions.</p> <p>Most recently, we have been supporting SBC officers provide detailed advice to the SBC Cabinet, so that significant investment can be made into the fire safety provisions in their high-rise housing stock. This saw the Cabinet recommend in excess of £1 million in fire safety provisions.</p> <p>During CFOA Business Safety Week fire safety teams have been actively engaging with local and small high street businesses to raise awareness of their fire safety responsibilities. Activity centred on Brunel Shopping Centre, McArthurGlen Outlet and distribution of safety posters and engagement with local businesses in the North Wiltshire area.</p> <p>34x Building Regulations consultations (B&P x34; Sw x11) 53x attendances at Unwanted Fire Signals (B&P x40; Sw x13) 7x Fire Safety Complaints (B&P x7; Sw x0) 15x Post fire audits (B&P x13; Sw x0 but actually x2) 23 Fire Safety Audits (B&P x19; Sw x4) 16x Licensing applications (B&P x11; Sw x5)</p> <p>Our multi-agency joint partner agency work with the Local Authority has resulted in fire safety standards being improved in a number of HMOs this year. Our inspectors work closely</p>	

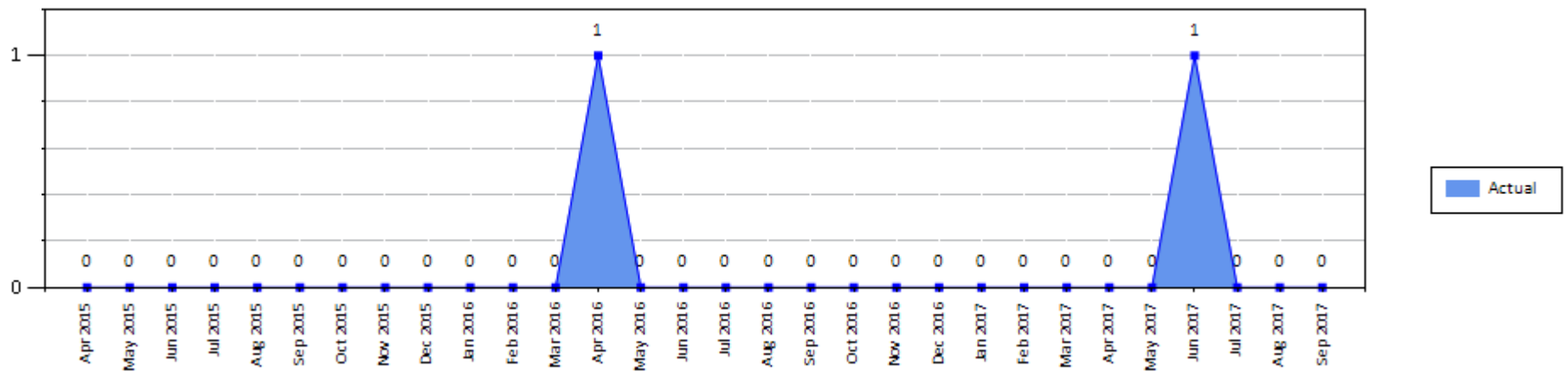
with Safe and Well teams to deliver home safety advice 'behind the front door' to protect vulnerable people from fire. Since the Grenfell Tower fire in London – a great deal of FS time has been spent targeting high rise residential premises with/without external cladding to offer community reassurance - multiple visits to premises in conjunction with local MP, Councillors, Fire Authority members, LA head of departments. We have worked with the Local Authority to improve fire safety-related matters in high-rise premises and supported their initiatives with a view to the retrospective installation of automatic sprinklers into existing high-rise building stock.

Key Performance Indicators

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



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

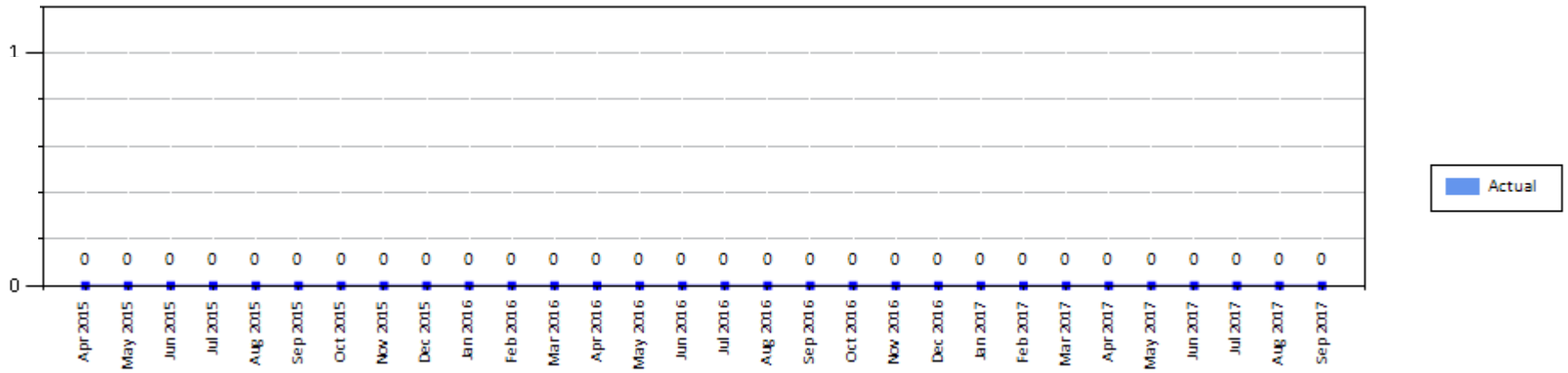


Number of prosecutions in Swindon

Month

Sep 2017

0

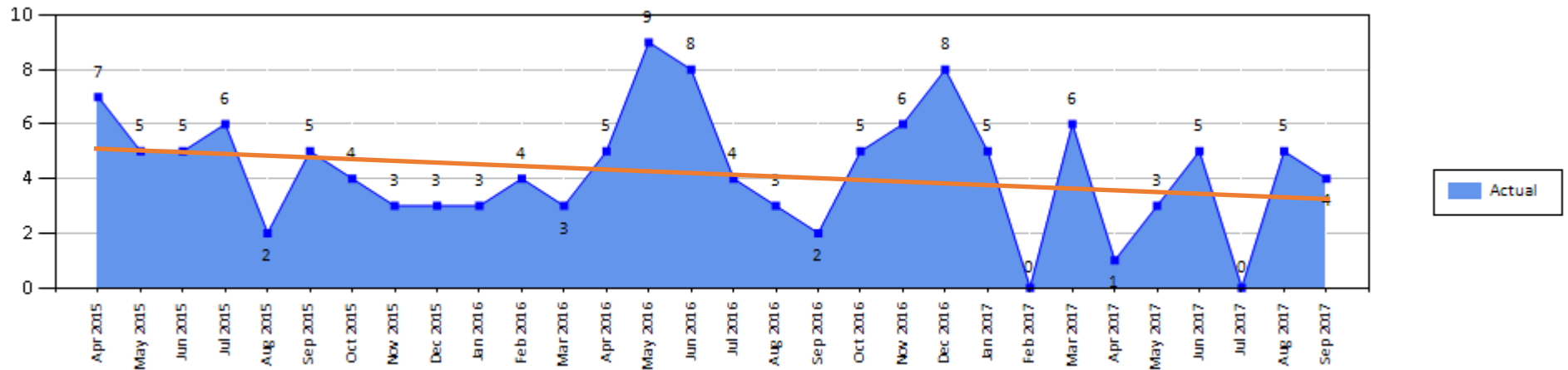


PRO01-Number of fires in Non domestic properties-Swindon

Month

Sep 2017

4



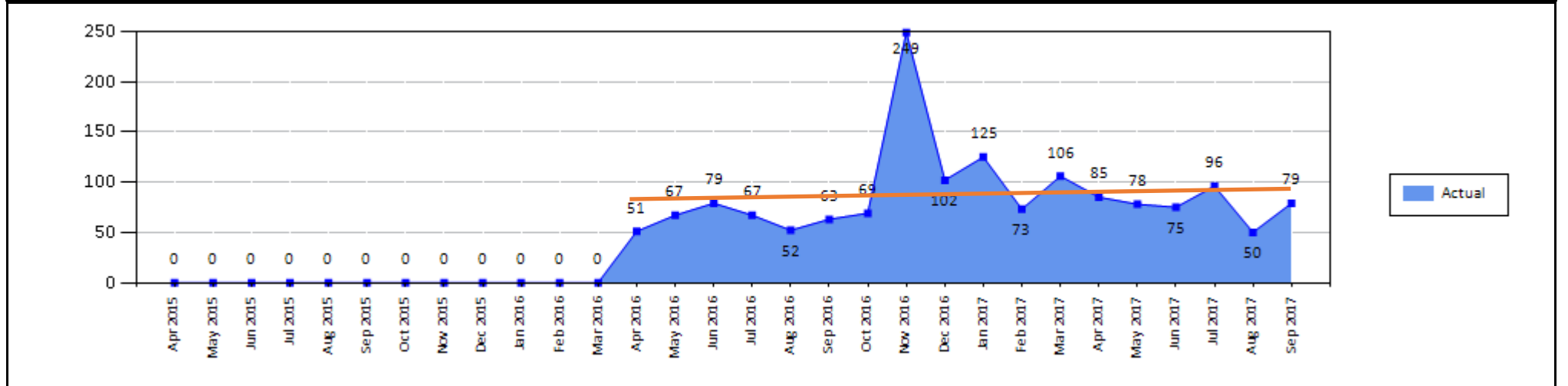
KLOE 7: How are we identifying and driving down risk risks to the community, unique heritage and environment?

