

# Appendix A – 2<sup>nd</sup> Quarters Performance Report Bournemouth and Poole Local Performance & Scrutiny Committee

Dorset & Wiltshire Fire and Rescue Service

Bournemouth and Poole

01/07/2017 - 30/09/2017



**DORSET & WILTSHIRE**  
**FIRE AND RESCUE**

# Bournemouth and Poole

## 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 Bournemouth and Poole to use a wider range of information to improve the well-being and independence of vulnerable people?
<p><b>Progress comment:</b></p> <p>We continue to support both the Bournemouth and Poole Community Safety Partnerships and the priorities that they have identified, we are currently cross mapping the priorities of the Community Safety Partnership and the Police and Crime Commissioners Plan to our Community Safety Plan to ensure effective collaboration.</p> <p>We continue to develop our partnership interaction, for example we have recently carried out joint work with some Bournemouth University media students to produce a safety video for students and have established a link with the Winton Neighbourhood Watch group to promote safe and well visits.</p> <p>The Fire Safety team champion assisted technologies and have been successful in extending the 'Orion Network' across Bournemouth and Poole which provides immediate notification when a misting unit activates in a vulnerable person's home. Using our knowledge of modern technologies blended with our experience in fire safety, we are able to help protect those at greatest risk in our community.</p> <p>DWFRS also supports the Bournemouth 2026 Trust and we have area representation on Pan-Dorset groups such the Strategic Road Safety Board and the Drug and Alcohol Governance Board.</p> <p>Bournemouth University - We attend a quarterly housing association meeting which is held in partnership with Bournemouth University and local landlords, we have used this recently to highlight our Safe and Wellbeing advice service.</p> <p>We have a large student population and this is constantly growing in and around Bournemouth with most living outside the campus it is important to address fire safety at the beginning of the academic year. We are working with the University housing officials to look at the most efficient way of targeting these groups. This Quarter has seen fresher's week went 30,000 students start at Bournemouth University and we have been involved along with our Education teams in delivering Safe and Well advice during 5 induction days. This has been well received and the students receive a fire safety information leaflet on how to stay safe. Most of these students are aged 18- 20 and have never lived away from home.</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 Bournemouth and Poole which support families, children and young adults to achieve their potential and strengthen our communities?
<p><b>Progress comment:</b></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"> <li>• to prevent children and young people being harmed or killed in accidental fires.</li> <li>• Prevent children and young people becoming involved in fire crime and anti-social behaviour or causing fires through ignorance or carelessness.</li> <li>• Educate and develop children in fire safety skills and responsible citizenship.</li> <li>• 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.</li> </ul> <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</p> <p>There is one Education Officers who cover schools within the Bournemouth and Poole Area. This Education Officer started in August 2017 and has been learning the role since. 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 Bournemouth and Poole is targeting Reception (age 4 -5 years) and Year 2 (ages 6 -7 years) and responding to request for other year groups.</p> <p>September visits:            Number of visits: number of individuals            Pre school 1 setting: 25 children            Key stage One 3 setting :270 children            Post Sixteen 3 settings :1140 young people            Adult talks 1 group :12 adults</p> <p>Second quarter total for educational fire safety inputs = 1,523</p> <p>Deliberate Fire reduction</p> <p>The Arson Reduction Coordinator has been working with the districts to help support service delivery when firesetting is suspected following fire. During this quarter July – September 2017 there were 15 ongoing cases including 6 for Bournemouth and Poole area.</p> <p>There was a slight increase in deliberate fire on the heath during June. There were no particular patterns to these fires and experience shows that the increase can be explained by</p>	

people and children being outside more the longer light evenings and with warm fine weather. July 2017 total fires 19 with 10 being deliberate. July saw lower temperatures for the time of year. August 2017 total fires 26 with 13 being deliberate – The weather has recorded very average patterns and average rainfall.

We have been working with the Anti -social behaviour officer regarding a private property. A multi-agency approach to help solve a local problem of anti-social behavior in unoccupied buildings that includes deliberate fire risks. There has been work localized to Turlin Moor, Poole. This has involved “Arson Prevention in Action” following an approach from a local worker for the Youth Club. A bespoke session was planned and will be delivered at Hamworthy Fire station on 17th October

A SPARC course was delivered in June at Redhill Park FS for young people aged 13-17 at risk of exclusion / anti-social behaviour. Referrals came primarily from local Schools. This was a particularly challenging course with half of the participants completing the programme.

The Hamworthy Cadet Unit passed out (10th July) with all 17 who started, completing the 20 week programme. All 17 completed the BTEC Level 2 Fire Service in the Community Award. Four of the Cadets successfully went through a selection process and will visit Cherbourg in France along with German Fire Cadets as part of the European Exchange at the end of July. Remaining Cadets will attend a celebration residential weekend at Calshot Activities Centre, Fawley.

Princes Trust Team programme has commenced during the quarter with funding confirmed through Bournemouth and Poole College. A Team Leader has been recruited to coordinate this 12-week personal development programme and 3 ‘Teams’ will be delivered over the upcoming academic year.

## 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 Bournemouth and Poole to reduce the risk of road traffic deaths and injuries?
<p><b>Progress comment:</b></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 &amp; 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 &amp; 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 &amp; 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 &amp; 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 &amp; education)</p> <p>Locally, two schools (400 students) attended Safe Drive Stay Alive events in the Poole and Bournemouth area over the past three months. Leaf and Oak Academy.</p>	

Over the next quarter we have four Safe Drive Stay Alive events taking place with 1,050 students booked in to attend. These are from Bournemouth Girls, Poole Grammar and St Peters School, Poole Grammar.

#### Casualties Statistics – Poole Borough

Fatal collisions in up until the end of May shows that so far in 2017 there have been 0 fatalities compared with 0 at the same time in 2016. Serious Collisions are currently at a total of 25 compared with 24 for the same period in 2016

#### Casualty Statistics - Bournemouth Borough

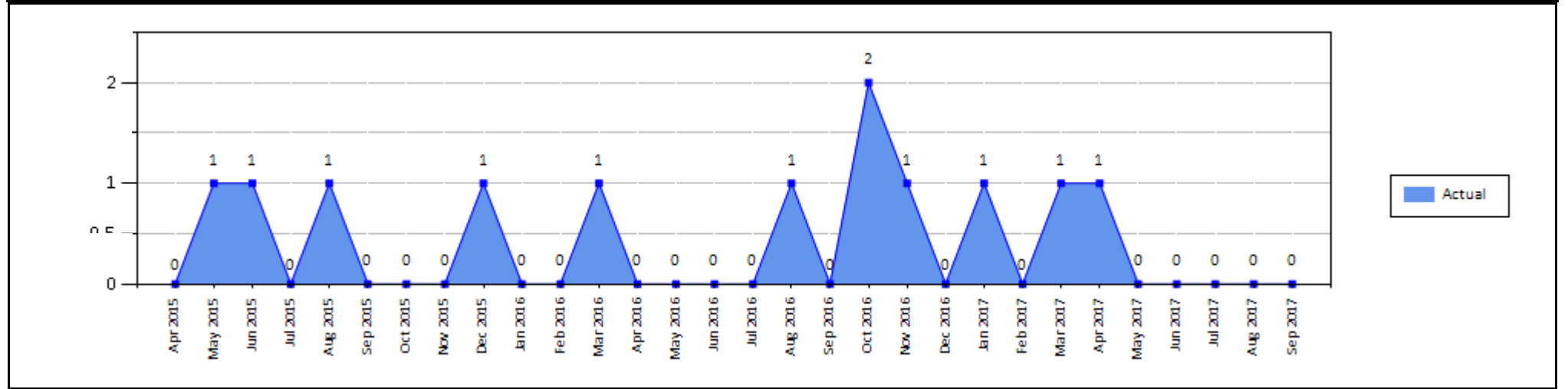
Fatal collisions in up until the end of May shows that so far in 2017 there have been 3 fatalities compared with 1 at the same time in 2016. Serious Collisions are currently at a total of 33 compared with 27 for the same period in 2016

#### Casualty Statistics – all of Dorset, Bournemouth and Poole – NOT VALIDATED

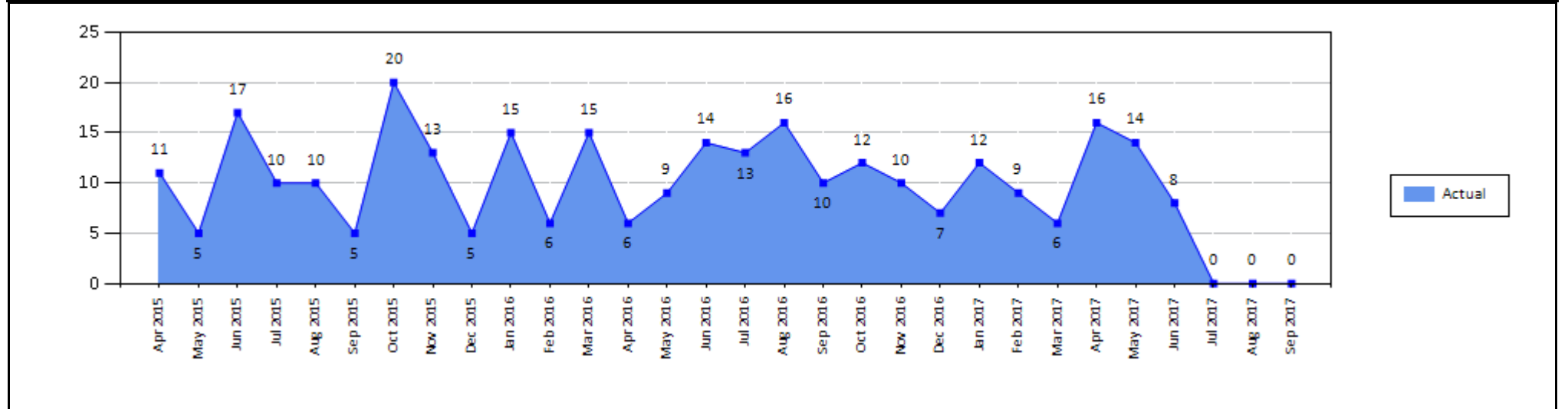
Fatal collisions in up until the end of September (not validated) shows that so far in 2017 there have been 15 fatalities compared with 9 at the same time in 2016. Serious Collisions are currently at a total of 213 compared with 251 for the same period in 2016

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions – Bournemouth and Poole	Month	Sep 2017	0



KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions – Bournemouth and Poole	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 Bournemouth and Poole receiving the level of support, advice and information they require to drive down their risk of fire?

#### Progress comment:

Through-out this quarter we have continued to focus on the work following the Grenfell Tower Fire. This has been delivered through collaboration between officers from the Bournemouth and Poole, Housing providers and Members for this reassurance exercise to ensure that residents knew what do in their blocks in case of fire, what evacuation procedure applicable and alleviate concerns about the construction of their blocks.

We are creating our own individual branding for Safe and Well. We have also approached Hampshire FRS to request the use of their artwork for their Safe and Well Characters so we can include these in our branding and have a consistent approach across all our literature and website. This will include the use of the CFOA Safe and Well Video.

We are committed to making a real difference to the lives of people in Area, Safe and Well within Bournemouth and Poole is established and we have a constant stream of referrals being sent through from our referral partners, such as South West Ambulance Service, health providers, as well as individuals who self-refer.

Our teams visit households to fit smoke detectors and provide information to make them aware of potential risks in their home. The visit normally last 1 hour and covers areas such as:

- 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

We are able to support individuals with their varying needs and are able to supply them with fire retardant bedding, a winter warmth pack, extension leads or deaf alerts. 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.

In the last quarter we have undertaken 1,114 Safe and Well visits, with 1,122 in quarter 1 and have therefore completed 2,236 jobs this financial year.

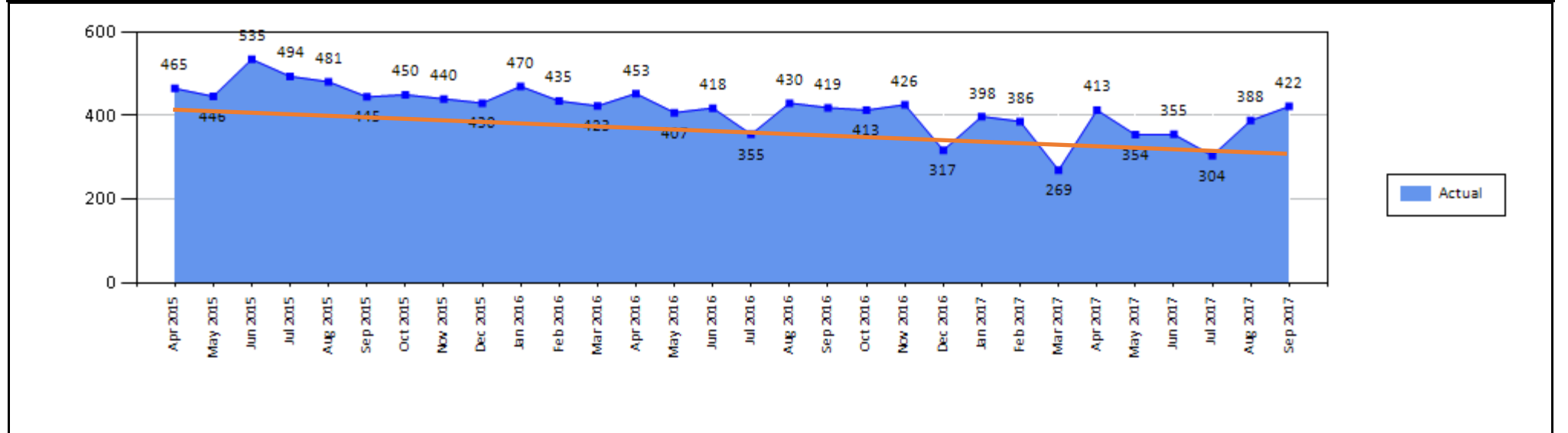
Our Safe and Well teams are working to ensure that we get to those most vulnerable first, such as Safeguarding referrals. Work is underway to ensure that we have processes in place to target those most vulnerable with the aid of social profiling tools and partners' data. We are also drawing up formulas 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 will 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.

