

4th Quarters Performance Report

Swindon Local Performance & Scrutiny Committee

Dorset & Wiltshire Fire and Rescue Service

Swindon

01/01/2018 - 31/03/2018



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
1.1.3.8	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>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 re-launching 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>Fire Safety managers have been working with Officers from the Borough to prepare recommendations to advise the Council's 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>The Group Manager 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.</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>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 Group Manager 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 with a high risk of fire leading to injuries and deaths.</p>	

We also work 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.

Local managers and safe and well advisors continue to work with the local authority regarding 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: How 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
1.1.1.8	How 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: Fourth quarter January to March 2018 - Swindon</p> <p>1.What we are trying to do... Education Officers continue to target specific year groups in each school, Year 2 and Year 5/6 are the classes we focus on. Reception and Year 8 (Secondary Schools) requests actioned when there is capacity. Prevention Educational Talks for adults will be delivered on a risk analysis basis and delivered by either Education Officers or Safe and Well Advisers.</p> <p>2.Where are we at the moment – the fourth quarter The Education Officers have a bank of resources they use when visiting Schools all with a Fire Safety message which is age appropriate. The new lessons have been trialled and the feedback from these have been very positive to date. Education delivery totals have been affected by holidays during this quarter- February half term. The Education officers are noticing that in the build up to the National Tests (called SAT's). The Primary Schools spend their mornings doing the formal curriculum covering literacy, mathematics and science to help prepare them for the tests.</p> <p>In Swindon Area: (Number of visits: number of individuals)</p> <p>Pre school 4 : 154 Key stage One 20 : 954 Key Stage Two 11 : 485 Children/Youth People 2 : 63 Totals January to March Quarter 2018: 1,656 children receiving a Fire safety session</p> <p>3.Working towards next quarter The introduction of the new resources to complement the new lessons for Primary schools Support material for operational firefighters will be available as activity outline for each age group highlighting areas to focus on. This will be made available for each station. A mini fire kit and helmet x20 will be available for each area to support Station visits from preschools and nurseries groups We have the Education procedure out on consultation and as soon as the process has finished it will be published. Please can you have a look at it and make any helpful comments</p> <p>4.Evaluation of Education We have updated the evaluation forms which will take account of the children's knowledge together with the Teachers feedback accounts to ensure we continue to improve our delivery and keep our delivery up to date and relevant. The forms also have several questions that are answered by ticking on one of five boxes laid out. Importantly these forms provide the education officers with feedback on their delivery and how valued their visits are. We will continue to build a selection of case studies which will evidence best practice and positive impacts for external partners. Some comments from Wiltshire schools.</p>	

“Very good quality, children handled really well.”

“Well Resourced, children loved being able to see the fire kit and try on.”

“Brilliant – engaging and informative and thought provoking”

“Great actions to help the children remember the rhyme” (Stop, drop and roll)

“Best visitor we have had, thank you”

5. What we would like to be doing in the future

Junior Good Citizen is designed to help Year Six students (10 and 11 year olds) avoid putting themselves at risk of accident or injury, by raising their awareness of risky situations where something could happen. It encourages them to respond appropriately to emergency situations, and shows how being a ‘good citizen’ can create a safer community.

Our Education Officers are running a scenario with an electrical calculator this year. Where the pupils learn about the dangers of overloading sockets and how to understand the electrical loading in the home. Also, what is good, safe practice? The emphasis is on the children having an interactive, learning experience before moving from primary to secondary school. Junior Good Citizen is being held at the Punjabi Centre between Monday 4th June to Friday 15th June 2018. It is a multi -agency event with colleagues from Wiltshire Police, Swindon Borough Council, Road Safety and Environmental health, British Railway Police. Also, first aid specialists, all in a carousel of activities either in a morning or afternoon session.

We are reviewing those schools that are making it much more difficult for us to visit. We will compile a report during the Summer term April to July, part of which will be some solutions to how we can provide our fire safety sessions that fit in with School commitments and pressures on the curriculum.

We will be working collaboratively with our operational colleagues to help support them when they identify risks in their area and work on solutions that will help the young people identified.