Actions

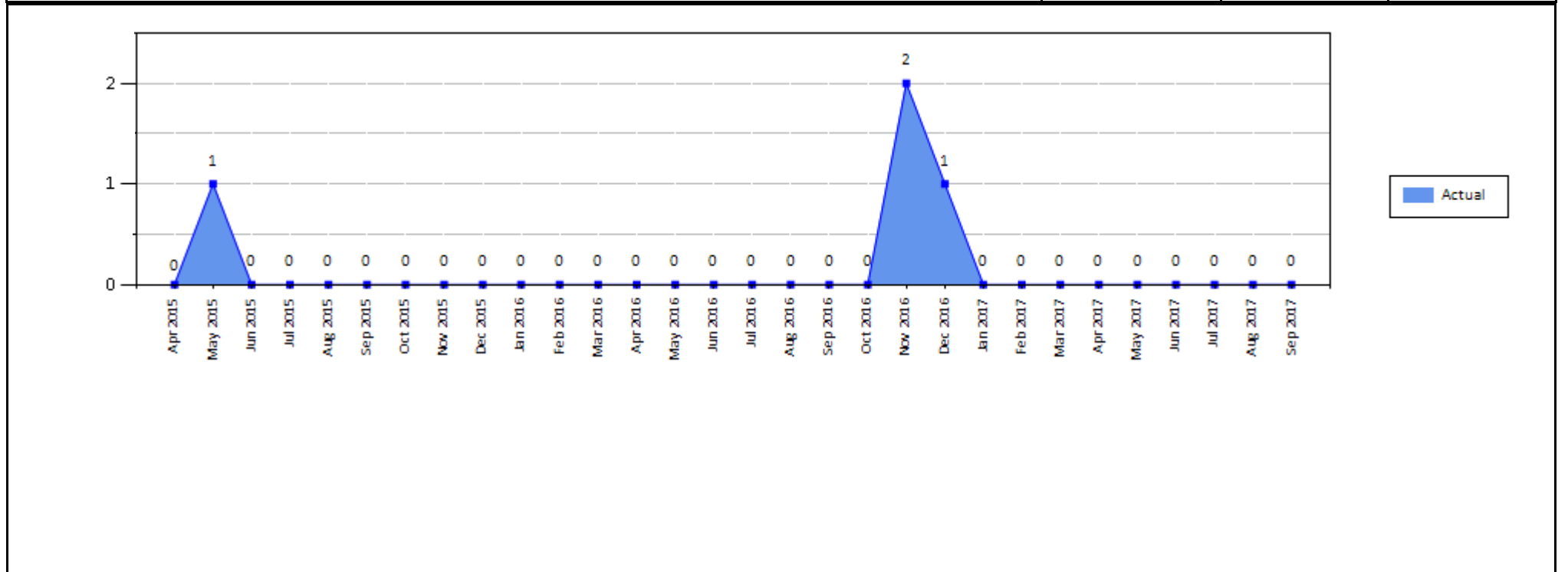
Action Code	Action Name
1.2.3.14	How are we identifying and driving down risk risks to the community, unique heritage and environment in Swindon?
<p>Progress comment:</p> <p>Deputy Area Commander (DAC) attends the MARAC meetings with other partner agencies. Over the last 12 months we have had a number of referrals to properties and occupiers who have been victims of domestic abuse. Additionally, where threats of arson have been made. We continue to be contacted by Domestic Abuse Lead from Wiltshire Police when a risk is identified. This relationship has built over the last twelve months and continues to work well. Safe and Well advisors are asked to attend the property and give advice and ensure the property is fitted with smoke detectors. We also highlight the threats of arson through the mobilising system to ensure crews and control staff are aware. This also helps with police attendance at specific addresses.</p> <p>Following a significant incident which resulted in two fire deaths, we have worked closely with our colleagues in the local authority and also local groups such as the Harbour Project and City of Sanctuary who work with the Asylum Seekers and Refugees. Additionally, we have supported Swindon Borough Council develop a business case to Government that has resulted in a grant of £278,000 being awarded to support the increase in migration to the Borough, particularly in the Broadgreen area of Swindon. Whilst, this was reported in the last quarter to the members, this initiative continues to develop with further multi agency planning. It is anticipated that by the end of the year we will start to see the teams working together as the borough have highlighted some posts for the project. DWFRS intend being a major partner in this project.</p> <p>We continue through our Fire Safety Manager to work with the borough council in highlighting empty buildings and the risks associated with reducing the risk of deliberate fires.</p> <p>Following the Grenfell Tower fire in London we continue to work with colleagues in Swindon Borough Council with regards to their high rise buildings. Both local managers and fire safety team have been meeting with representatives from the council to consider upgrades to buildings. Recently a decision was made to invest over one million pounds in upgrades across the high rise buildings. This shows a real intent to ensure we don't see a Grenfell Tower within the Swindon area.</p> <p>In July operational crews from Swindon, Stratton & Westlea planned and delivered an exercise at DMJ, in partnership with SBC and Brunel Security. This exercise tested our operational response to a significant fire in the residential part of the high rise building. It also allowed us to review and update our tactical plans and risk information for the building, and has developed into us providing training for Brunel Security & SBC in terms of how their actions fit in to our procedures. Swindon operational staff are also now providing Wiltshire Area crews with high-rise refresher training (specifically targeted at crews who regularly stand by at Swindon during busy periods).</p> <p>In response to the Grenfell Tower disaster, other high profile national incidents and subsequent coroner's recommendations we have commenced a project to improve the provision of building information to operational crews at high-rise premises. Premises Information Plate (PIP), provide a simple visual indication of a building's information in areas of layout/staircases/fire lift and dry rising mains risks and establish plans to make best use of building features and fire safety systems on arrival at a premises. Working with building owners, these will be provided to high-rise premises across the Service area.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of home safety/safe and well visits in Swindon Borough	Month	Sep 2017	79