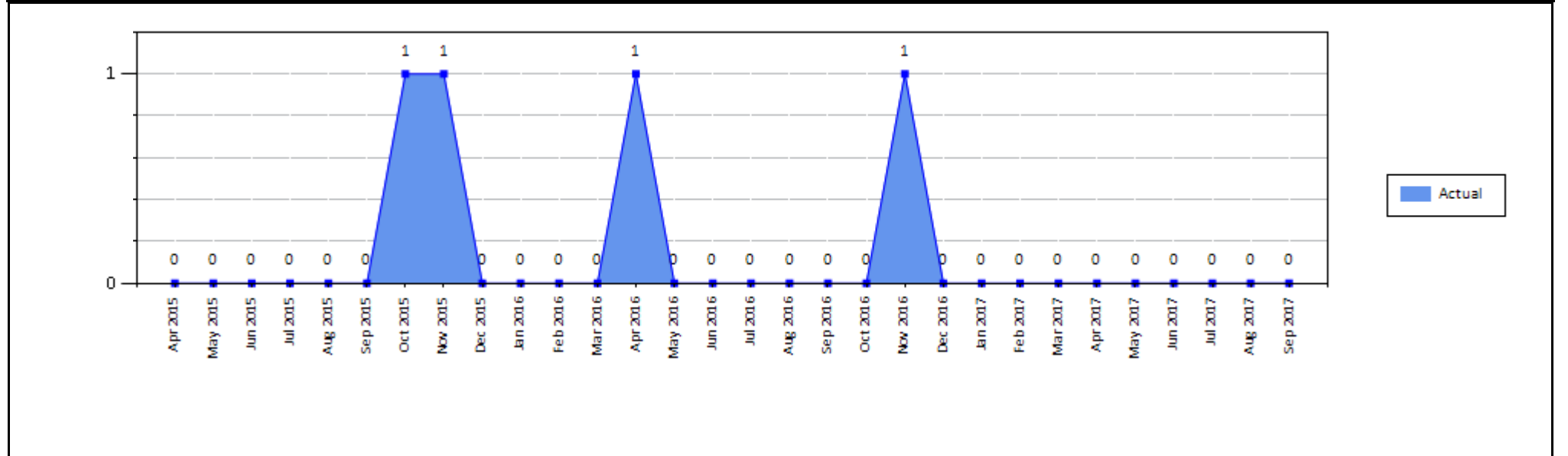


## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Bournemouth and Poole	Month	Sep 2017	422



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

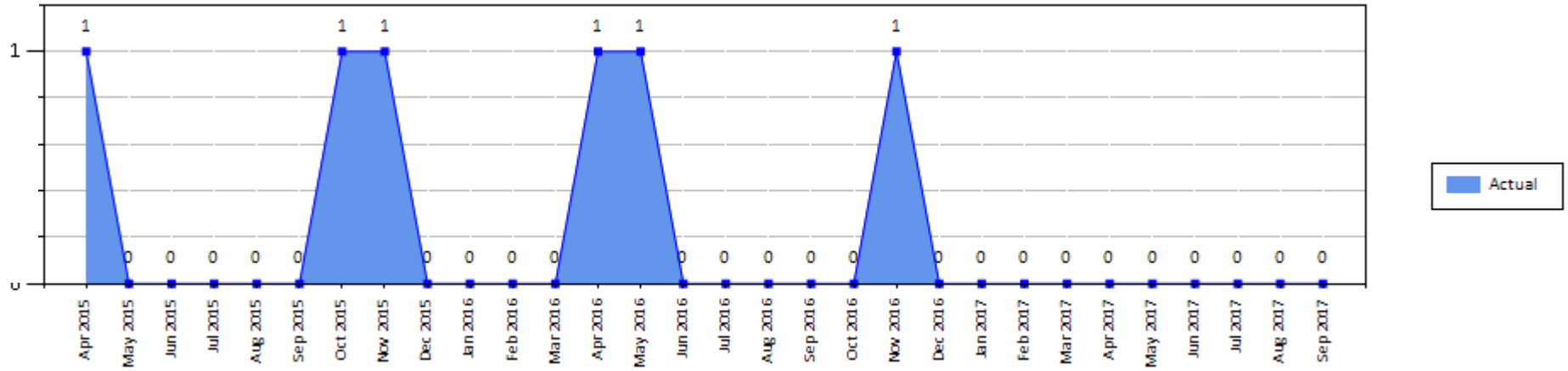


PRE01-Number of fire related deaths – Bournemouth and Poole

Month

Sep 2017

0

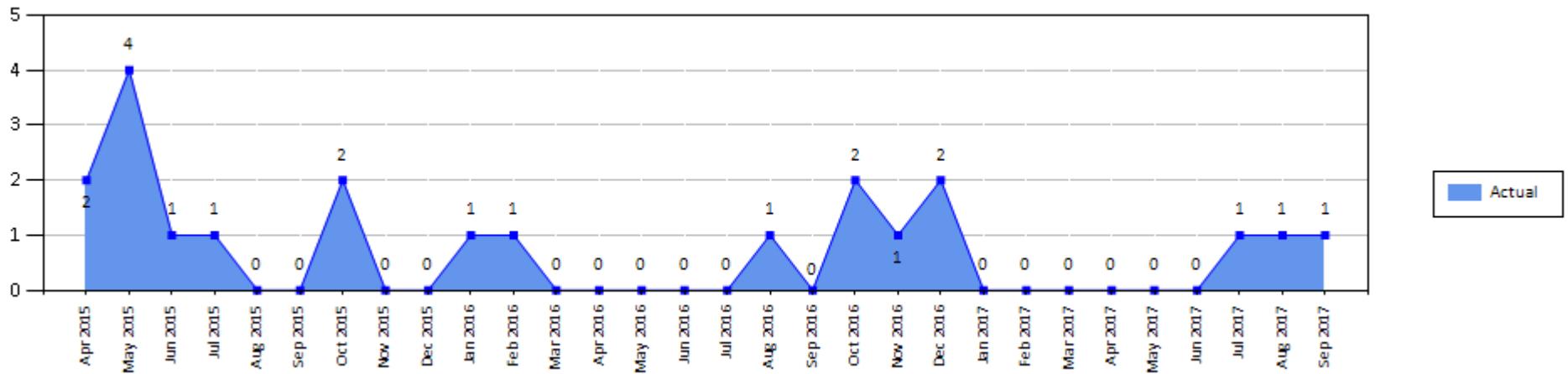


PRE02A-Total number of fire related injuries in accidental dwelling fires – Bournemouth and Poole

Month

Sep 2017

1

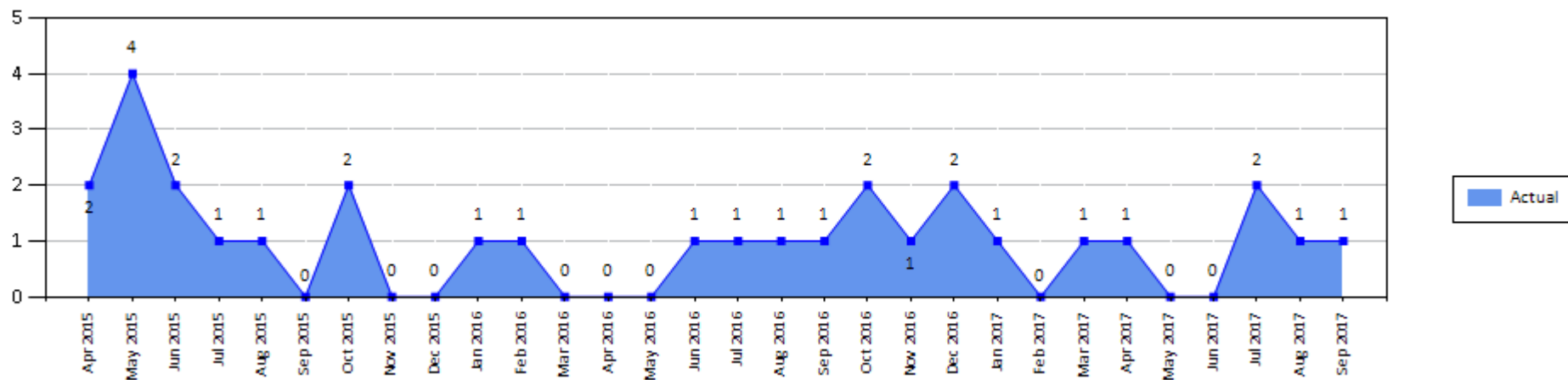


PRE02-Total number of fire related injuries – Bournemouth and Poole

Month

Sep 2017

1

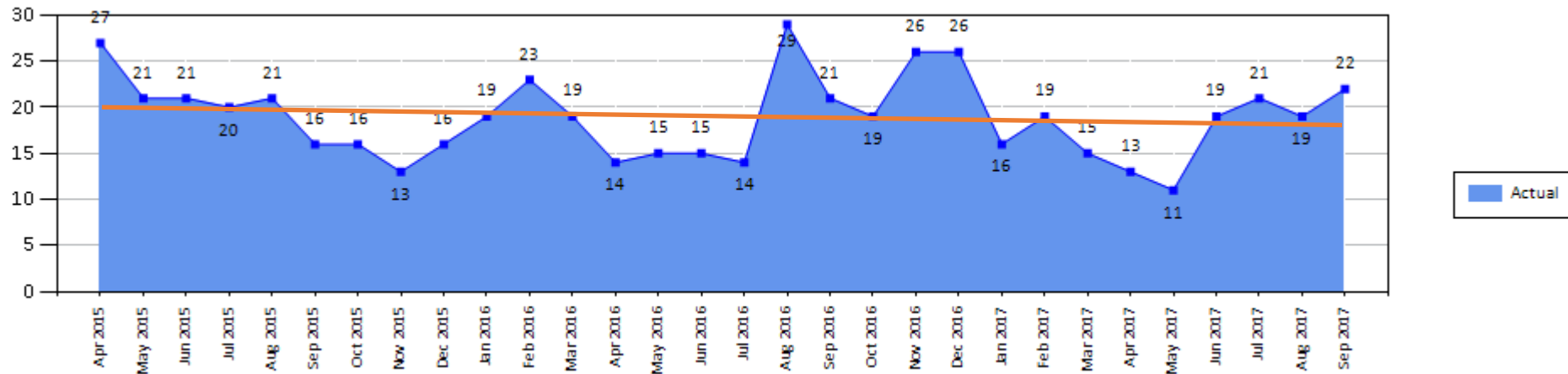


PRE03\_Number of accidental dwelling fires – Bournemouth and Poole

Month

Sep 2017

22



## Priority 2 : Protecting you and the environment from harm

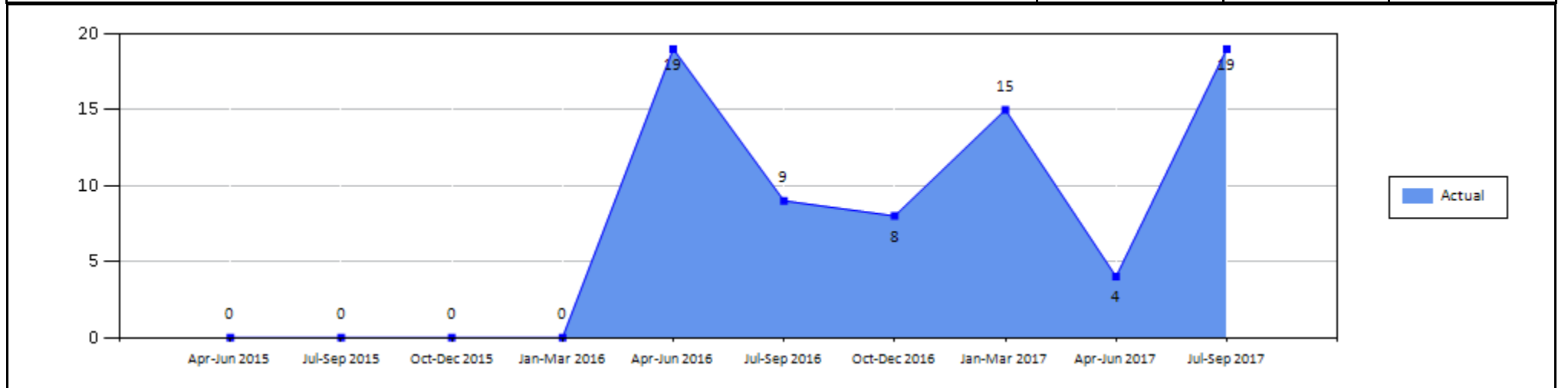
### KLOE 5: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