6.Barriers / threats

Our aspiration is to visit every Primary school across Wiltshire 100 % in the target year groups in Key Stage one - year two and Key Stage two - year 5/6. Currently the Education Officers can only provide visits in 80% of school timetable due to the individual school commitments for the curriculum. While our Education officers work very flexibly to provide the valuable fire safety sessions this does limit the number of sessions. We have noticed that the booking into some schools do not always get to the class teacher. So, we are starting a review of the reasons schools may defer a visit, and look at the best way forward to provide our quality sessions.

We do not have capacity to deliver in key stage three and Key stage four. We do need to be delivering in these key stages as most of the fire-setting problems are associated with teenagers. We have only been able to provide reactive limited bespoke sessions when there have been problems in the schools or surrounding area. We would like to be able deliver a prevention programme, but this is not possible currently.

Arson Reduction: Fire-setters

Summary

Total number of cases received 1 April 2017 – 31 March 2018 = 60

Swindon Summary – open cases = 10

Achievements:

14 new Fire-setter Intervention Advisers received external training 5th-9th Feb.

Currently have a bank of 55 trained advisers across both areas.

Successful in receiving grant from FM Global to fund training of advisers and purchase further resources (\$9,173) equivalent to £6,584.12

First meeting held of South West Region Fire-setter Intervention Scheme group.



6

Going Forward:

Quarterly meetings arranged for South West Region Fire-setter Intervention Group: 22 May; 21 August; 20 November; 19 February 2019 – invite extended to practitioners to network with colleagues from South West Region, and cover specific topics.

14th & 15th June – Training being organised for existing fire-setter advisers to their competencies.

28th June – Enhanced Safeguarding Training being organised for Fire-setter Advisers.

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
1.1.4.8	How are we delivering effective road safety education in Swindon to reduce the risk of traffic deaths and injuries?
<p>Progress comment:</p> <p>1. What are we trying to do? The primary aim of our road safety education is to safeguard young people from the physical and psychological harm caused by a road traffic collision. Our secondary aim is assisting the military and business drivers to improve their driver behaviour. Tertiary aim is to target all other road safety casualties.</p> <p>2. Where are we at the moment? (12 months) In Wiltshire & Swindon we have engaged and educated 11764 people. Within this total there are 7899 young people (primary aim) 1800 Army (Secondary aim) 400 Business drivers (Secondary aim) (Siemens Rail Track) 1665 other risk groups (Tertiary aim) (Motorcyclists, general public, cyclists) We have continued to Chair and ensure the road safety partnership is maintained.</p> <p>3. The last quarter? The last of the Swindon schools (Kingsdown) was booked to attend the Safe Drive roadshow but had to close due to snow. A new date is TBA. Two roadshows took place for Network Rail Staff at their high output centre in Swindon. Over two days we delivered two Safe Drive roadshows together with the driving simulator and crashed car display to 100 staff. This was in partnership with Wiltshire police & Swindon Council.</p> <p>4. The Next Quarter? Safe Drive Stay Alive to be delivered to Kingsdown School (TBA) they have already agreed to attending next year. This will mean 100% of schools in Swindon will be attending in the 2018/19 academic year. Over the summer we will be planning the 12 roadshows to take place in September. We will support the Police drink drive campaign with engagement roadshows.</p> <p>5. Measuring our outcomes. The Evaluation of our road safety education A full report into the Safe Drive Stay Alive Roadshow is available and has been sent to all members of the road safety partnership Contained within the report is an extensive four-part evaluation. The evaluation forms an important part of our road safety work and is used to ascertain the effectiveness of the education delivered. The four parts of the evaluation cover feedback from teachers, pre & post questionnaires from students, a statistical analysis of casualties and finally an external observation and feedback from a professional academic. Brief summary of results</p> <ul style="list-style-type: none"> Statistical Analysis has shown that since the roadshow started the casualties within the 16-19-year-old age group has fallen by 40% (Wilts & Swindon) 	

- 100% (89) teachers surveyed agreed that the hard-hitting nature and content of the roadshow was right and essential for the young people.
- The students Pre & Post roadshow questionnaires showed a significant change in attitude to the fatal four causes of road safety collisions. (Drink/Drugs, Mobile phones, seatbelts and speed)
- Feedback from Dr Clare Holt has been extremely positive had she has made several recommendations to improve the roadshow. This evaluation proves the roadshow is a highly effective tool at changing attitudes to road safety and reducing casualties. Furthermore, the endorsement from all the attending teachers and Dr Clare Holt has given us confidence that we are delivering a highly education tool.