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

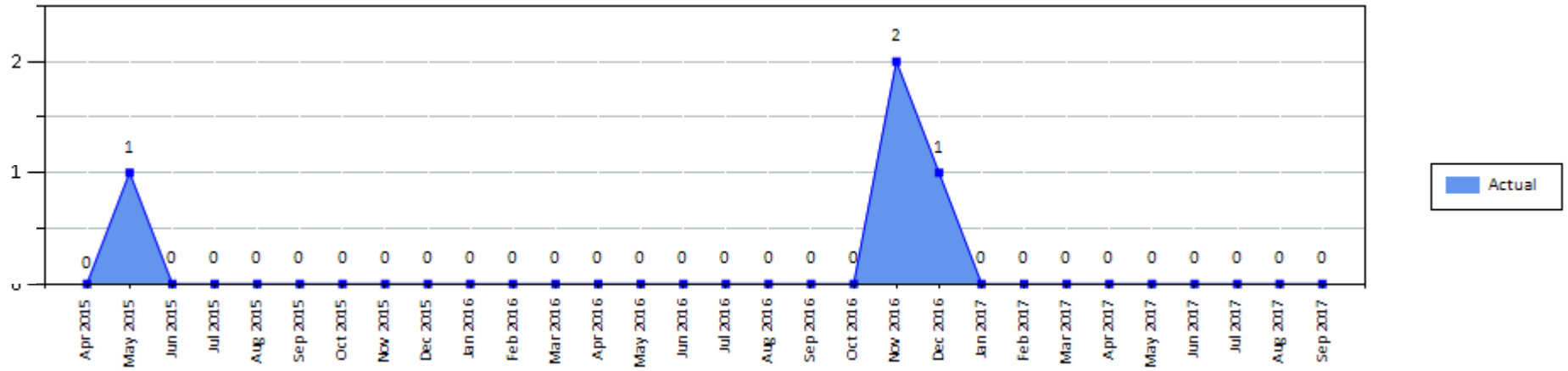


PRE01-Number of fire related deaths - Swindon

Month

Sep 2017

0

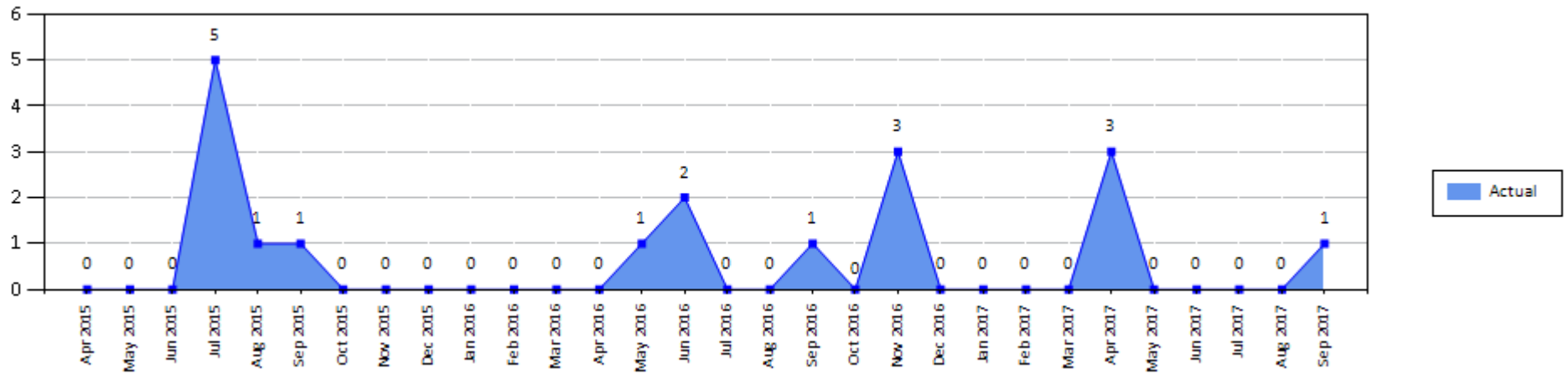


PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon

Month

Sep 2017

1

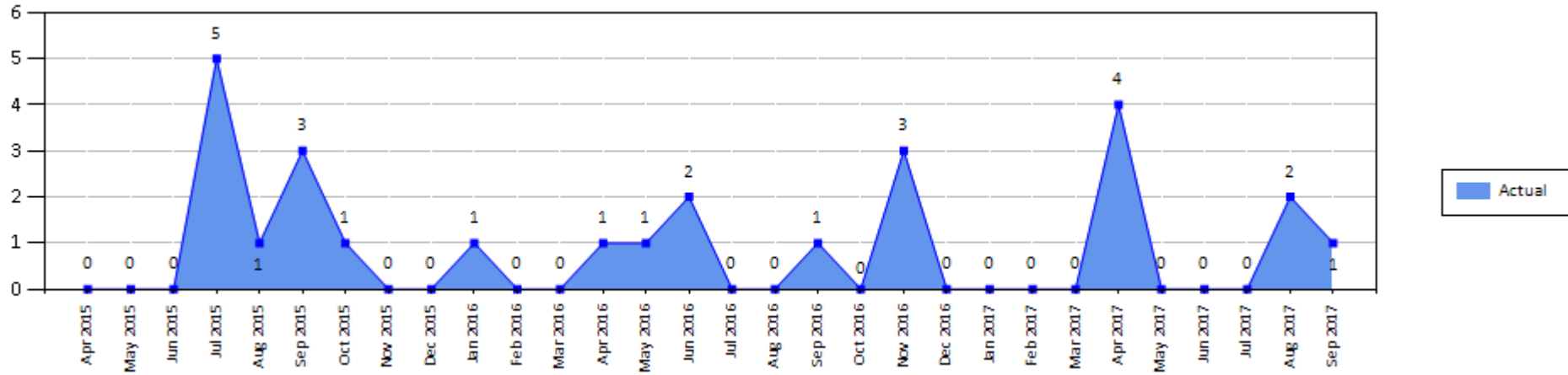


PRE02-Total number of fire related injuries - Swindon

Month

Sep 2017

1

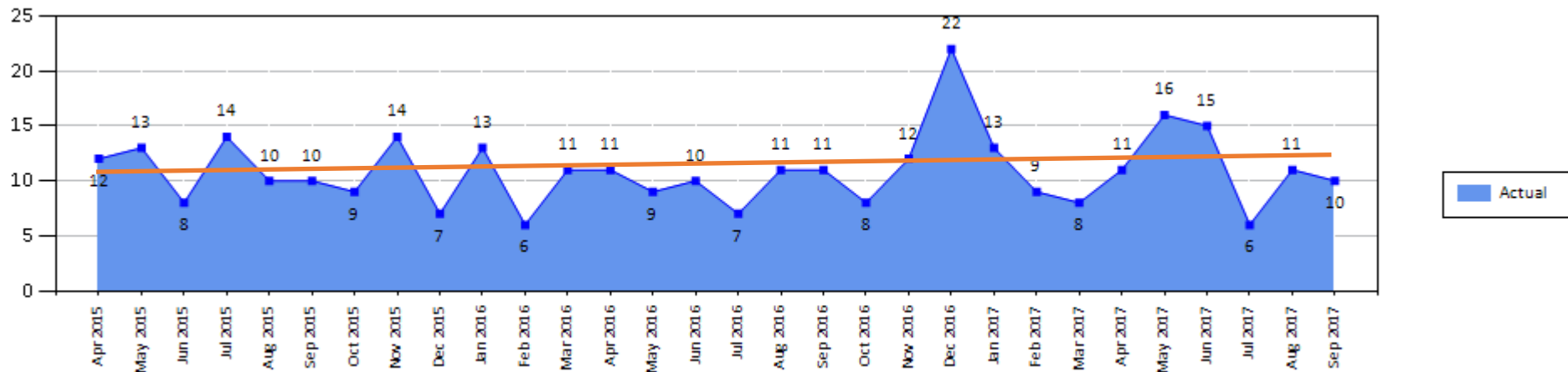


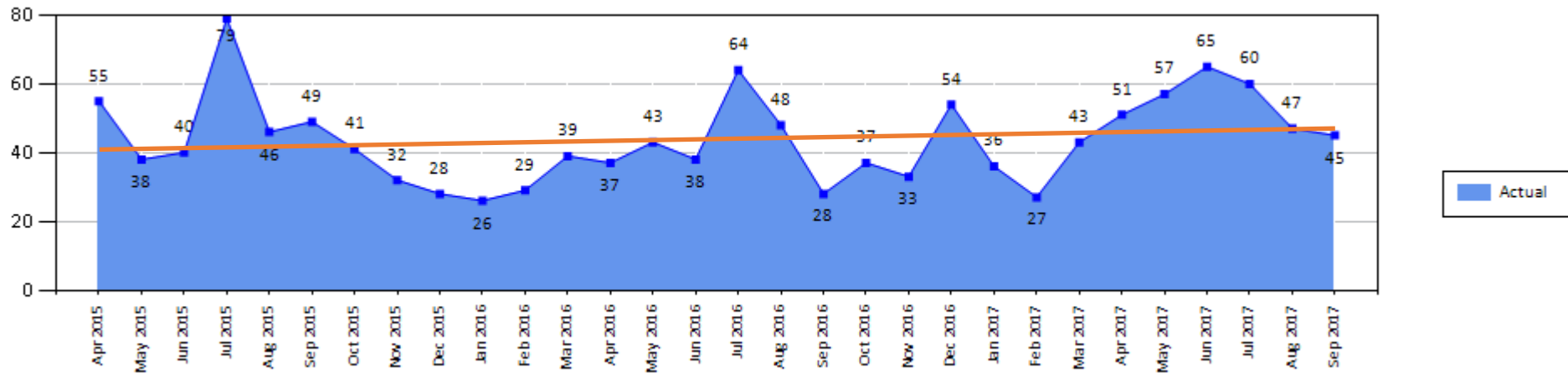
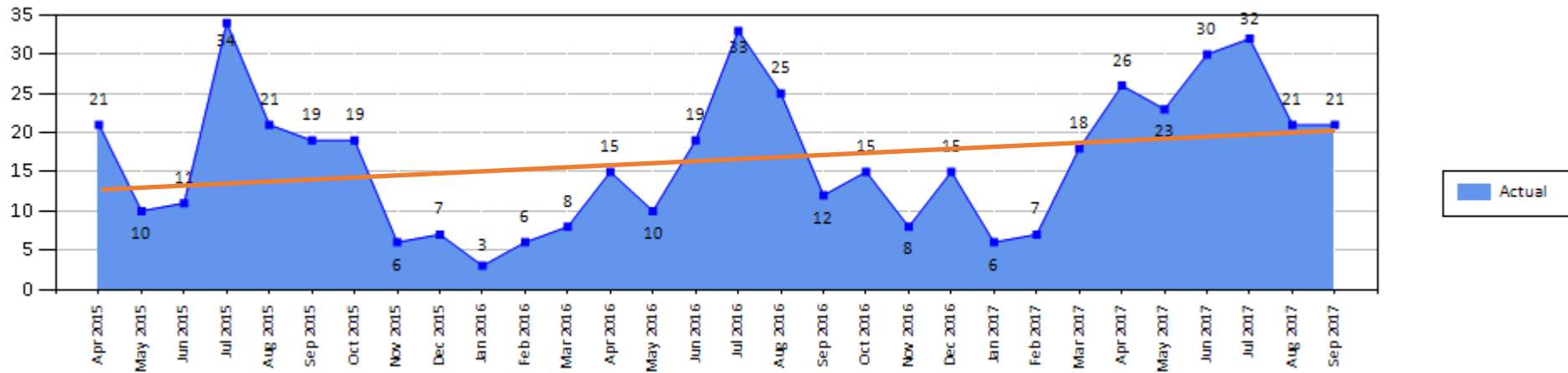
PRE03_Number of accidental dwelling fires - Swindon

Month

Sep 2017

10





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 Swindon to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p>Progress comment:</p> <p>To evaluate the effectiveness of emergency responses 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; Through engagement with local communities which is usually designed to assist with developing a community emergency plan. 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. Community resilience plan templates are available on LRF and partner websites which help communities understand and assess their risk and make local plans to respond. A key benefit of this process is engagement with responders and establishing an understanding of the realistic response of the emergency services.</p> <p>Engagement with voluntary groups provides access to a broad range of people, skills and equipment who are trained and willing to support emergency incidents. Voluntary capabilities include 4x4 transport, search, water rescue, first aid, communications, feeding and welfare. support.</p> <p>Dorset and Wiltshire Fire are a statutory member of the local resilience forum known as a category 1 responder under the civil contingencies act. 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. LRF plans are supported through training and exercising to provide assurance that plans are effective and that the capability to respond is in place. Coordination of messages to the public is carried out through our warning and informing group. Information can be shared securely among partners using the Resilience Direct platform, which holds copies of local plans, and can provide access to mapping. Our LRF is overseen and coordinated by a Business Management Group (BMG) and an executive group. Which oversees the work plan and provides strategic or tactical direction.</p> <p>Local managers such as the District Commanders work with their colleagues in the Police and local authority colleagues in local tasking groups. This allows for information sharing and also enables a cross sector approach to deal with local community issues. We are currently dealing with this group over a spike in deliberate fires in the Pinehurst/Penhill area. The Police and LA have identified local youths who are involved in ASB some of which is deliberate fire setting.</p>	

Priority 3: Being there when you need us

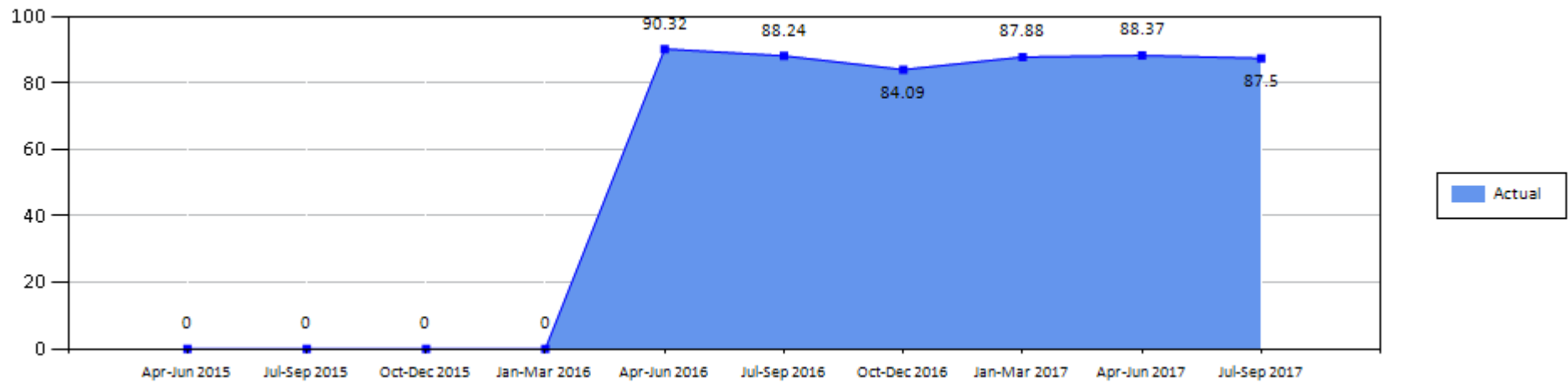
KLOE 9 : Are appliances available when we need them?