#### Actions

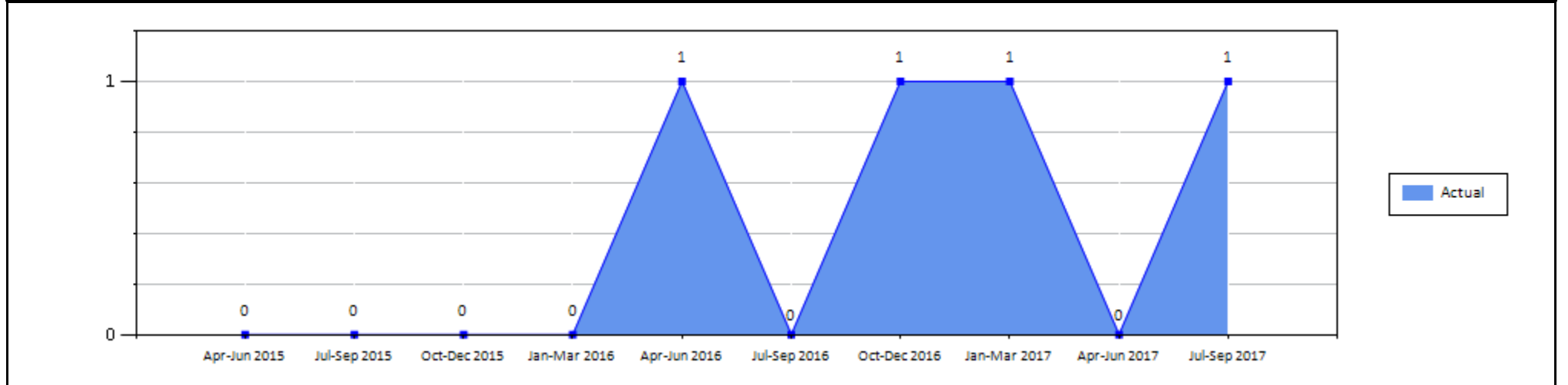
Action Code	Action Name
1.2.1.9	How are we effectively working with our partners in Bournemouth and Poole to safeguard the vulnerable people we come into contact with?
<p><b>Progress comment:</b></p> <p>We have completed an audit for Dorset Bournemouth and Poole Safeguarding Boards. This is an audit of arrangements for individual organisations to evidence how they safeguard and promote the wellbeing of Adults at Risk. The Safeguarding Adults at Risk Audit Tool has been developed by the London Chairs of Safeguarding Adults Boards (SABs) network and NHS England London. It reflects statutory guidance and best practice.</p> <p>The aim of this audit tool is to provide all organisations in the Borough with a consistent framework to assess, monitor and/or improve their Safeguarding Adults arrangements. In turn this will support the Safeguarding Adult Board (SAB) in ensuring effective safeguarding practice across the Borough. The audit tool is a two-part process: Completion of a self-assessment audit followed by a safeguarding adult board challenge and support event.</p> <p>So far only the first part of the assessment has been completed. We were asked to give evidence to questions and to then rate ourselves using the following rating scale:</p> <p>GREEN rating – the organisation meets the requirement consistently across the organisation.</p> <p>AMBER rating – the requirement is met in part; there may be pockets of excellence and areas for improvement.</p> <p>RED rating - the organisation does not meet this requirement.</p> <p>The self-assessment audit is used to help the organisation to improve and strengthen arrangements for Safeguarding Adults completing the audit has highlighted some points for approval. The Safeguarding Coordinator will be updating procedures to reflect these points and contracts of front facing staff involved with safeguarding will be amended to reflect that safeguarding is their responsibility.</p> <p>Our overall rating for the audit is green.</p> <p>Safeguarding Adults Board are committed to developing a more rigorous Line of Sight programme. This is to ensure that there is an improved connection between Board Members and staff and that the Boards themselves are able to demonstrate awareness of practice issues. This in turn will also increase the visibility and understanding of the Boards' work. It was agreed that each Board member would undertake, where possible, at least one half day visit per year to a partner organisation observing and reviewing practice. Last quarter we received a visit from the BPSAB Manager who produced a very positive reflective account of her visit.</p> <p>We continue to work with multi agencies: Receiving referrals from Dorset Police and South West Ambulance across Bournemouth and Poole.</p> <p>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 have attended Multi Agency Risk Management Meetings (MARMM) and Safeguarding Enquiry Planning Meetings across Poole and Bournemouth.</p> <p>We have attended 2 x Hoarding and Self- Neglect Panel meetings contributing knowledge and experience to complex cases. Following guidance which sets out the shared understanding across key agencies of how we jointly respond to very serious situations of adult self-neglect (being trialed in Poole and Bournemouth). The aim is to prevent death or serious injury by ensuring there is a shared multi agency understanding and recognition of issues involved in working with individuals who self-neglect, ensuring effective multi agency working and practice, agencies and organisations uphold their duty of care.</p>	

## Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals – Bournemouth and Poole	Quarter	Jul-Sep 2017	19



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals – Bournemouth and Poole	Quarter	Jul-Sep 2017	1



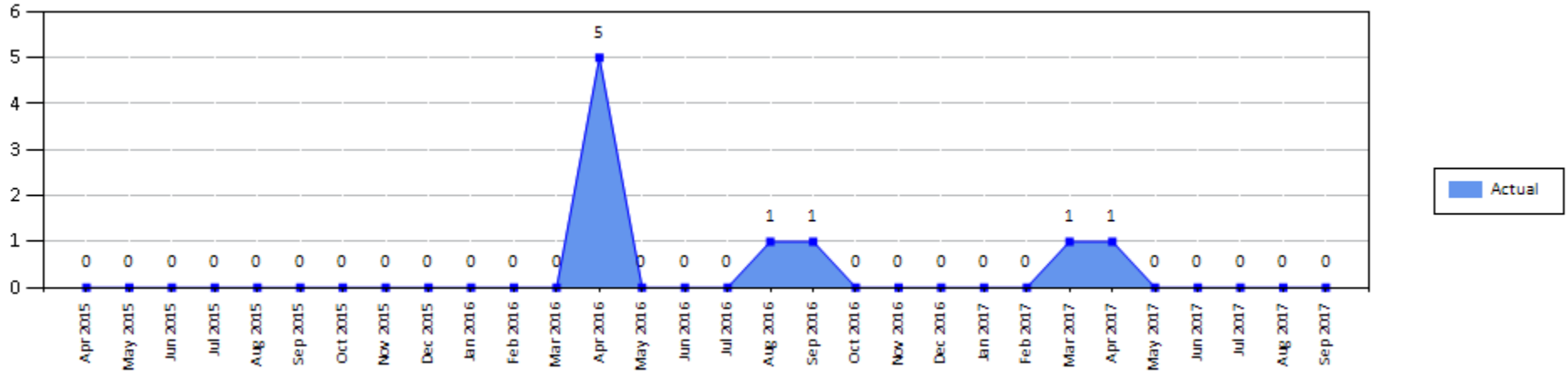
## KLOE 6: How are we providing professional advice and support for local business so they can meet their legal fire safety obligations and add to the economic growth of our community?

### Actions

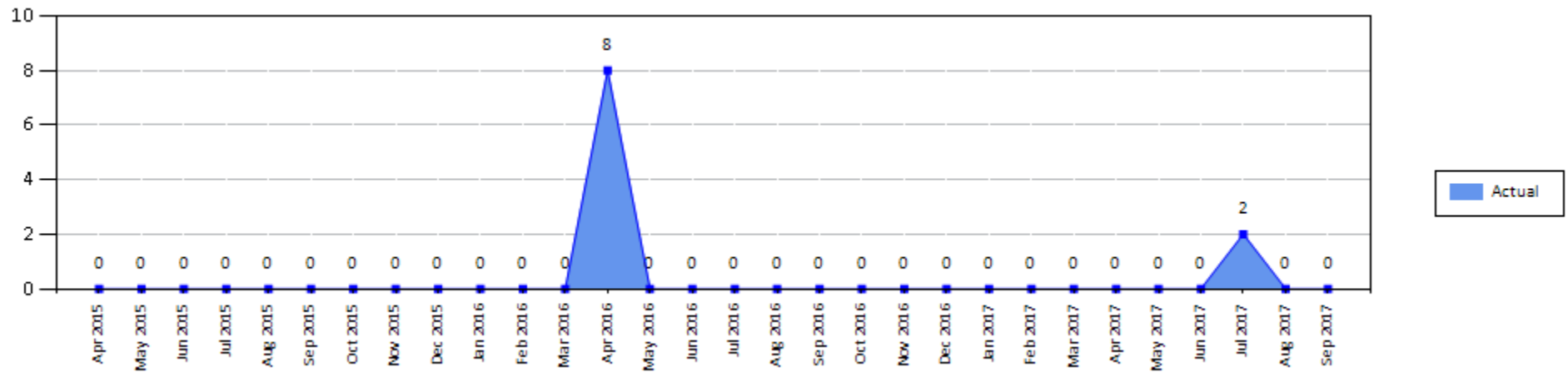
Action Code	Action Name
1.2.2.14	How are we providing professional advice and support for local business in Bournemouth and Poole so they can meet their legal fire safety obligations and add to the economic growth of our communities?
<p><b>Progress comment:</b>            Fire Safety teams are committed to working at the heart of local communities. We have a targeted business support programme to audit local and high street businesses to raise awareness of their fire safety responsibilities, to educate and drive up voluntary compliance in fire safety standards.</p> <p>We will focus on buildings where there is a sleeping risk. In 2017 we have targeted Residential Care Homes, Accommodation above commercial units and Rogue Landlords of Houses of Multiple Occupation (HMO's).</p> <p>Our Aim is to:</p> <ul style="list-style-type: none"> <li>• Pursue a positive approach to business support and education aimed at promoting residential and commercial sprinkler systems</li> <li>• 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.</li> <li>• Address compliance issues in HMO's and to protect vulnerable people who often reside in this type of housing. Multi Agency work with Housing and Police.</li> <li>• Promote the Primary Authority Scheme to offer professional and consistent fire safety advice across a broad spectrum of businesses.</li> </ul> <p>In this quarter we have completed:            123 Building Regulations consultations. In addition:            14 Fire Safety Complaints (88% attended within 24 hours)            38 Post fire audits.            68 Fire Safety Audits with approx. 50% completed as CFOA Short Audits            40 Licensing applications</p> <p>Common failings that fire safety inspecting officers find are:            The failure to have completed a Fire Risk Assessment, wedged open or poorly maintained fire doors, Inadequate education of staff in what to do in the event of fire, Poor records relating to weekly fire alarm and monthly emergency lighting tests, Out of date fire extinguishers. Teams are progressing with Local Enterprise Partnerships to offer support to a wide range of businesses in fire safety. This will take place over the year at planned events with other teams such as Trading Standards, Environmental Health and Building Control.</p> <p>The team promote the Primary Authority Scheme across the which supports business growth and consistency of enforcement action. Magna Housing which has properties across the Bournemouth and Poole area is being considered for Primary Authority.</p> <p>Post Grenfell in June 2017, much of the team's work was dedicated to high rise and supporting building owners through testing times.            232 premises of five or more floors were audited for Bournemouth and Poole across the quarter. The south team are continuing to audit every residential care home which has not had an inspection in the last 3 years.</p> <p>Our multi agency joint partner agency work such as Operation Galaxy has resulted in fire safety standards being raised in 30 HMO's this year. Our inspectors work closely with Safe and Well teams to deliver home safety advice 'behind the front door' to protect vulnerable people from fire.</p>	

## Key Performance Indicators

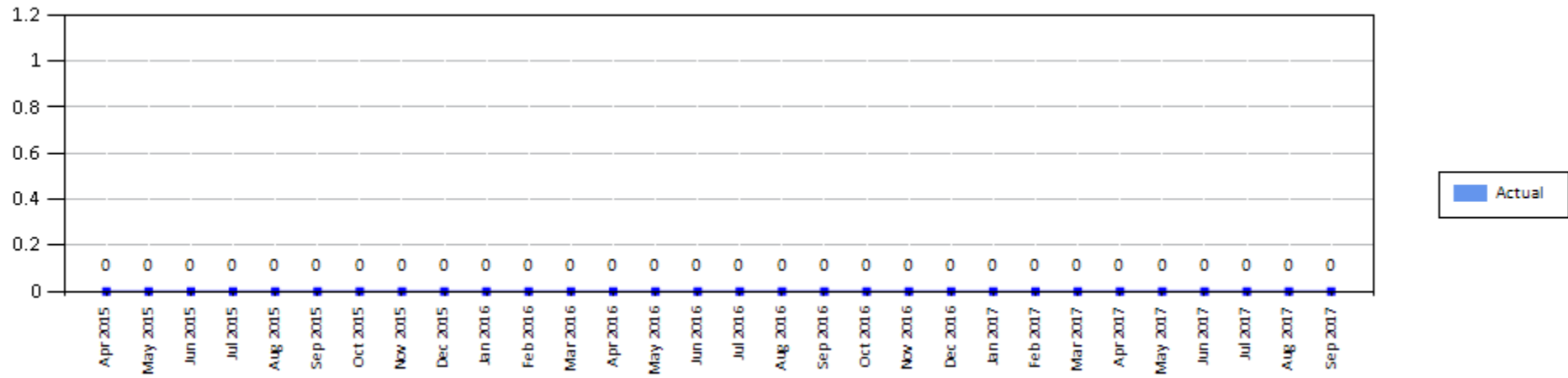
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Bournemouth and Poole Borough	Month	Sep 2017	0



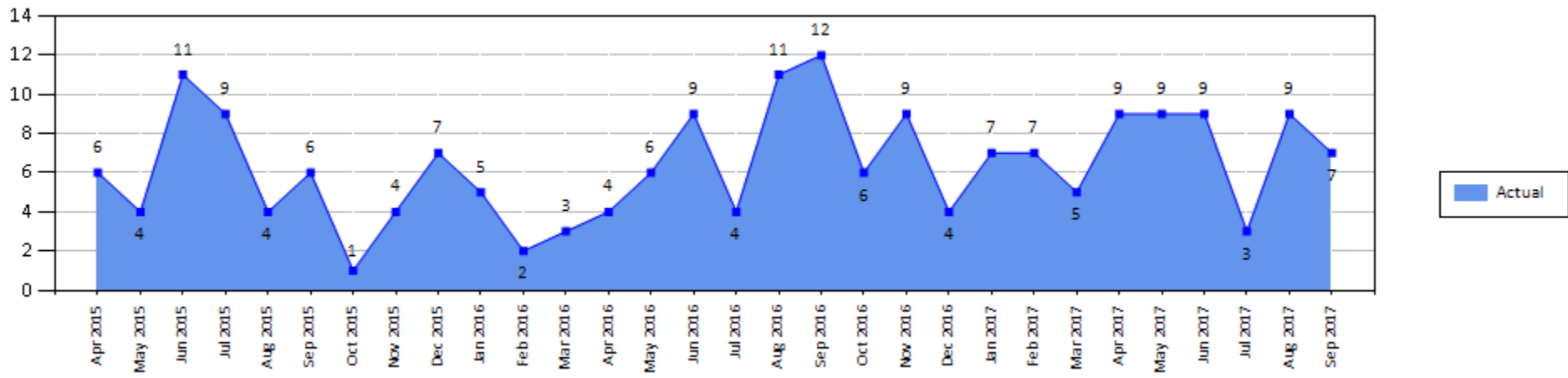
Number of prohibition notices served in Bournemouth and Poole	Month	Sep 2017	0
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Number of prosecutions in Bournemouth and Poole Borough	Month	Sep 2017	0
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PRO01-Number of fires in Non domestic properties-Bournemouth and Poole	Month	Sep 2017	7
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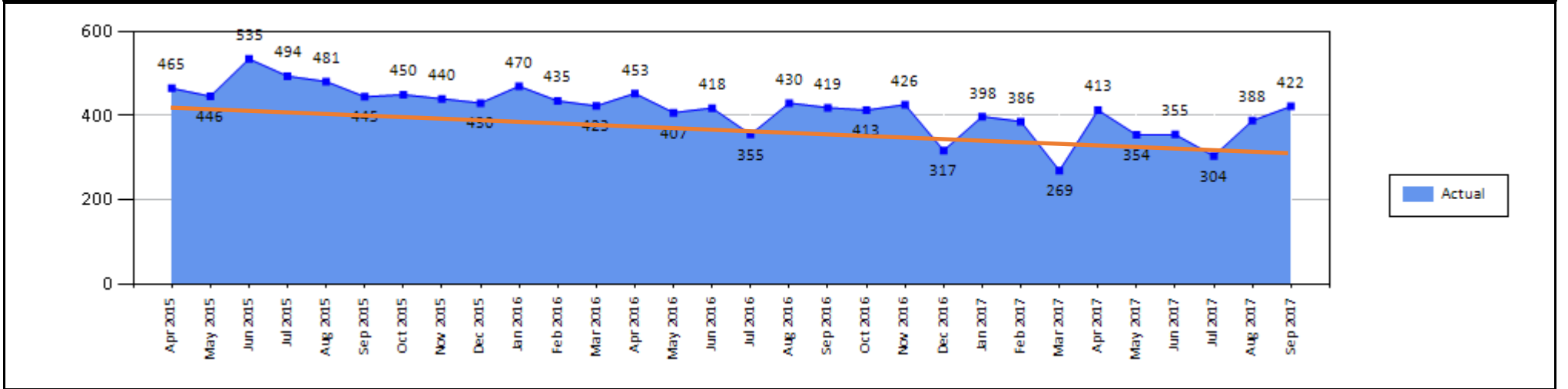
## KLOE 7: How are we identifying and driving down risk risks to the community, unique heritage and environment?