6. Where are we going in the future?

Following on from the evaluation we are looking to further develop the quality of our education. A SDSA Development Group has been created with representatives from all road safety partners in Dorset. This group will be using the evaluation results to further improve the education delivered. This group will make changes to the scripts and presentation format to further improve the communication of messages around road safety. It will also see the implantation of behaviour change techniques to aid in influencing those young people to make better choices. As mentioned above we will be targeting the school that did not attend this year.

7. Barriers/Threats

SDSA has also come under national criticism (Not specifically our roadshow) recently for its hard-hitting nature and that it can do more harm than good. This has been dispelled by our evaluation with the support and comments from the teachers. Any help or influence that could help us get into the remaining schools would be greatly appreciated.

8. Statistics

Full 2017 Statistics compared with the two previous years

These stats are Swindon Only (Excluding M4)

	Casualties		
	2015	2016	2017
Fatal	6	1	6
Serious	68	79	52
Slight	519	561	425

Motorway 2017 – 3 deaths (could be Wiltshire or Swindon stretch)

Although Fatalities have risen from last year, serious injuries are down considerably.

Vulnerable Road Users – Fatal (NOTE – These totals are for Wiltshire & Swindon)

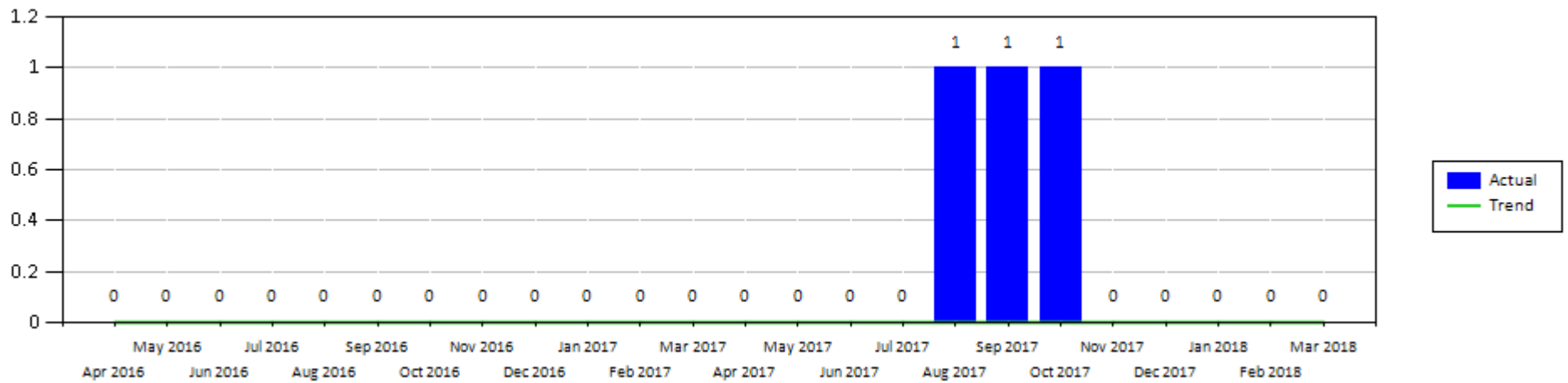
	Fatal Casualties		
	2015	2016	2017
Motorcycles	10	5	7
Pedestrians	2	7	5
Pedal Cycles	4	2	0
Horse Riders	0	0	0
Children <15	1	1	0

Motorcycle feature strongly across all the years. Pedestrians feature strongly. There have been no fatalities in Pedal Cycles, Horse riders or children over the last year.