Actions

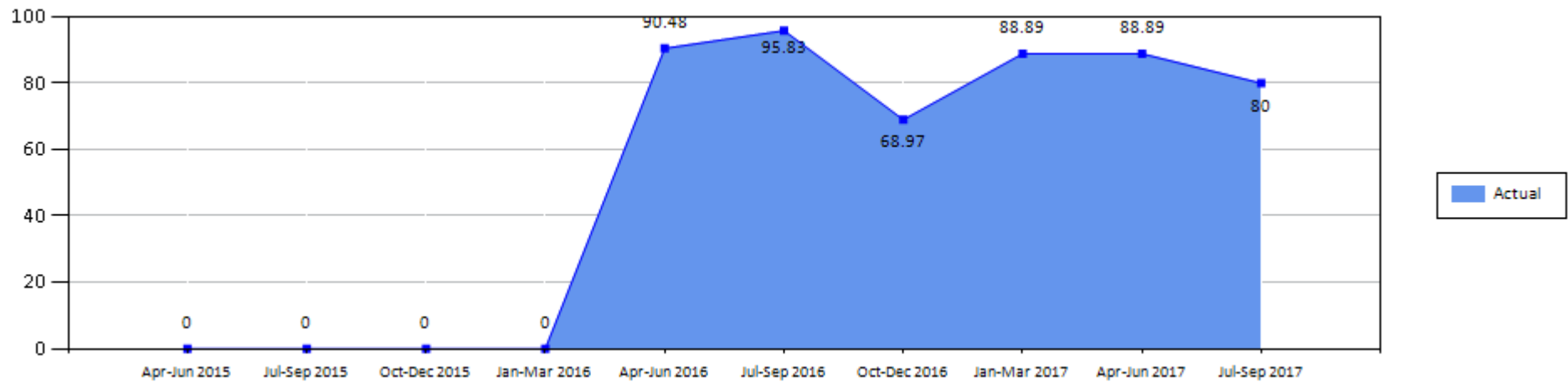
Action Code	Action Name
1.3.1.8	Are appliances in Swindon available when we need them?
<p>Progress comments:</p> <p>Within the Wholetime establishment we can almost guarantee that all three frontline appliances are available 24/7 within the Swindon area. With the Retained (on call) appliance we have less guarantee due to the type of contracts they have and also have full time positions elsewhere. However, we are aware when the appliance will be off the run due to an electronic availability system (Gartan) so the managers of the retained unit can try to fix the problem.</p> <p>We're constantly recruiting within the retained units due to the turnover of staff. Both units within Swindon are currently piloting the salary scheme which has helped in some way towards retaining staff as they are now paid for their hours of availability rather than against their amount of activity.</p> <p>Recruitment has gone well with Swindon on call team. They have recently had 3 new recruits who are close to completing their training. We have further candidates in the system so hopefully over the next 6 – 12 months we should start to see some significant differences.</p> <p>We have also additionally considered taking people in from outside the 5- minute response times. This has been used across other areas of the service so we will also consider.</p> <p>In the last quarter we have also seen some new recruits within the wholetime watches. We have recently recruited 6 personnel 3 of which will go the Westlea and the other 3 at Swindon and Stratton. We do however still hold some vacancies and these will hopefully be filled over the next 6 months. This will then reduce some of the ongoing crewing issues across the area</p>	

Key Performance Indicators

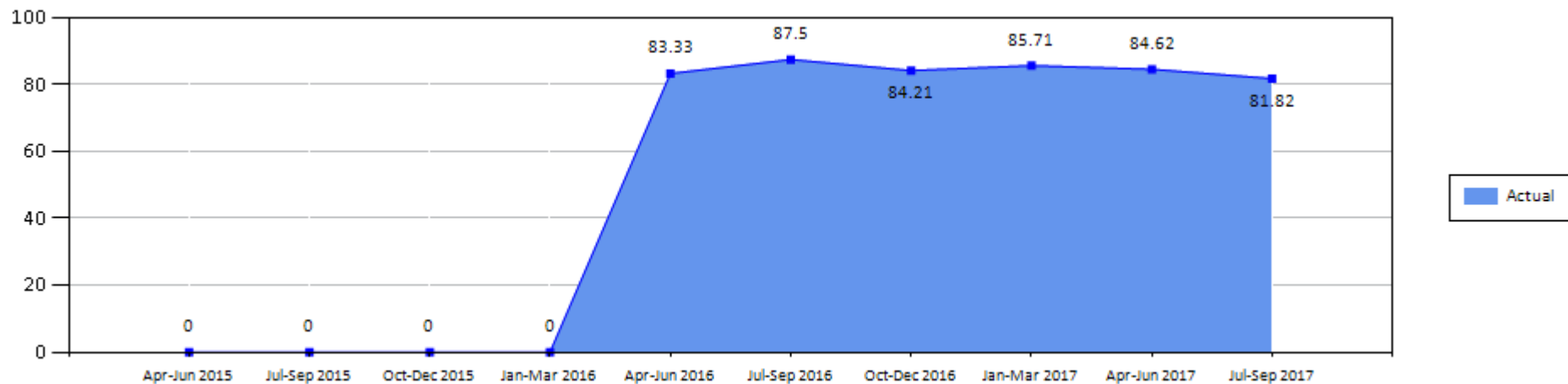
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon	Quarter	Jul-Sep 2017	87.5%