### Actions

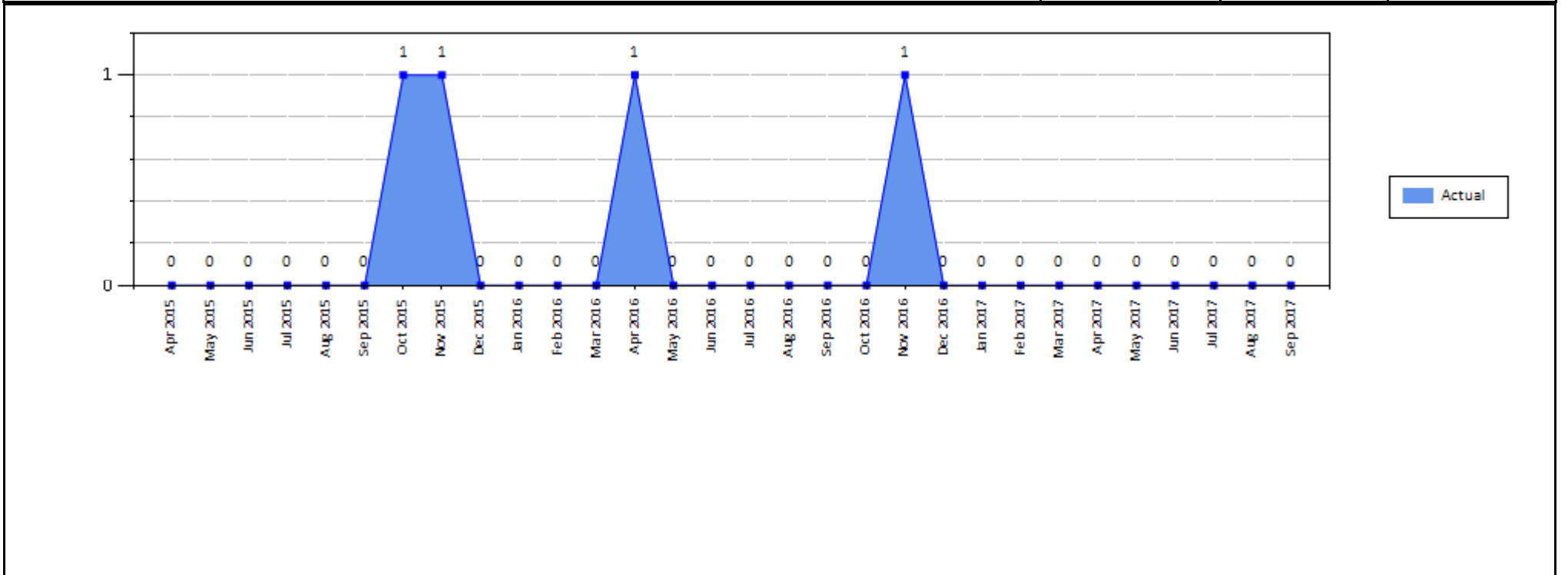
Action Code	Action Name
1.2.3.14	How are we identifying and driving down risk risks to the community, unique heritage and environment in Bournemouth and Poole?
<p><b>Progress comment:</b> Crews form Redhill and Springbourne have a full list of community engagement and over this 2nd Quarter including as above the new students arriving at University.</p> <p>We have been involved with Bournemouth hospital attending a recent open day in September and also fire crews have conducted familiarisation visits with the hospitals fire safety manager.</p> <p>We are seeing large construction of mainly new student accommodation in and around the Landsdown area of Bournemouth and again we are being proactive in visiting these premises before occupation to ensure we have knowledge of layout, risks and any safety systems in place, all our visits have been a positive with numerous referrals gathered and Safe and Wellbeing advisors present to further engage with our more vulnerable community.</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 Bournemouth and Poole	Month	Sep 2017	422



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

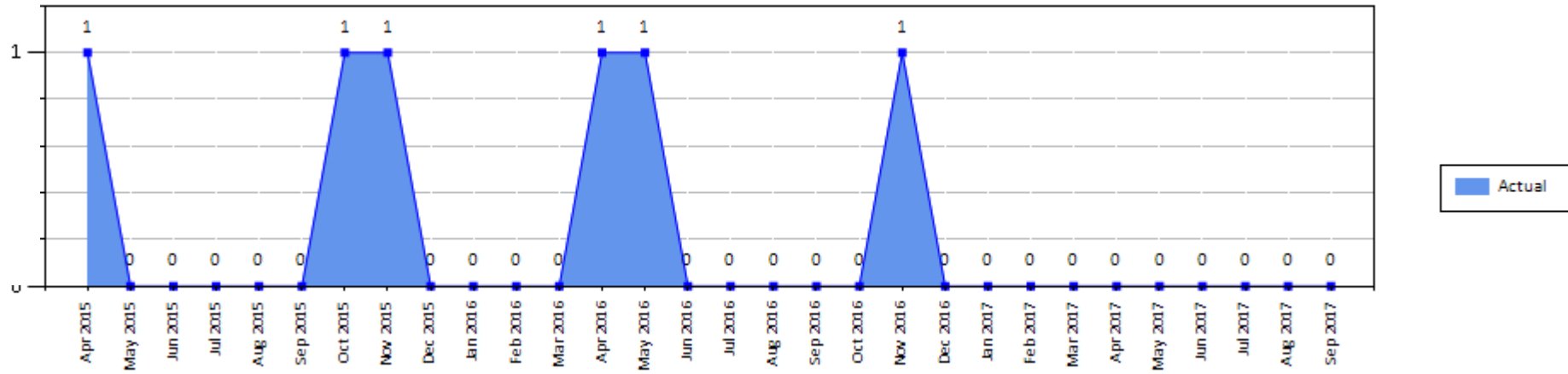


PRE01-Number of fire related deaths – Bournemouth and Poole

Month

Sep 2017

0

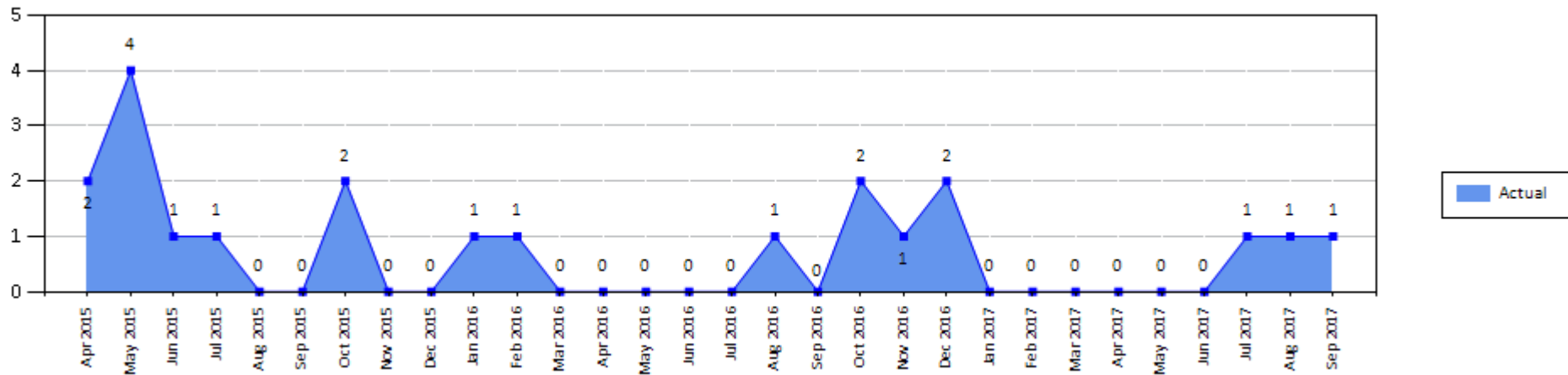


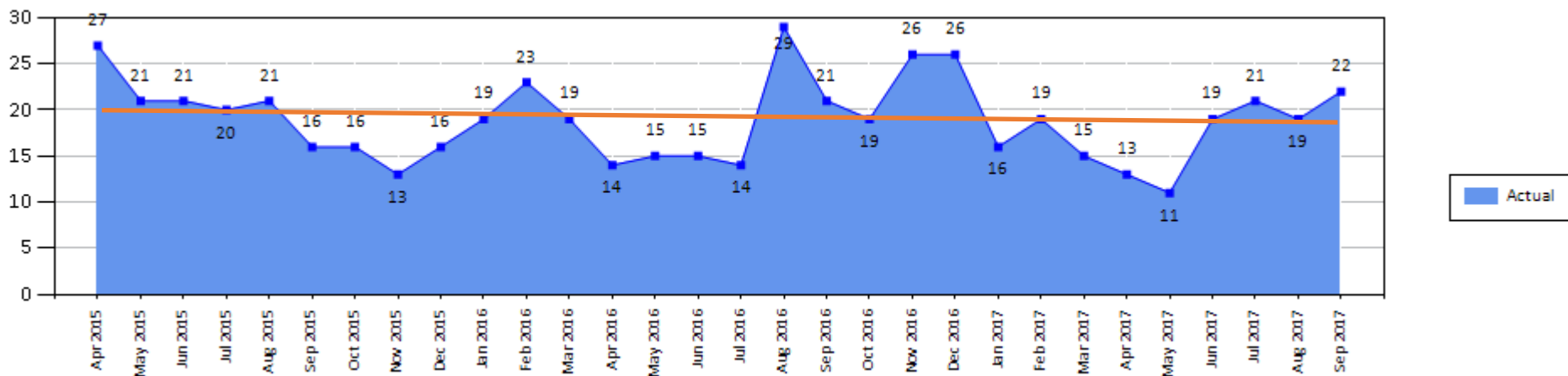
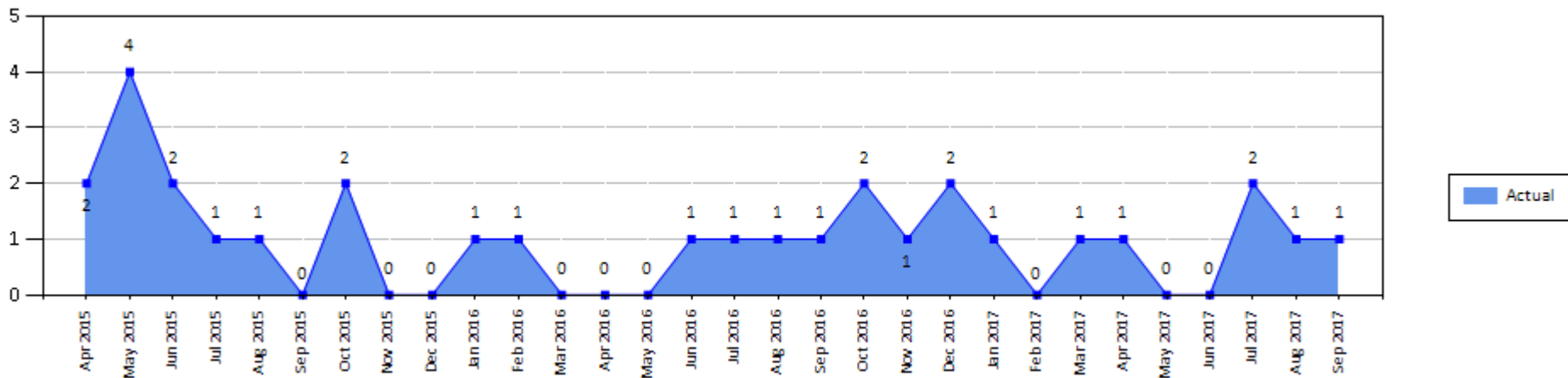
PRE02A-Total number of fire related injuries in accidental dwelling fires – Bournemouth and Poole