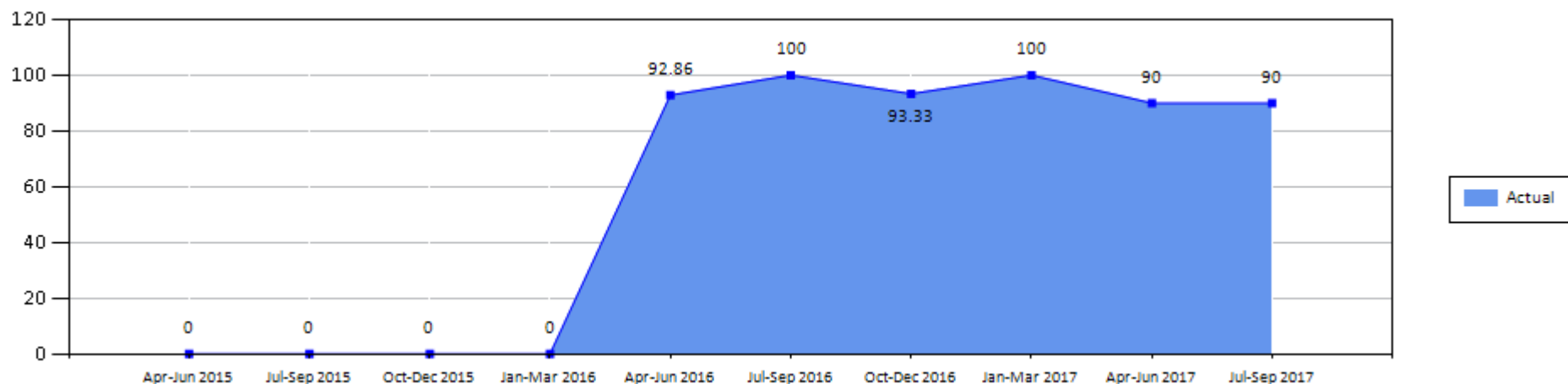
RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Swindon	Quarter	Jul-Sep 2017	80%
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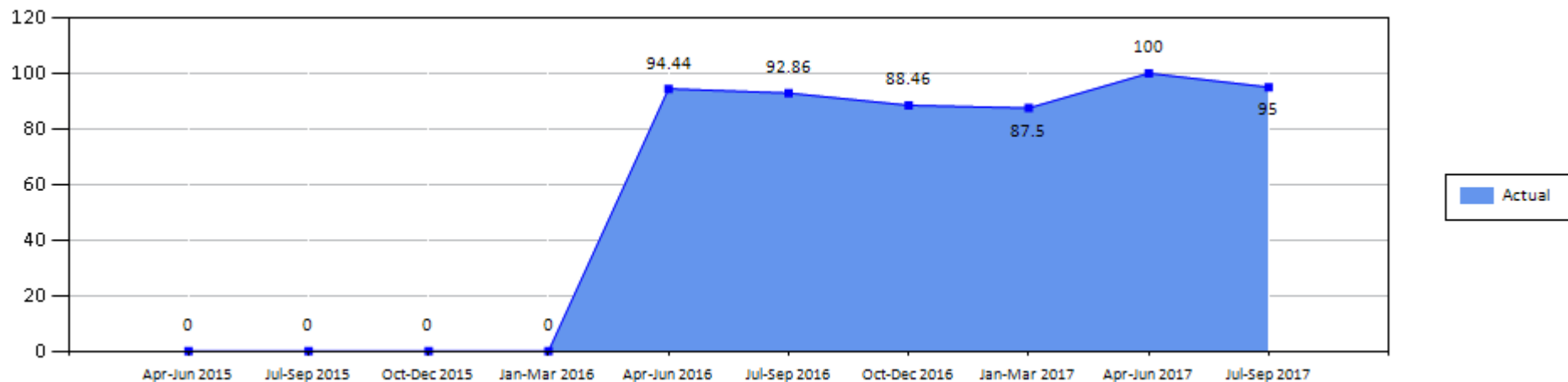
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon	Quarter	Jul-Sep 2017	81.82%
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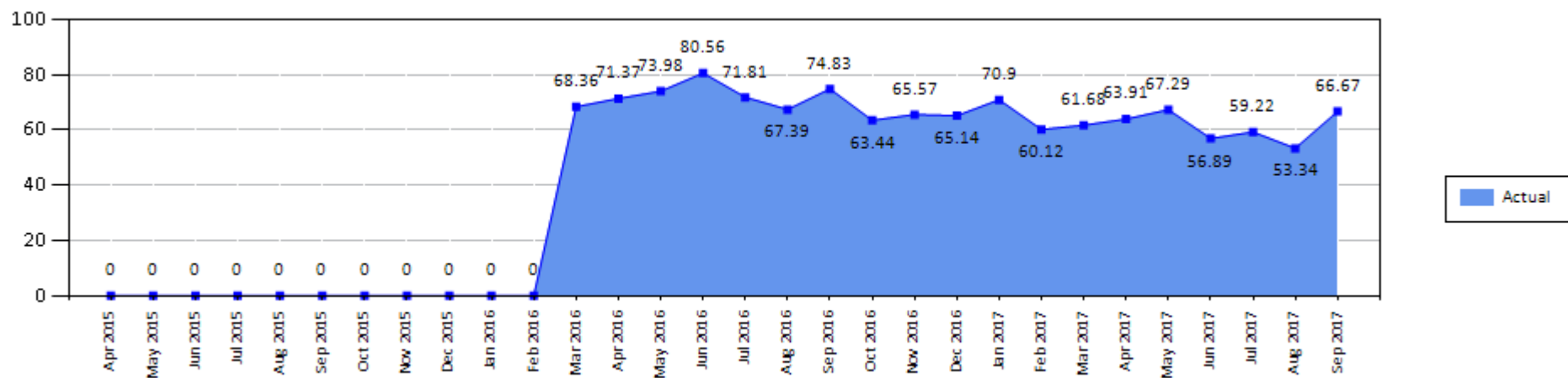
RES04-Percentage of incidents to other properties where the second appliance met the response standard-Swindon	Quarter	Jul-Sep 2017	90%
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RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon	Quarter	Jul-Sep 2017	95%
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RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)- Swindon Area	Month	Sep 2017	66.67
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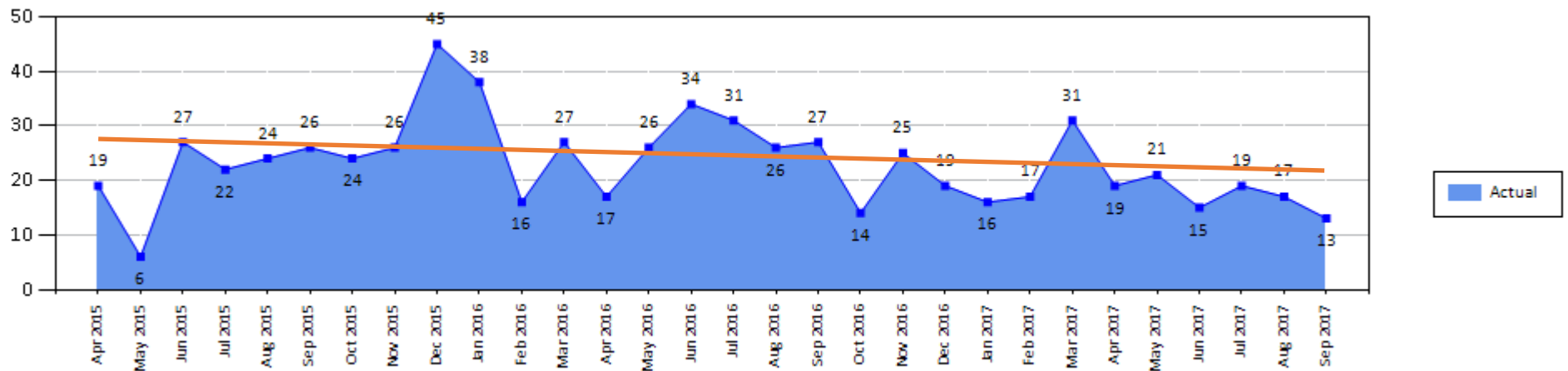
KLOE 10 : How effective and efficient are our response arrangements for dealing with the range of incidents an medical emergencies we attend?

Actions

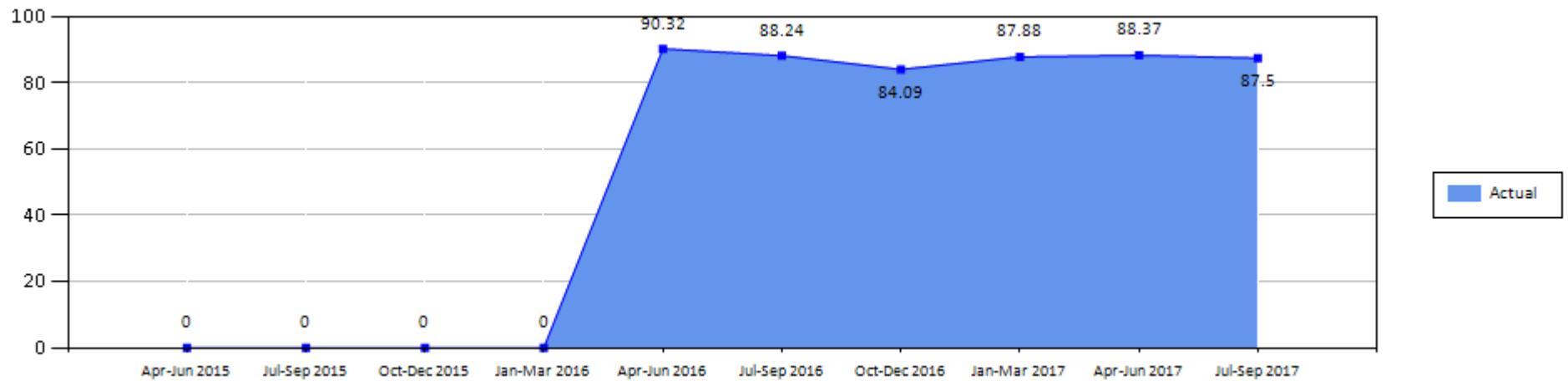
Action Code	Action Name
1.3.2.21	How effective and efficient are our response arrangements in Swindon for dealing with the range of incidents and medical emergencies we attend?
<p>Progress comment:</p> <p>Within Swindon we continually meet the majority of our response standards as we are predominately wholetime appliances. Improvements will need to be made to the Retained appliances within the area as at times they are unavailable due to crewing which in turn has an adverse effect on response times. Following a recruitment event at Swindon FS we have now recruited 3 new members for the RDS. Hopefully this should assist with the appliance availability in the future. Additionally, to ensure recruitment for the future we are also considering taking people from outside the 5- minute response areas. This has happened in other areas of the service and we will look at this in the Swindon area.</p> <p>We have high levels of competency amongst the operational staff within the area. The competencies are looked at on a regular basis by the District Management Team. Training guidance is provided centrally on a 3 monthly basis which is used in conjunction with local risk training such as High Rise, Hazardous Material and Mass Decontamination. We are currently rolling out hazardous material training to ensure personnel are up to date with modern procedures. Much of this training will be delivered by the end of the year. We have also given a reference to 2 watches in the area to give refresher training for High Rise fires. This training will include personnel from outside the Swindon area who may be used on standby. The watches involved are also updating all the tactical plans for the high rise buildings in Swindon. This focus has heightened following the London incident. There are exercises being organised in July to look at testing procedures. We were also heavily involved in a multi-agency exercise at GWH in June. This also involved a high rise incident which will help consolidate the information above. The exercise was successful for both the service and the hospital.</p> <p>Our current levels of competencies for Q4 across the Swindon area are Wholetime at 96.1% and Retained at 92.6% which are very positive figures</p> <p>When responding to incidents all managers are aware and trained in risk assessment in both Dynamic and Analytical. These assessments are recorded through communications to the control room and also written records secured centrally. These records can then be used for debrief purposes following an incident for all to learn from.</p> <p>Thankfully injuries on operational incidents are very limited. This is due to the training personnel receive and also due to the robust accident investigations carried out even for minor injuries. Staff are comfortable and encouraged to report incidents along with near misses to ensure that accidents are prevented in the future. Within the last quarter we have had a number of accident investigations. Thankfully these have been minor issues but still relevant in making sure these are limited for future.</p> <p>RES 01 – 88.37%</p> <p>RES 02 – 88.89%</p> <p>RES 03 – 84.62%</p> <p>RES 04 – 90%</p> <p>RES 05 – 100%</p>	

Key Performance Indicators

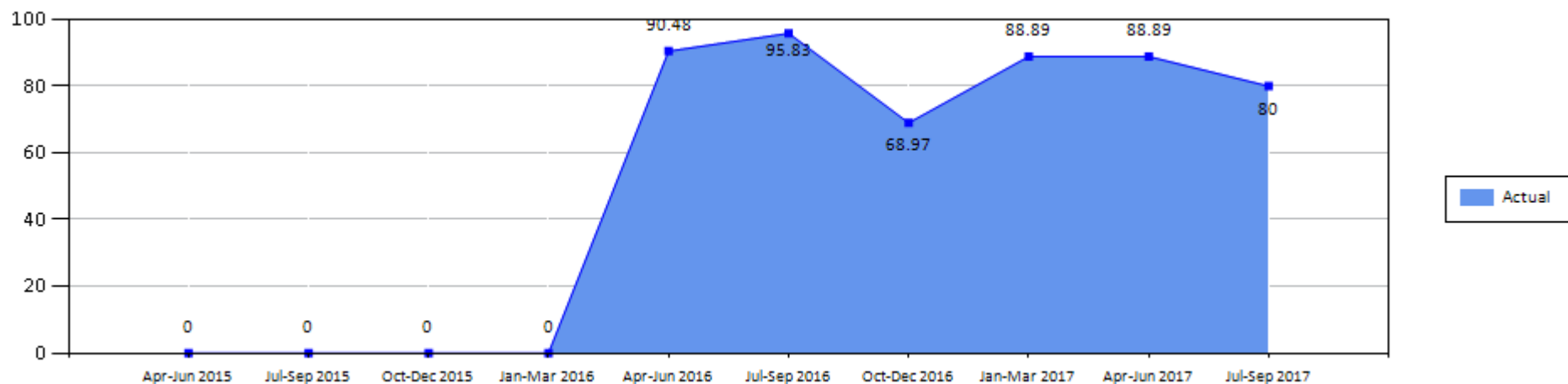
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Swindon	Month	Sep 2017	13