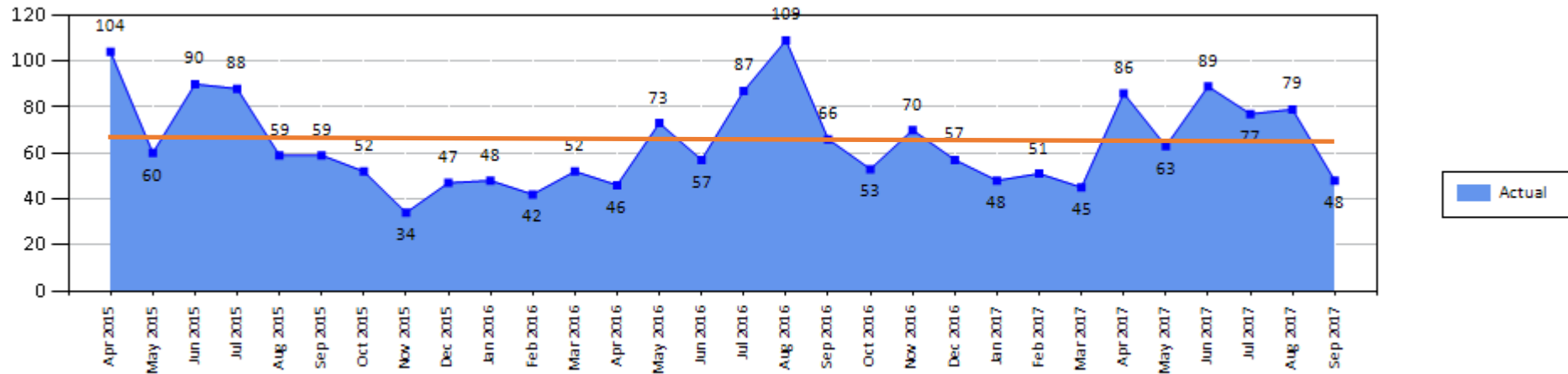
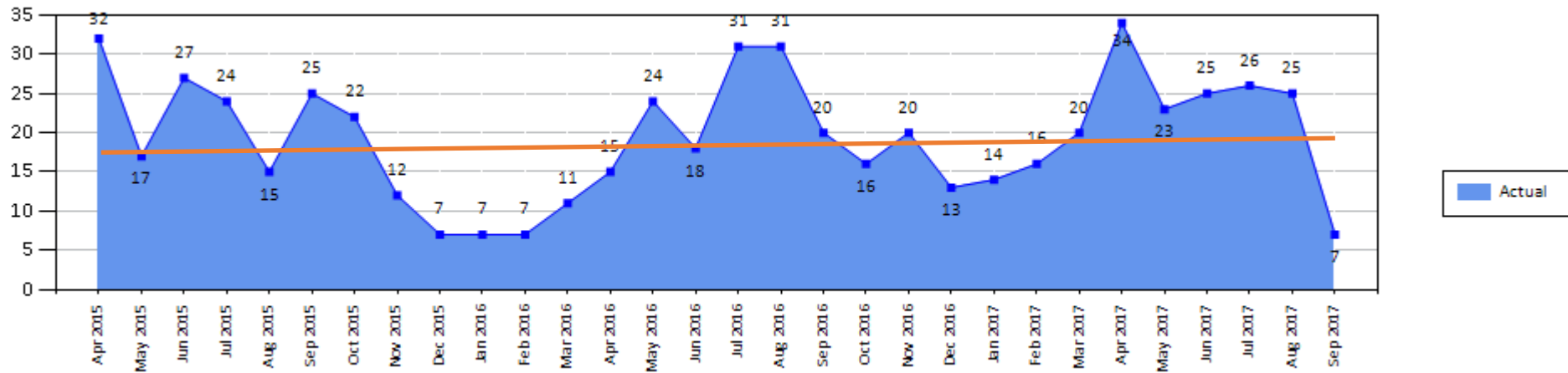
Month

Sep 2017

1







## 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 Bournemouth and Poole to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p><b>Progress comment:</b></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>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.</p> <p>Using a team known as the civil contingencies unit (CCU) we contribute to the assessment of community risk based on national guidance. By understanding risk and the priorities for our area, we are able to understand the impact of emergencies occurring and work with statutory partners to assess the gaps in our ability to respond.</p> <p>Joint plans are created to respond to specific types of emergencies as well as generic areas such as command and control. LRF plans are supported through training and exercising to provide assurance that plans are effective and that the capability to respond is in place. Coordination of messages to the public is carried out through our warning and informing group. Information can be shared securely among partners using the Resilience Direct platform, which holds copies of local plans, and can provide access to mapping.</p> <p>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>	

### Priority 3: Being there when you need us

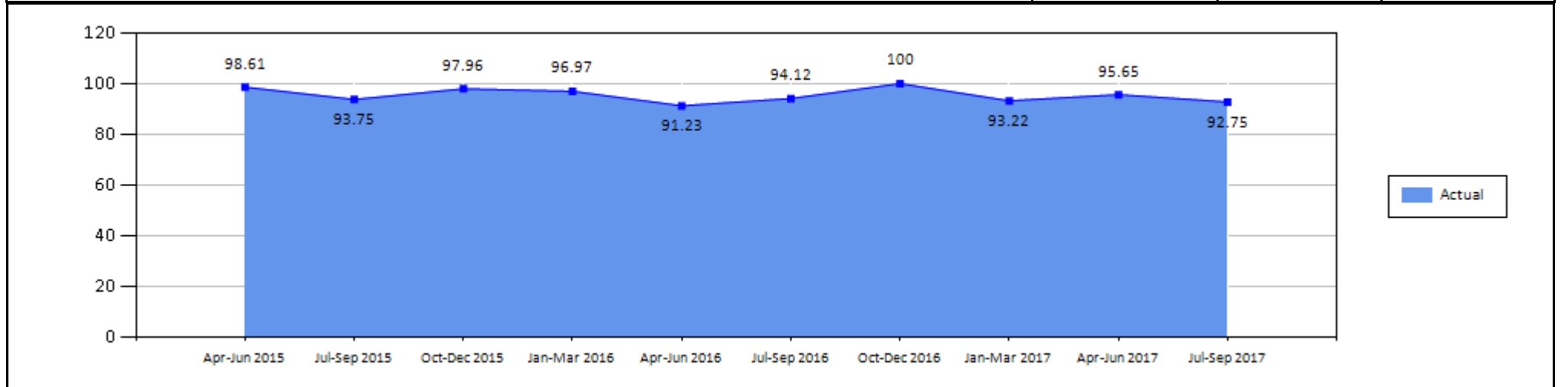
#### KLOE 9 : Are appliances available when we need them?

##### Actions

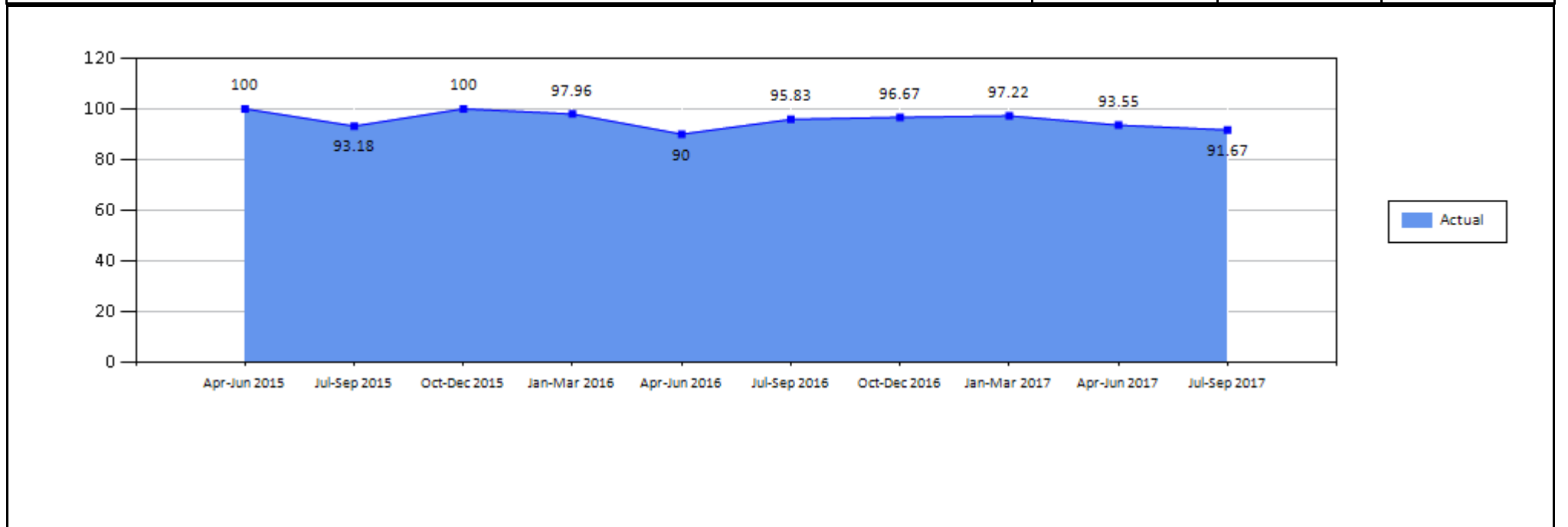
Action Code	Action Name
1.3.1.8	Are appliances in Bournemouth and Poole available when we need them?
<p><b>Progress comments:</b> The appliances in Bournemouth and Poole are predominantly crewed by wholetime duty system staff, therefore we have a very high level of availability. We have two pumps crewed by on-call staff at Hamworthy and Poole. Hamworthy have been struggling to maintain availability in the day time however, current availability for our on-call appliances remains high at an average of 84.26% over the quarter.</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-Bournemouth and Poole	Quarter	Jul-Sep 2017	92.75%

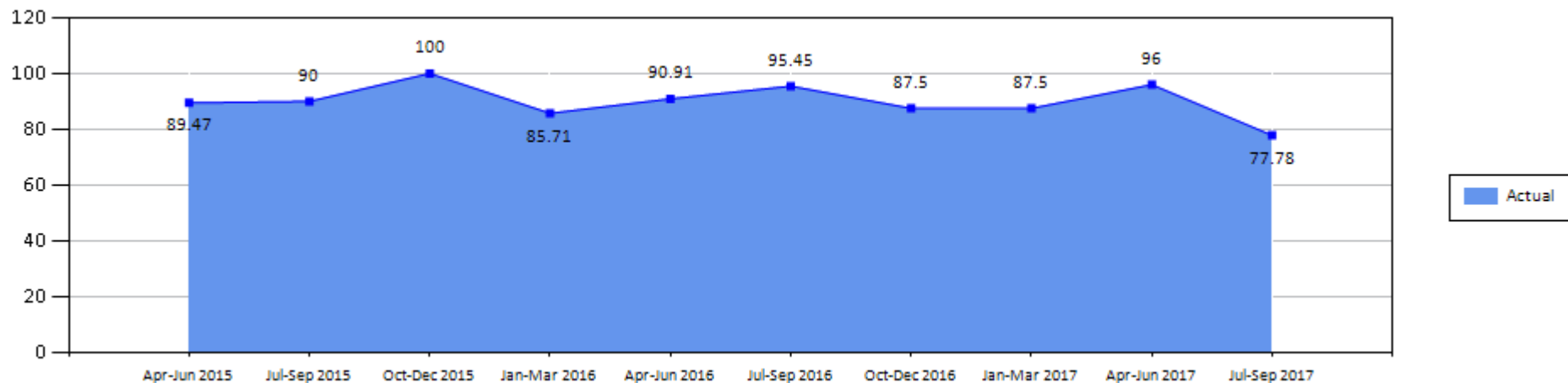


RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2017	91.67%
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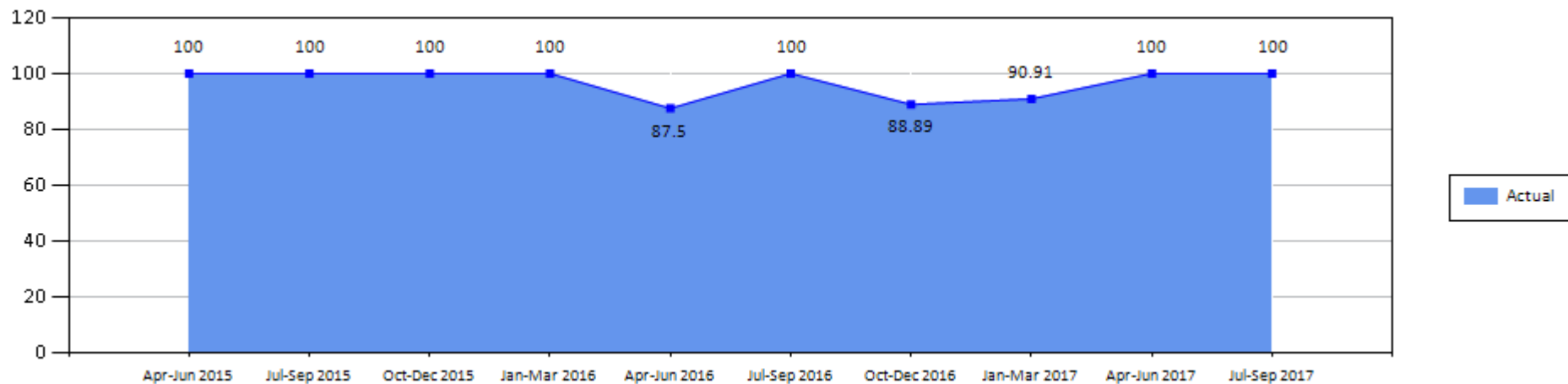