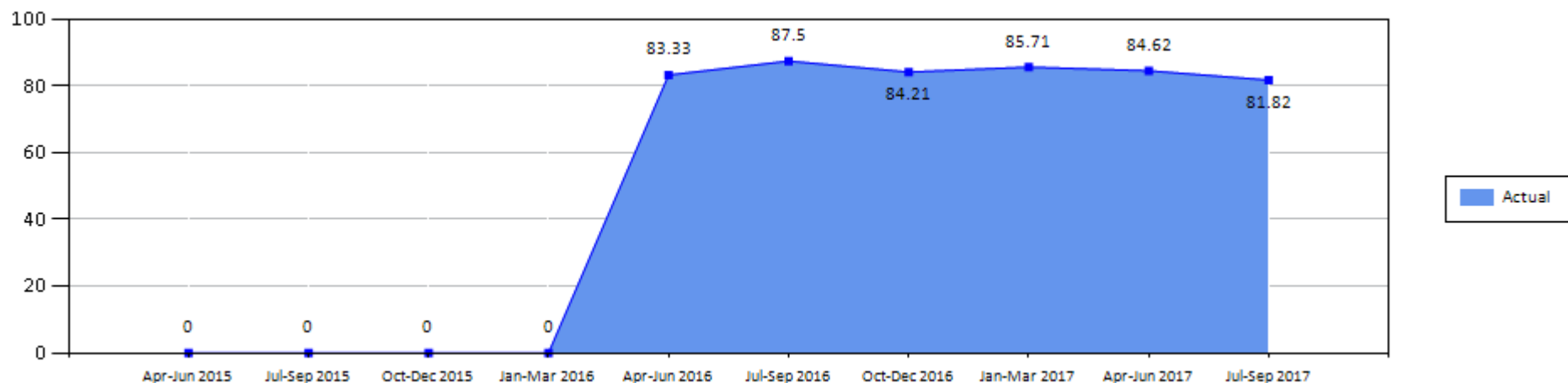
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon	Quarter	Jul-Sep 2017	87.5%



RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Swindon	Quarter	Jul-Sep 2017	80%
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RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon	Quarter	Jul-Sep 2017	81.82%
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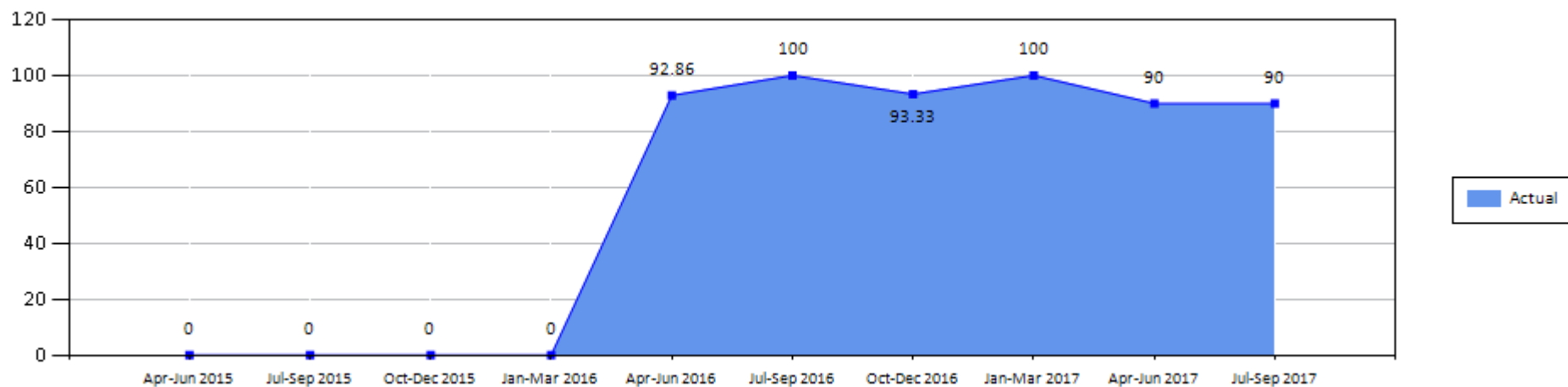


RES04-Percentage of incidents to other properties where the second appliance met the response standard-Swindon

Quarter

Jul-Sep 2017

90%

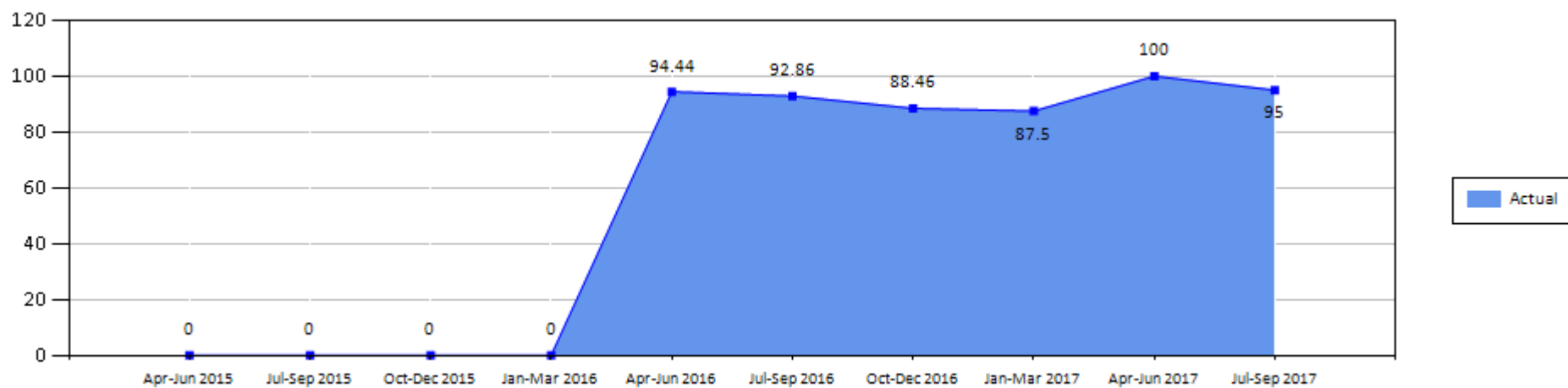


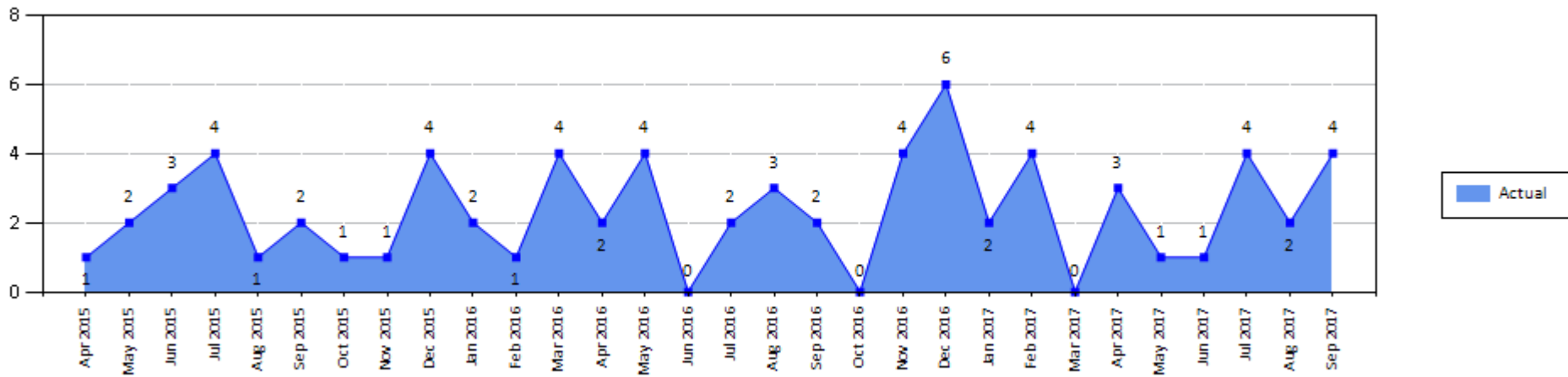
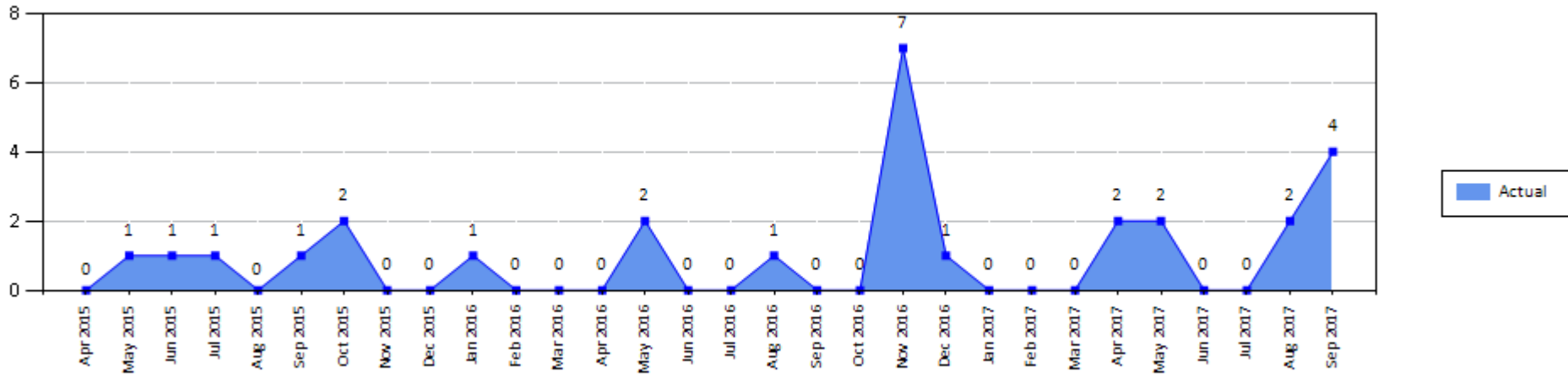
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon