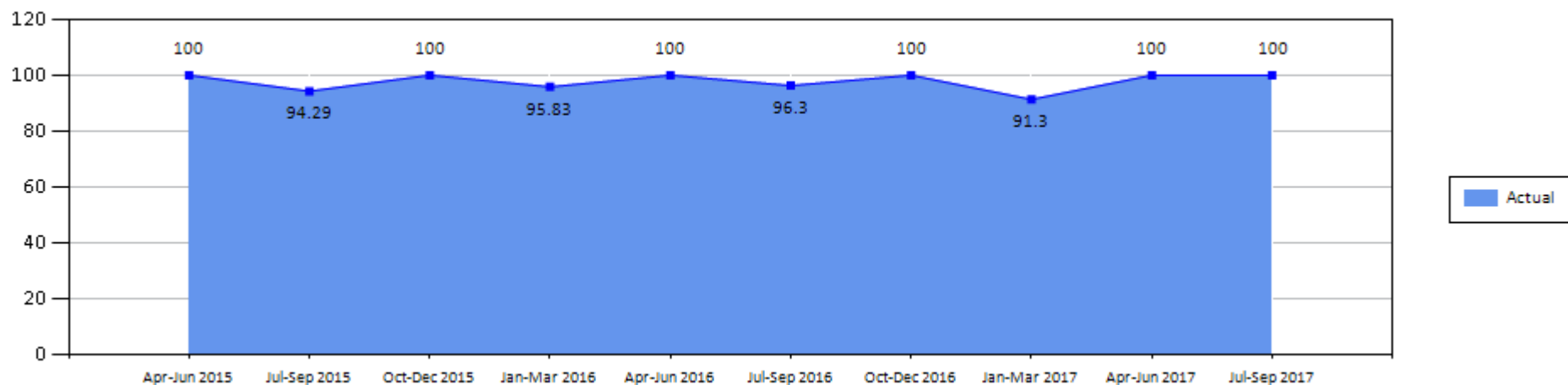
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2017	77.78%
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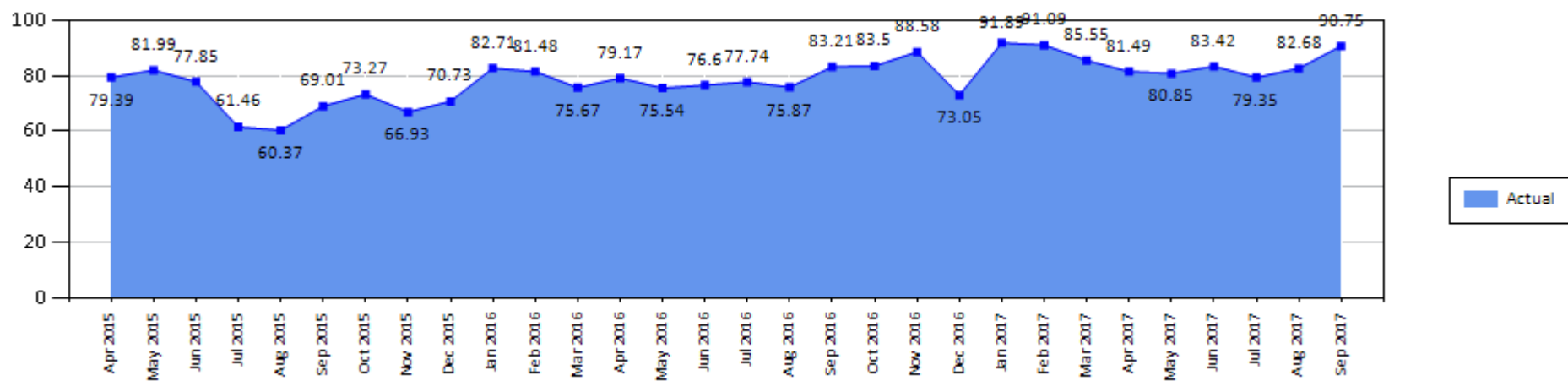
RES04-Percentage of incidents to other properties where the second appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2017	100%
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RES05-Percentage of road traffic collisions where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2017	100%
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RES07-Percentage of time RDS pumps are available to respond to incidents (RDS availability)- Bournemouth and Poole	Month	Sep 2017	90.75%
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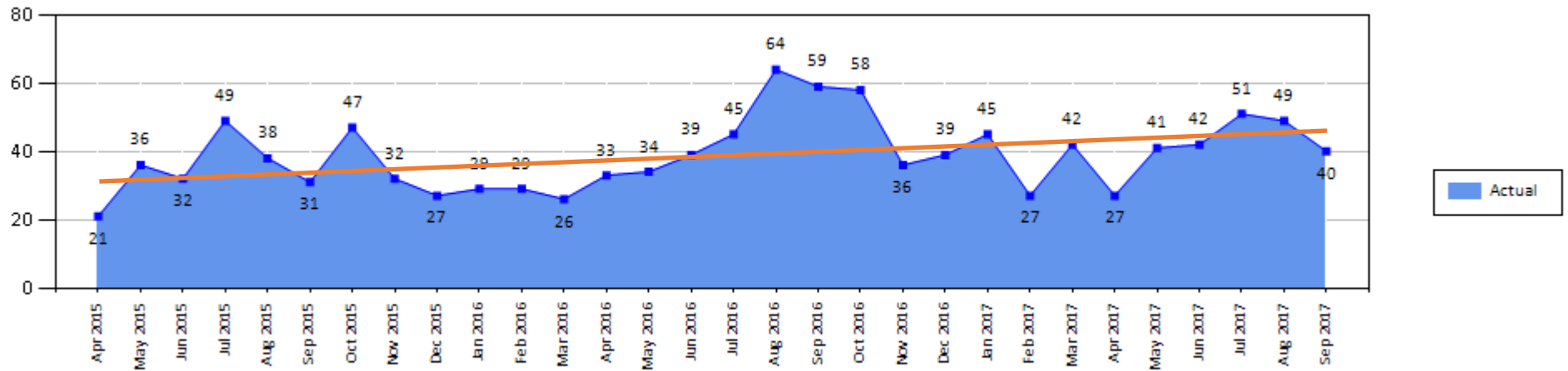
## KLOE 10 : How effective and efficient are our response arrangements for dealing with the range of incidents an medical emergencies we attend?

### Actions

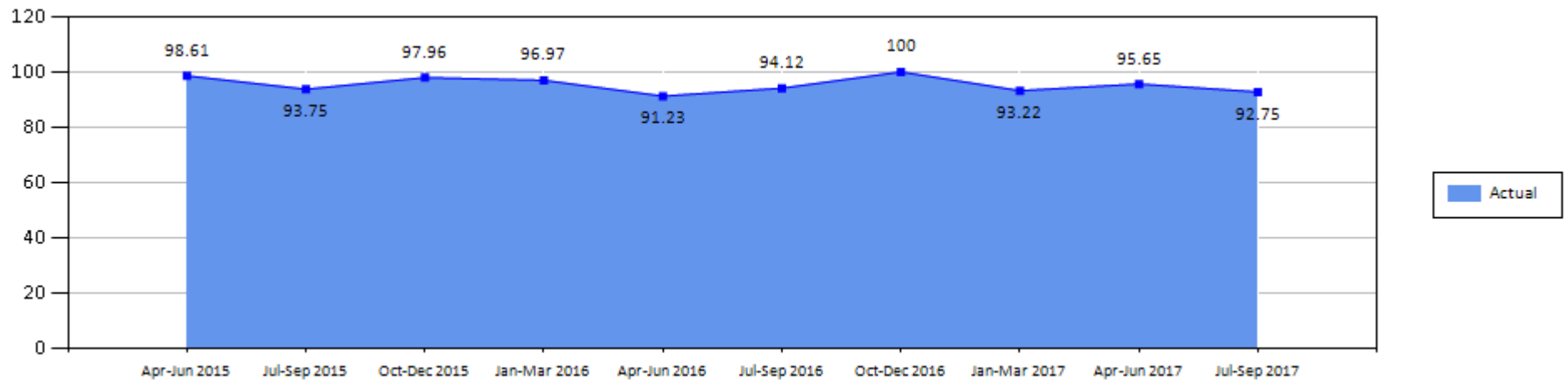
Action Code	Action Name
1.3.2.21	How effective and efficient are our response arrangements in Bournemouth and Poole for dealing with the range of incidents and medical emergencies we attend?
<p><b>Progress comment:</b></p> <p>The purpose of response arrangements is to save life, protect property and also to prevent harm to the environment. Response arrangements are one element within our Integrated Risk Management Plan (IRMP). We plan our response arrangements to make best use of our resources in order to mitigate identified risks within our communities. Our target response times to life risk incidents have been developed to reflect the outcomes of research that was undertaken by Exeter University on fire survivability. Our Health and Safety Policy explains how we achieve a balance between ensuring firefighter safety and carrying out the role of a Fire and Rescue Service. This includes overt reference to the firefighter safety maxim which is a corner stone of our Incident Command Training and competence.</p> <p>The Communities Programme seeks to strengthen Response arrangements through;</p> <ul style="list-style-type: none"> <li>• Developing an enhanced On Call system that appropriately rewards availability, maintains flexibility and provides a service wide holistic approach to the recruitment, retention and development of On-call staff.</li> <li>• Providing On-call Support Officers to support On Call stations and work with District Commanders and other service Delivery departments to reduce community risk and improve community safety.</li> <li>• Completing an Emergency Cover Review to inform our emergency response arrangements and provide detailed community risk information for every station location.</li> <li>• Reviewing the; type, number and disposition of our emergency response vehicles, including ALPs, other special appliances, and pumping appliances. – A new ALP will arrive in the Bournemouth area this month.</li> <li>• The Emergency Response Standards introduced by the Fire and Rescue Authority are life-focused indicators setting challenging targets for a wider variety of incidents. The first two indicators measure the percentage of properties with a ‘sleeping risk’ (dwellings, hotels, prisons, caravan parks, etc.) where the first appliance attended a fire within 10 minutes from time of call and the second appliance in 13 minutes. We then look at 10 and 15 for a non-sleeping risk such as a commercial premises and the 1st pump to an RTC in 15 minutes. Due to the crewing arrangements within the Areas, we have a very high level of achievement of performance for the response standards set. Where the standard was not made for an incident within the response time boundaries, each case is investigated to establish the facts, with a view to improving performance wherever possible. We continually meet the majority of our response standards in areas with wholtime appliances. We continue to look at Improvements to the On-call appliances within the area as at times they are unavailable due to crewing which in turn has an adverse effect on response times. The performance statistics below provide evidence for how we are meeting our response standards effectively.</li> </ul> <p>Sleeping risk first pump 93.2% (55/59)  Sleeping risk second pump 97.2% (35/36)  Other buildings first pump 87.5% (14/16)  Other buildings second pump 90.9 (10/11)  RTC first pump 91.3% (21/23)</p>	

## Key Performance Indicators

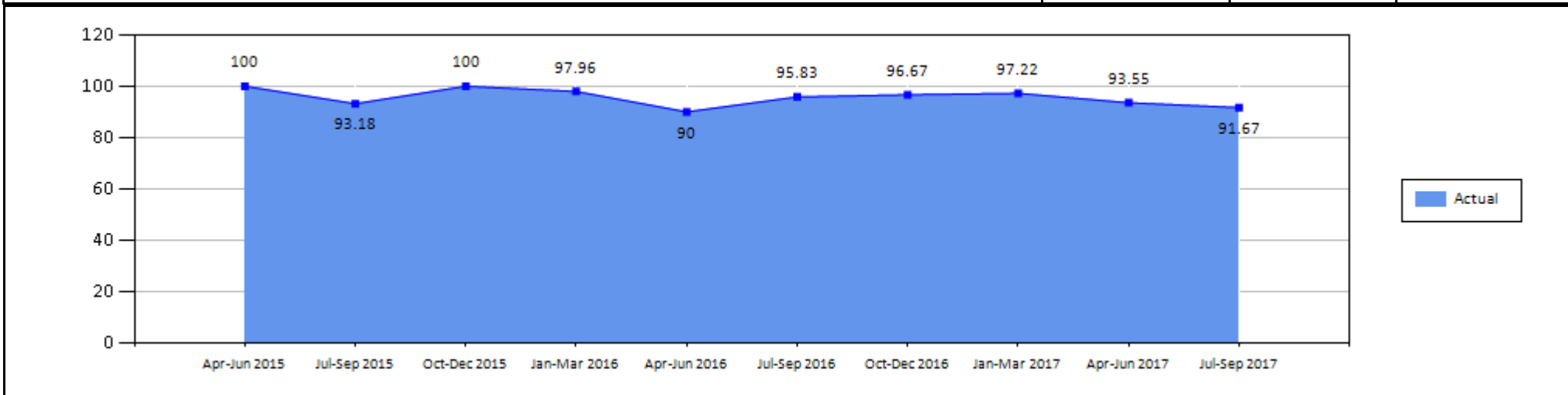
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Bournemouth and Poole	Month	Sep 2017	40



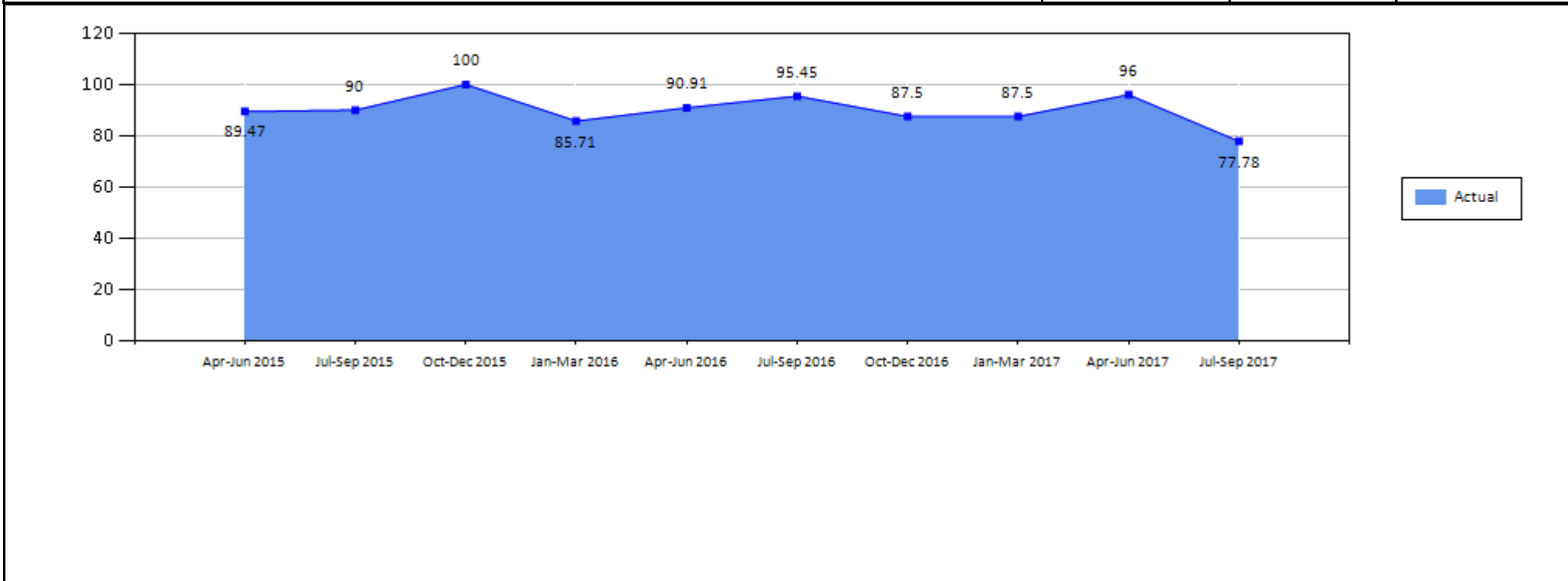
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2017	92.75%



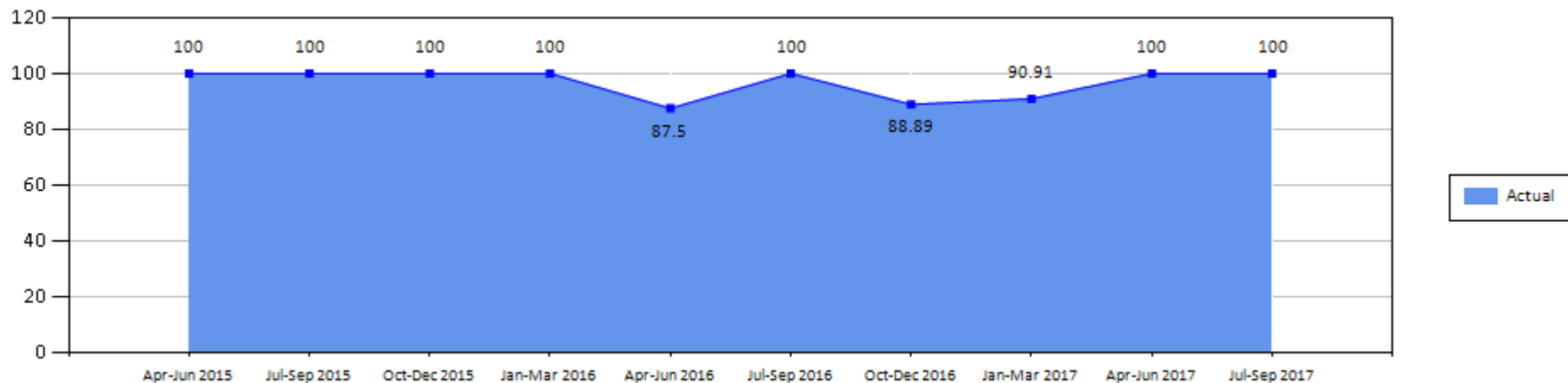
RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2017	91.67%
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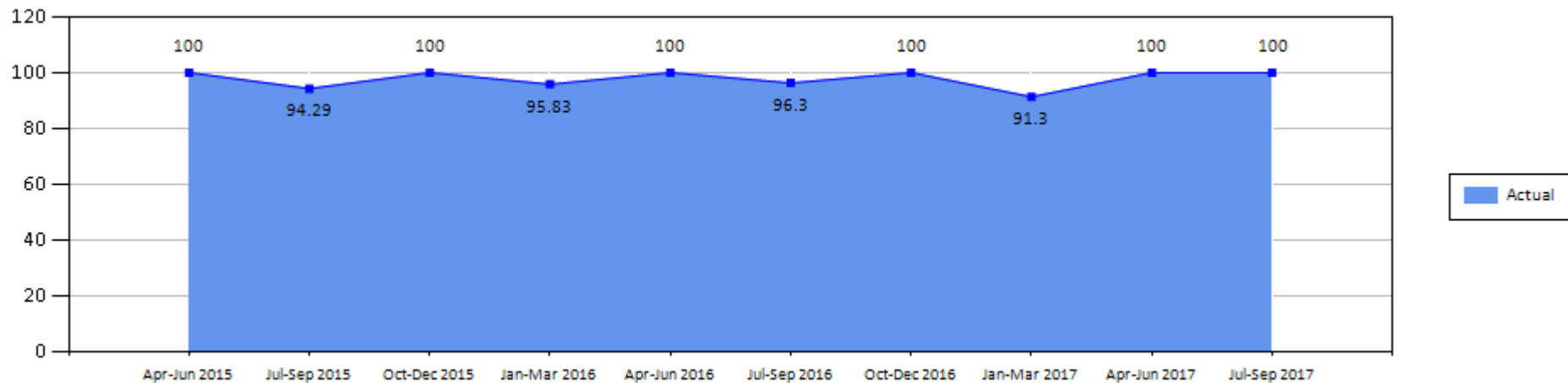
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2017	77.78%
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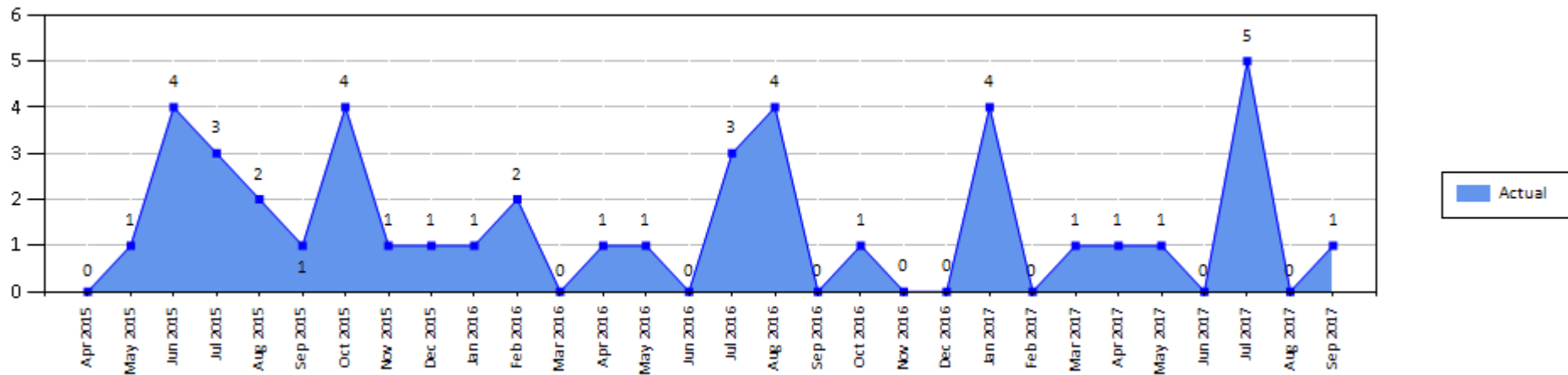
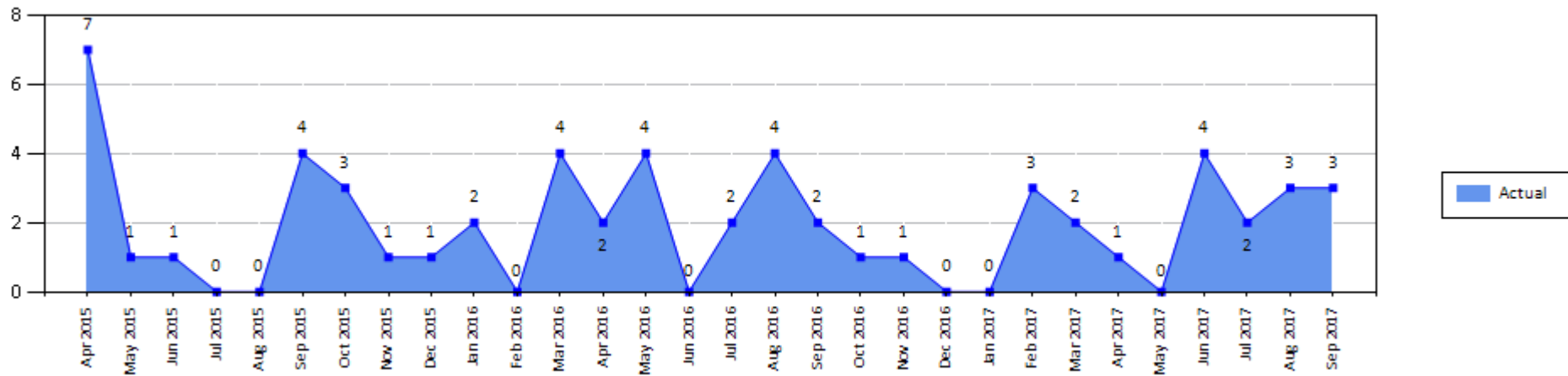


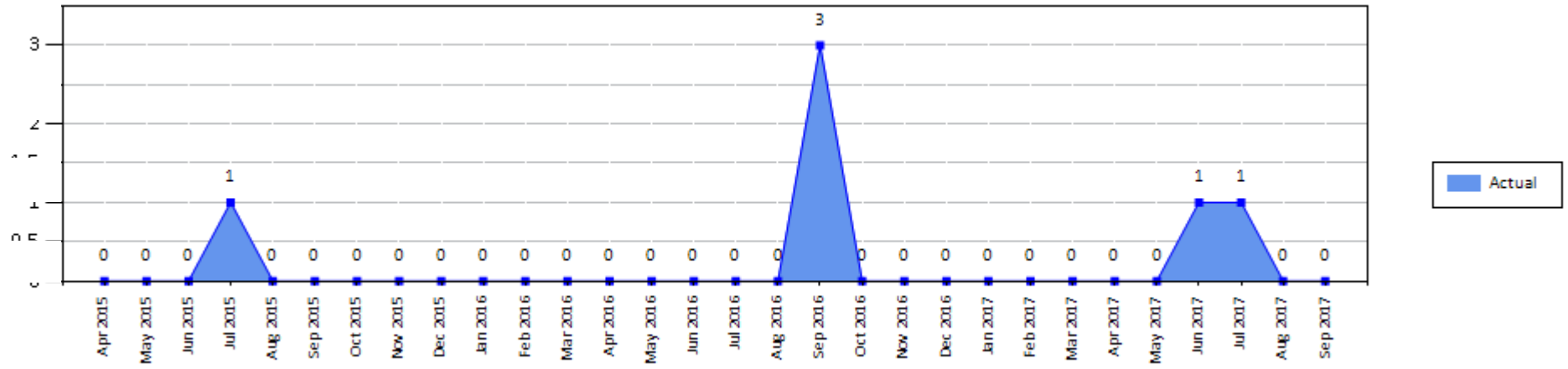
RES04-Percentage of incidents to other properties where the second appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2017	100%
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RES05-Percentage of road traffic collisions where the first appliance met the response standard-Bournemouth and Poole	Quarter	Jul-Sep 2017	100%
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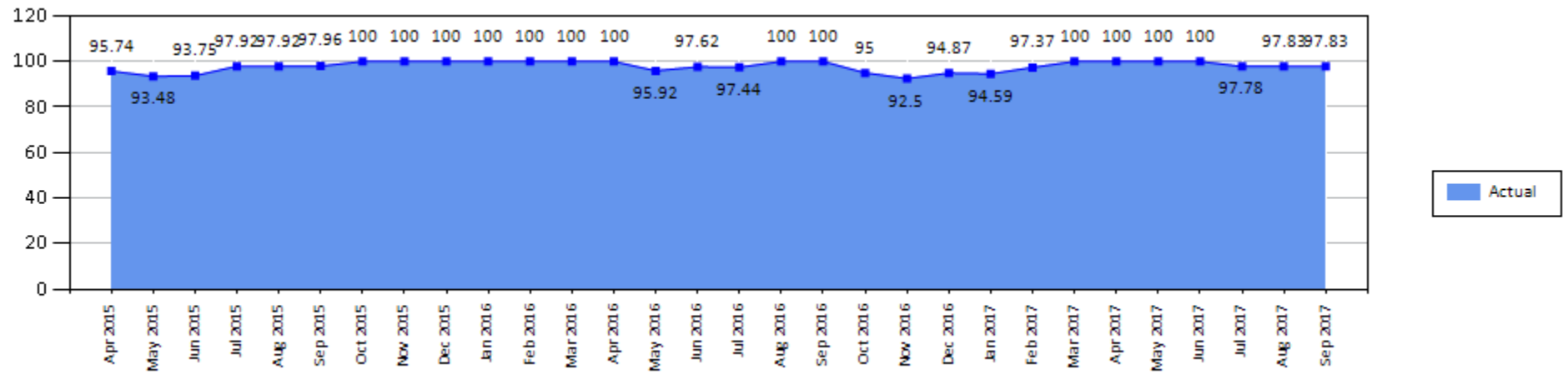
## KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they attend?