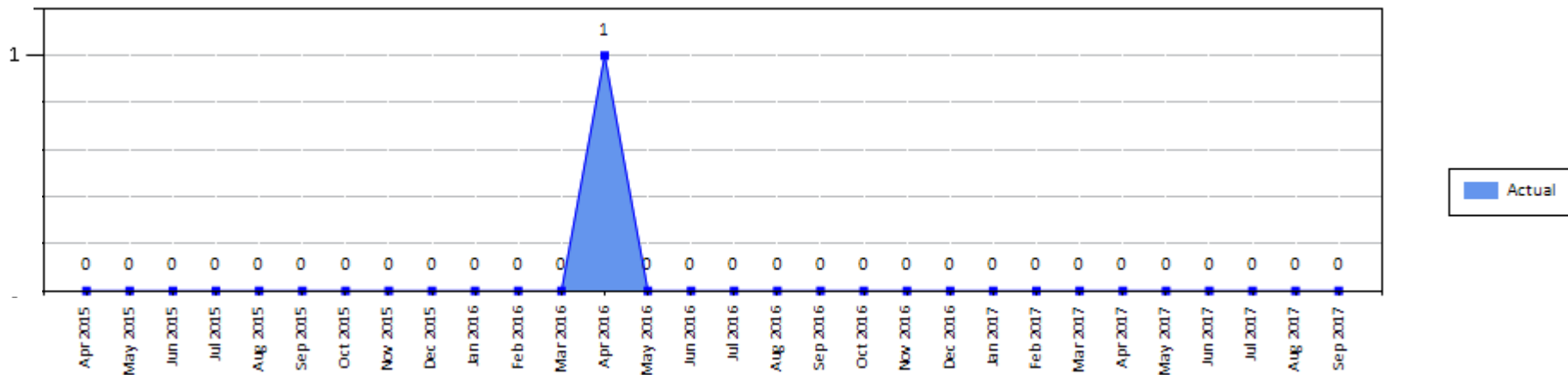
Quarter

Jul-Sep 2017

95%







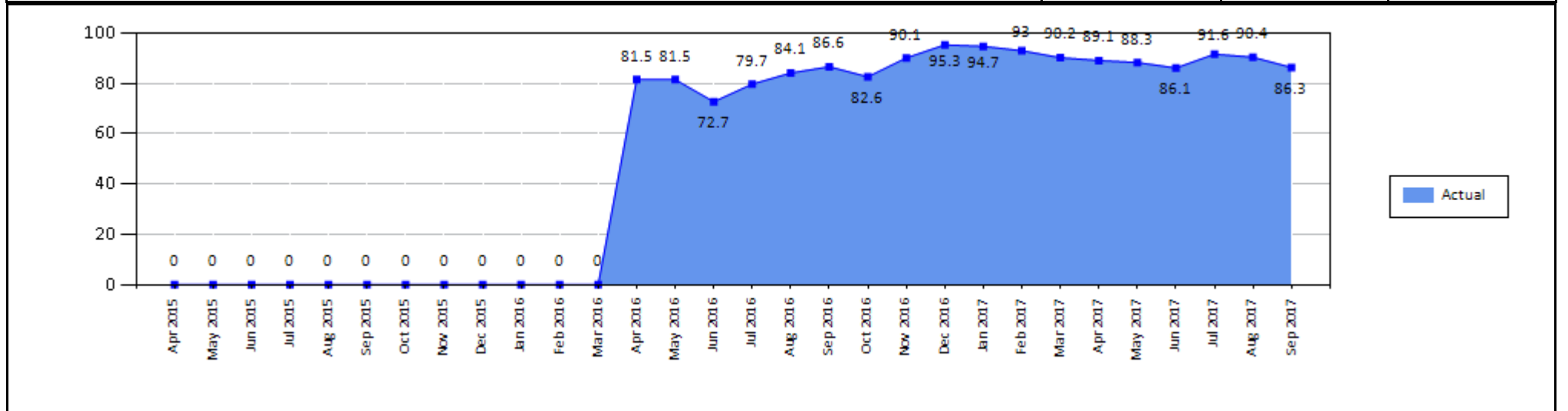
KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they attend?

Actions

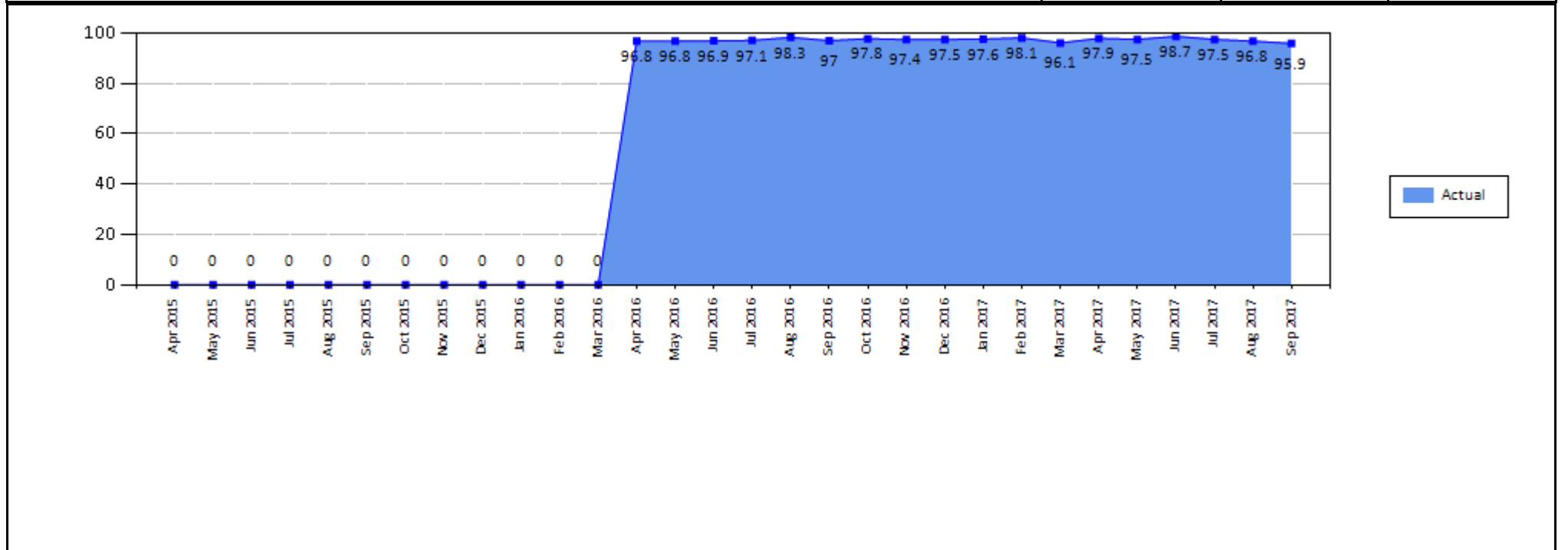
Action Code	Action Name
1.3.3.33	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Swindon?
<p>Progress comment:</p> <p>There are a number of ways our staff maintain competency. They will have training delivered centrally by Training Centre in areas such as Live Fire, Fire Behaviour, Incident Command and Trauma Care. A new training programme is being delivered centrally which involves training tours. This ensures that all personnel are in date for their competencies. Officers also attend regular officer training events to ensure they are up to date on skills.</p> <p>We have recently undertaken some familiarisation work with fires in High Rise buildings following the incident in London. An exercise at GWH took place in June which tested high rise procedures for both DWFRS and the hospital health and safety team. Further high rise exercises are planned during the summer period.</p> <p>There is also cross agency training such as JESIP delivered centrally which ensures the majority of our managers have input in this multi-agency approach. We are currently rolling out further training in this area and some personnel from the Swindon area will be involved in this. We have had and will in the future be involved in a number of multi-agency exercises which are found to be beneficial for both station based crews and officers.</p> <p>The majority of continuation training is delivered on station by the managers and this can be identified through a robust competency recording system (Fire Watch)</p> <p>On a regular basis incidents are debriefed and learning/training opportunities are identified. These debriefs can be recorded and delivered centrally to assist in identifying trends/issues that can then be addressed through a centrally directed training plan which is issued through the training department. In the last quarter we held debrief for the EMR scrap yard fire. A number of learning points were identified.</p> <p>Locally the managers will also identify local risks that crews will need to be aware of and train accordingly. We are currently allocating watches local risk areas such as industrial estates where they will gather risk information and also prevention work with regards access issues and storage of combustibles next to premises as these have had significant ramifications for premise owners in the past. All the High Rise information has been updated and reviewed recently and as stated above exercise will take place to practice.</p> <p>Annual watch audits are carried out by the District Commanders to ensure that personnel are maintaining competencies. The watch audits are tailored around local risks and also cover both practical and underpinning knowledge. From September dates have been arranged to test every watch in the area regarding their operational competencies. Themed areas have been distributed through operational effectiveness department to ensure consistency across the organisation. Any learning points will be forwarded in a report to the relevant departments.</p> <p>In the last quarter the operational licence competencies for staff in the Swindon area were very good.</p>	