### Actions

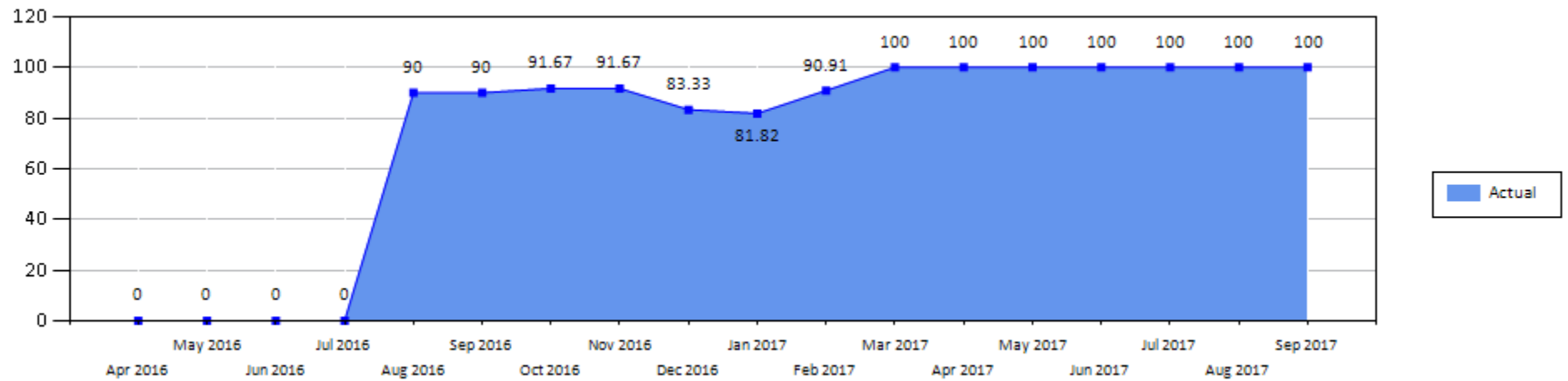
Action Code	Action Name
1.3.3.33	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Bournemouth and Poole?
<p><b>Progress comment:</b> Crews attend the Training Centre to receive centrally programmed input in areas such as Live Fire, Fire Behaviour, Incident Command and Trauma Care. This ensures that all personnel are in date for their operational licence.</p> <p>There is also cross agency training such as Joint Emergency Services Interoperability Programme 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 Bournemouth and Poole have received this multi-agency training.</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</p> <p>It is worth reminding Members that On-call staff have just 2.5 hours per week to maintain competence but overall we have a good level of competence recording.</p> <p>The Operational Licence requirements are being very well managed across the area, to ensure that critical skills e.g. breathing apparatus, emergency driving and command are maintained to a very high level.</p>	

## Key Performance Indicators

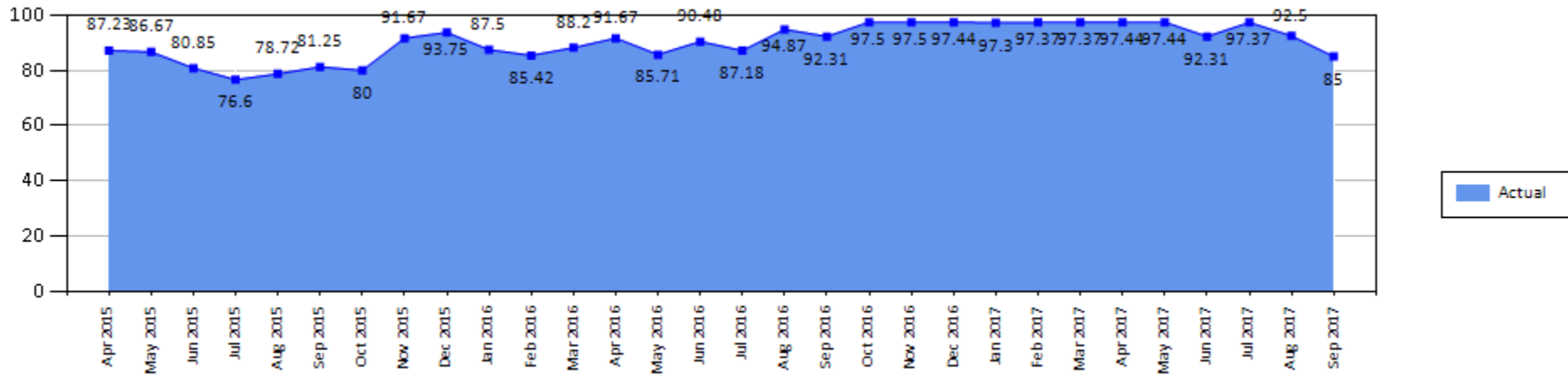
KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Bournemouth + Poole stations (WT)	Month	Sep 2017	97.83%



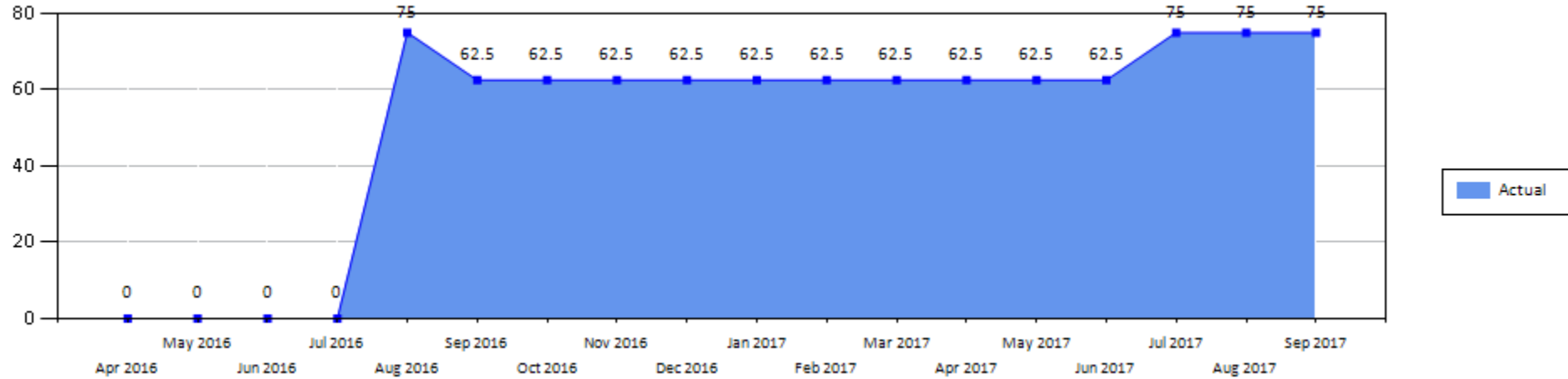
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Bournemouth + Poole stations RDS	Month	Sep 2017	100%
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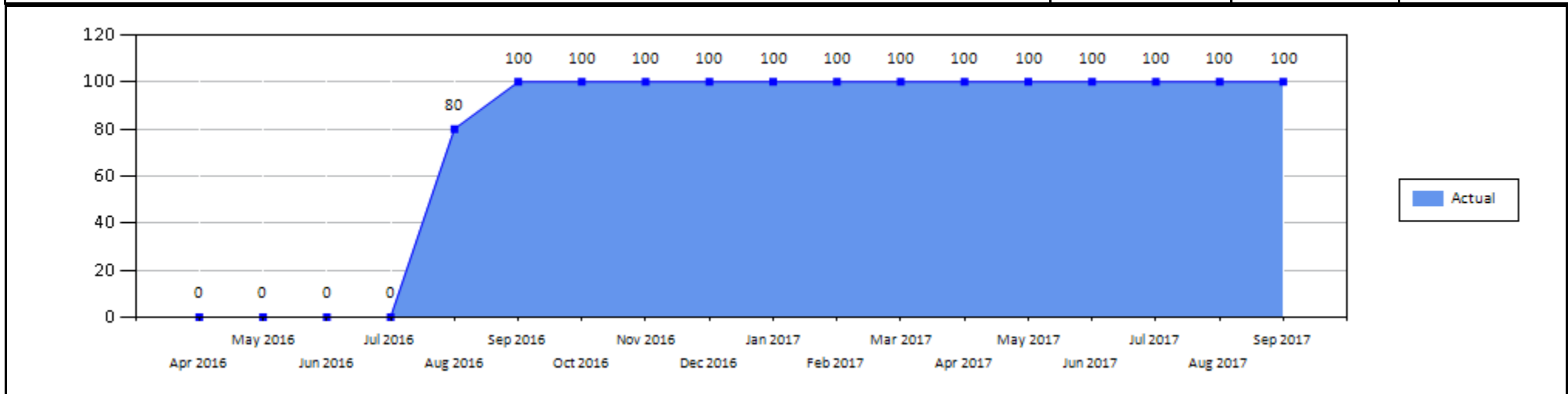
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Bournemouth & Poole Area Stations (WT)	Month	Sep 2017	85.00%
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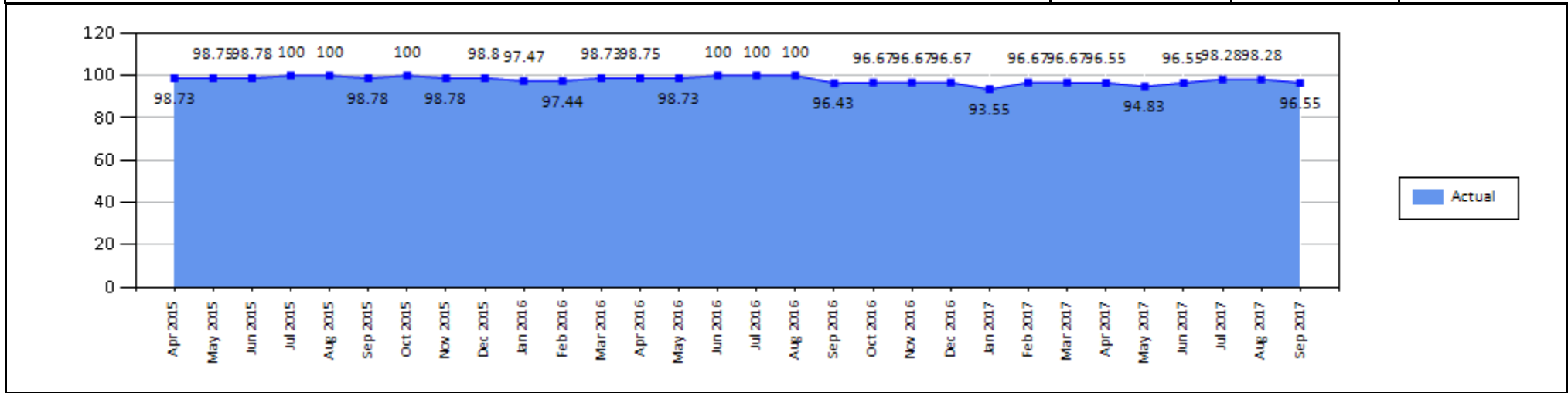
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Bournemouth & Poole Area Stations RDS	Month	Sep 2017	75.00%
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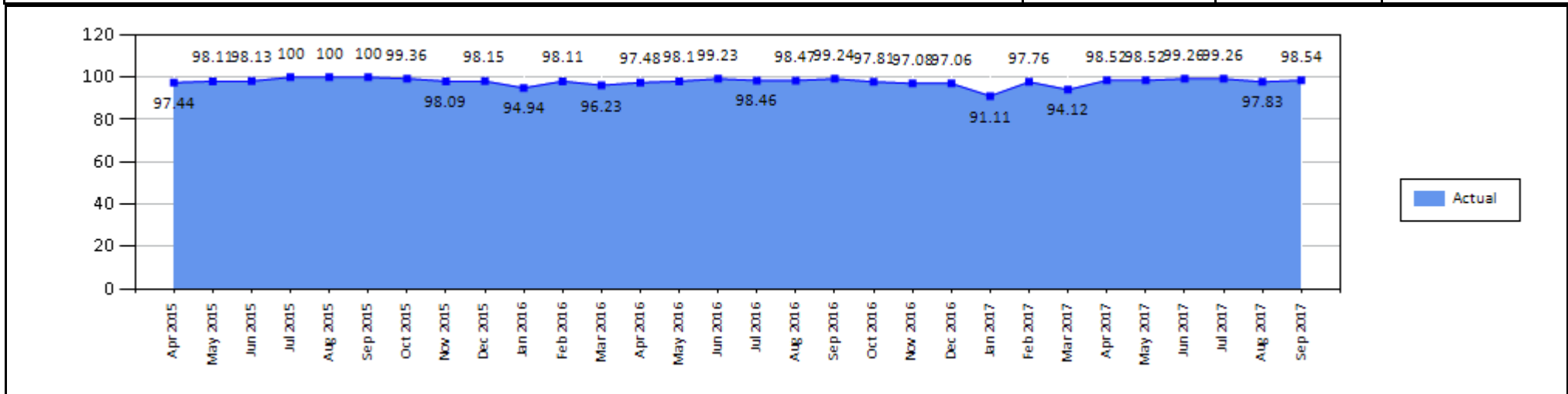
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Bournemouth & Poole Area Stations (RDS)	Month	Sep 2017	100%
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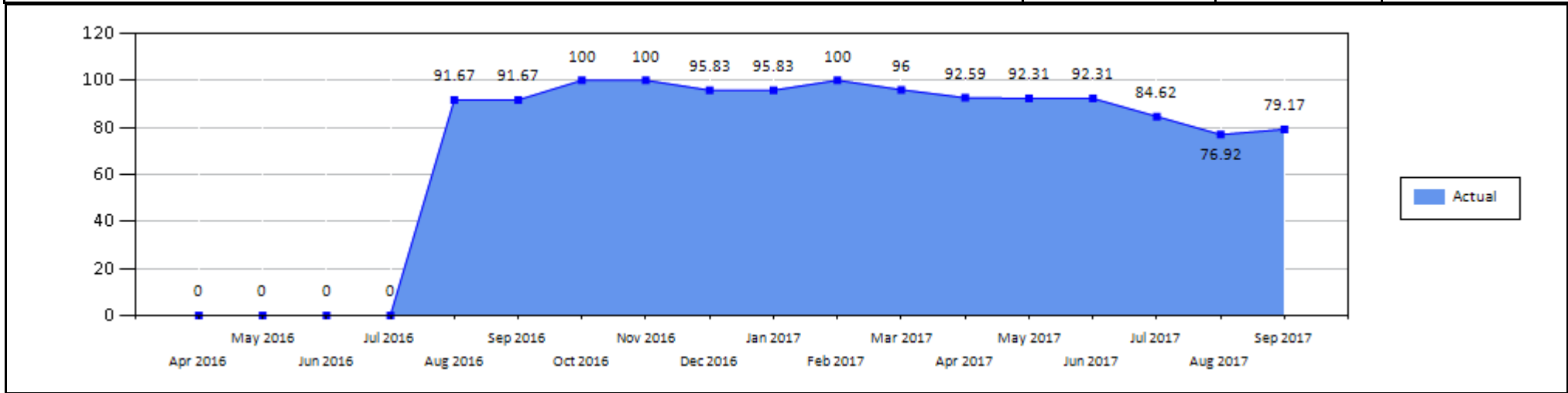
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Bournemouth & Poole Area Stations (WDS)	Month	Sep 2017	96.55%
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PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Bournemouth and Poole Stations (WT)	Month	Sep 2017	98.54%
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PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Bournemouth and Poole Stations RDS	Month	Sep 2017	79.17%
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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 Bournemouth and Poole; to improve the response services we provide?
<p><b>Progress comment:</b></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. 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. 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.</p> <p>Each quarter we look at all the response fails to see if these are avoidable. It would appear that a number of these fails have been due to pager failures. This is being looked into with our communications team 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. 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>	