Key Performance Indicators

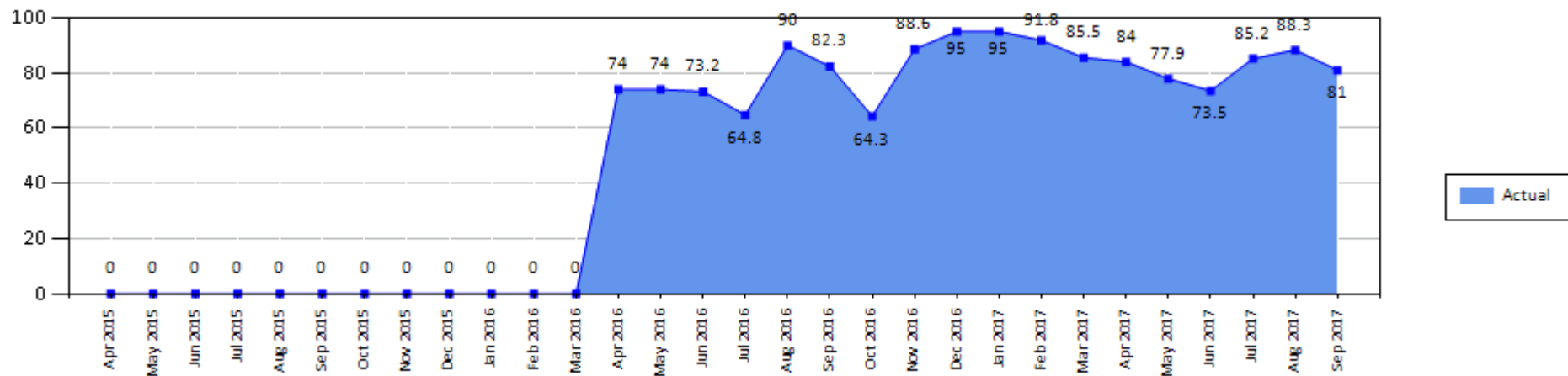
KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Swindon District RDS (Swindon North and Swindon South)	Month	Sep 2017	86.3%



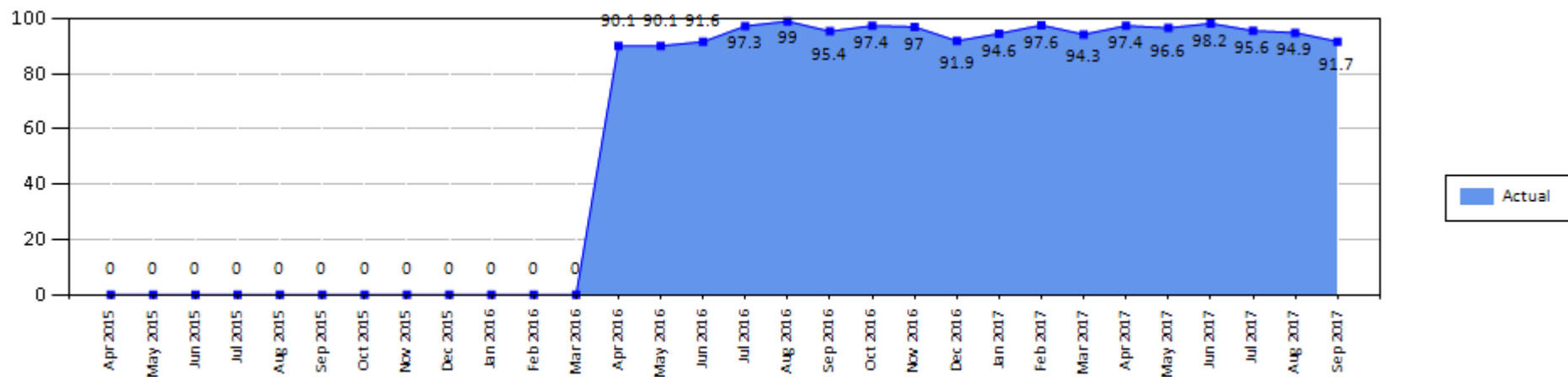
KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Swindon Station WDS	Month	Sep 2017	95.9%



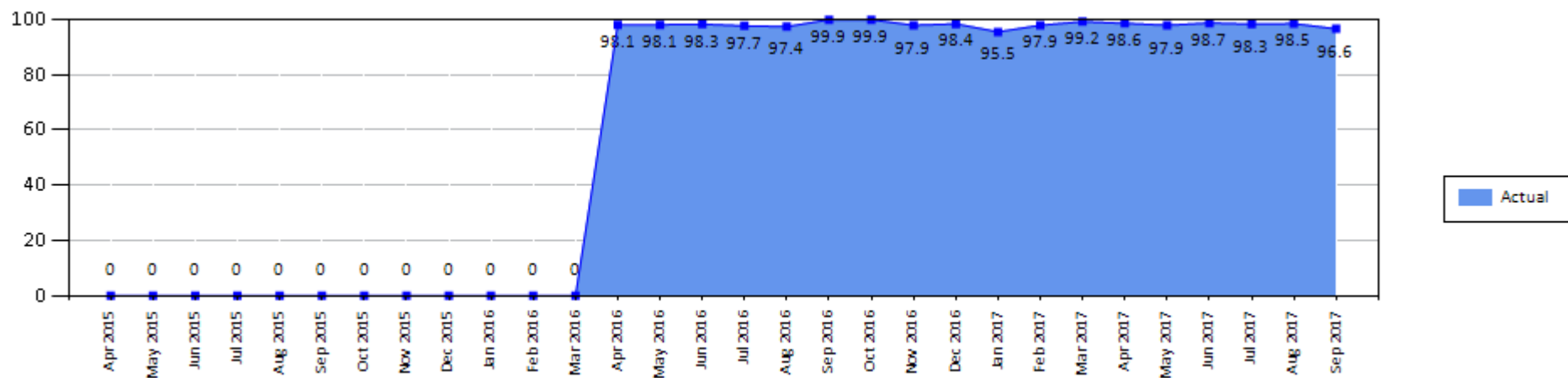
Percentage competent in the BA modules of the Operational Licence - Swindon District RDS	Month	Sep 2017	81%
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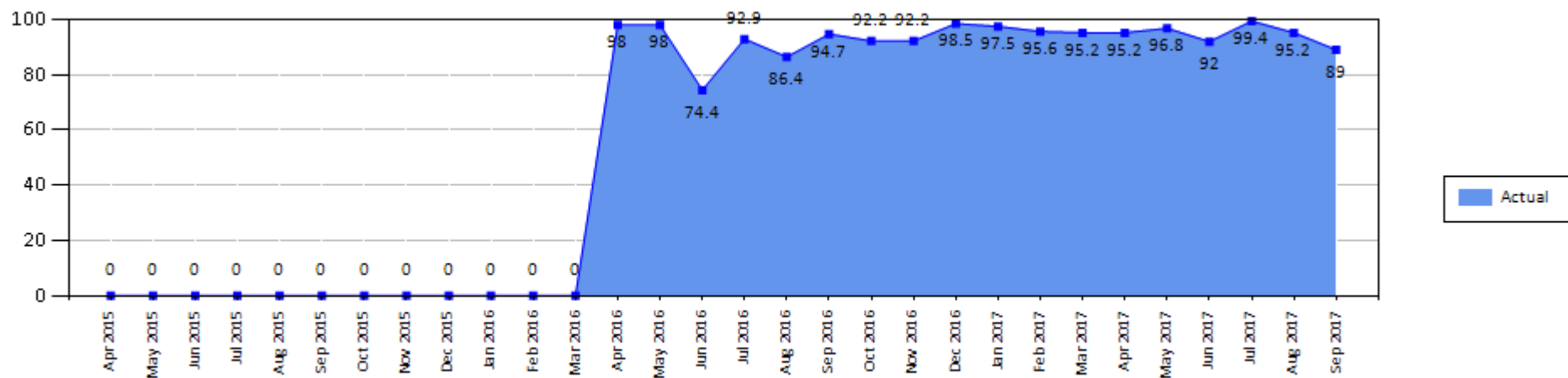
Percentage competent in the BA modules of the Operational Licence - Swindon District WDS	Month	Sep 2017	91.7%
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Percentage competent in the RTC modules of the Operational Licence - Swindon District WDS	Month	Sep 2017	96.6%
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Percentage competent in the RTC modules of the Operational Licence - Swindon District RDS	Month	Sep 2017	89%
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KLOE 12: How do we learn from operational and community risks; to improve the response services we provide?

Actions

Action Code	Action Name
1.3.4.11	How do we learn from operational and community risks in Swindon; to improve the response services we provide?
<p>Progress comment:</p> <p>Through previous IRMP and operational reviews we have the required appliances and personnel in the right places. However, we constantly review this due to changes in incidents and the general movement of people and building work both commercially and private dwellings.</p> <p>As previously stated following the incident in London we have reviewed and exercised our High Rise procedures to ensure we are in a good position when attending incidents at these buildings. We have also worked with our partners in this area to have some community reassurance.</p> <p>We constantly monitor our operational activity through our performance management tools (Sycle). This allows us to consider our response and prevention activity to drive down incidents. We have seen a steady performance in comparison with the last quarter. some have moved up and others down. However, we are generally satisfied with performance. Members can be assured that all failures are investigated. In the last quarter we noticed that at least 2 incidents were outside response times anyway. Additionally, a call time was missed due to the nearest crew being used for standby cover in the Wiltshire area.</p> <p>RES 01 – 88.4% RES 02 – 88.9% RES 03 – 84.6% RES 04 – 90% RES 05 – 100%</p> <p>Each quarter we look at all the response fails to see if these are avoidable. It would appear that a number of these fails have been due to pager failures. This is being looked into with our comms department to see if these can be reduced or eradicated. We have also seen an increase in failures to book in attendance at incidents. This will then mean when messages are sent from the fireground they will be outside the response standards, although crews were actually in attendance within the time slot. This has been highlighted to managers during district meetings to ensure this improves. We also continue to have issues with our RDS crews responding to station within the 5 minutes. This is generally due to location of station and traffic at certain times of the day. We do have permission to use bus lanes which helps at times but we still encounter issues. We will continue to monitor the situation.</p> <p>We also learn from all the incidents we attend and on many occasions carry out either hot debriefs (following smaller incidents) through to command debriefs which are carried out following larger incidents in which other agencies will also be invited to attend.</p> <p>We have a robust system in which to document these debriefs and ensure that these are used to improve our performance in response and lowering the risks to both our staff and our communities.</p> <p>We have recently undertaken debriefs for the EMR Scrap Yard fire and also in July there will be an operational debrief following the exercise held at GWH which included a High Rise scenario.</p>	