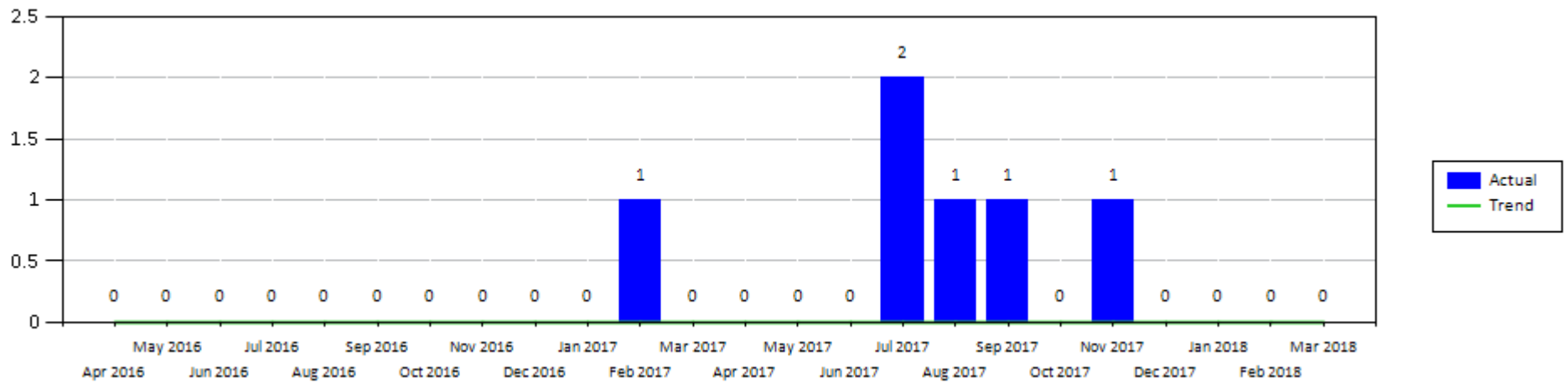
Key Performance Indicators

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KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - M4	Month	Mar 2018	0



KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - Swindon	Month	Mar 2018	0

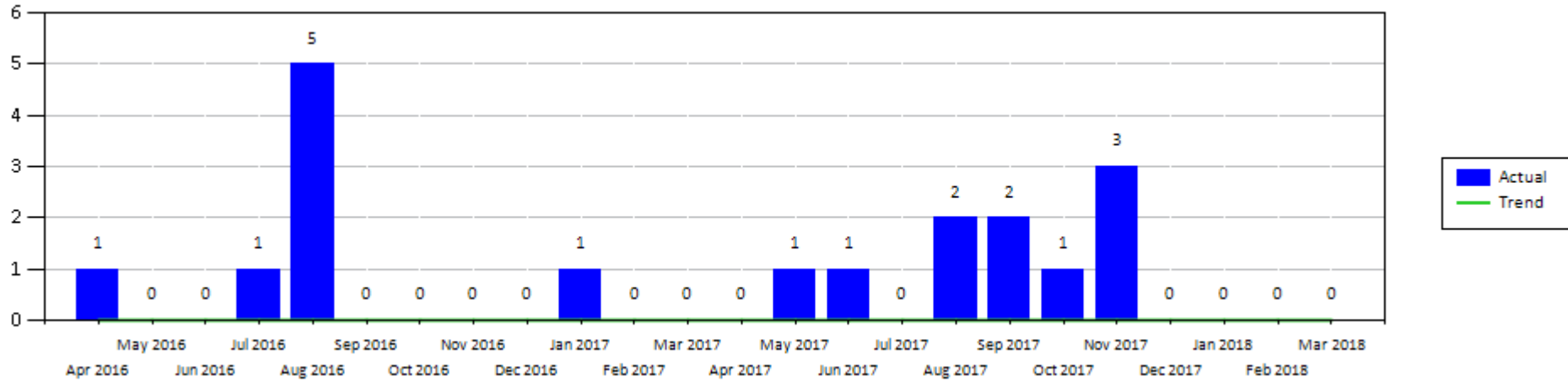


Number of people seriously injured in road traffic collisions - M4

Month

Mar 2018

0

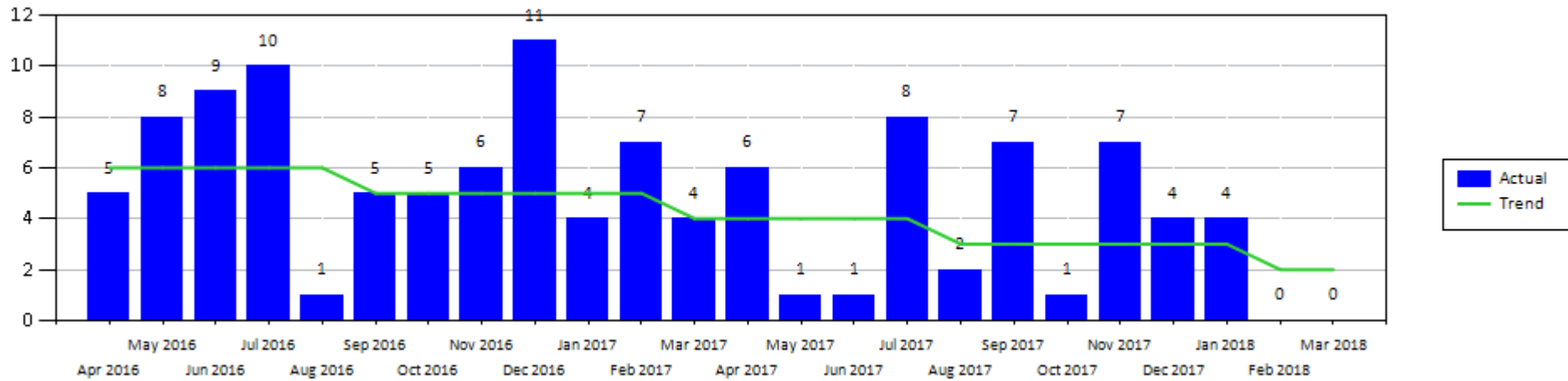


Number of people seriously injured in road traffic collisions - Swindon

Month

Mar 2018

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
1.1.2.8	How are vulnerable people in Swindon receiving the level of support, advice and information that they require to drive down their risk of fire?
<p>Progress comment:</p> <p>1. What are we trying to do? (A project outline of what we are attempting to achieve and the impact of our work) We are committed to making a real difference to the lives of people in Dorset and Wiltshire. Our aim is to reduce the level of risk and harm to our communities from fire, targeting those most at risk. We do this primarily through our Safe and Well visits. Safe and Well within Wiltshire has now been established for over 12 months and we are working with partners to try and build a steady stream of referrals for those individuals most at risk.</p> <p>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:</p> <ul style="list-style-type: none"> • Electrical safety • Cooking safety • Making an escape plan • What to do in the event of a fire • Keeping children safe • Good practice, such as a night time routine <p>2. Where are we at the moment? We are able to support individuals with their varying needs and are able to supply them with fire retardant bedding and a winter warmth pack. If appropriate we can spray a fire-retardant spray around the beds, chairs etc., this ensures that if the individual is smoking in the property and has a history of not disposing of cigarettes etc. properly then they will have extra protection. Referrals are still being made to Hearing and Vision teams for specialised deaf alarm equipment to be installed. A review is currently underway to ensure that appropriate resources are available across the 2 counties.</p> <p>In the last quarter we have completed 303 Safe and Well visits. Total for 2017/8: 968</p> <p>Safe and Well Advisors are being tasked with trying to complete 3 visits per day to increase the numbers of visits we are undertaking as well as trying to generate more referrals through local partners.</p> <p>Advisors are working 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 Co-Ordinator of any concerns.</p> <p>Due to the nature of the cases that some advisors have been dealing with, full decontamination kits have been issued to all Advisors for protection. Refresher training went well and was received by all advisors. This training looked at the best ways of dealing with Hoarders, cases studies and appropriate language to use when dealing with hoarders.</p>	

As part of a wider panel that meets within the falls and bones collaborative at GWH in Swindon, Safe and Well Team Leader and Advisors will be rolling out a presentation for Safe and Well including Hoarding to various staff at GWH, with a view to gaining more referrals and identifying risk early with signposting an option.

An advisor has attended an event held by the Nepalese Community in Swindon and provided a talk around Fire Safety. This led to a successful translation to the Nepalese Community and gained 3 new referrals with a further invite into the wider Nepalese Community. Two Illegal Tobacco events have been attended working with Police and Trading Standards. These generated new Safe and Well referrals.

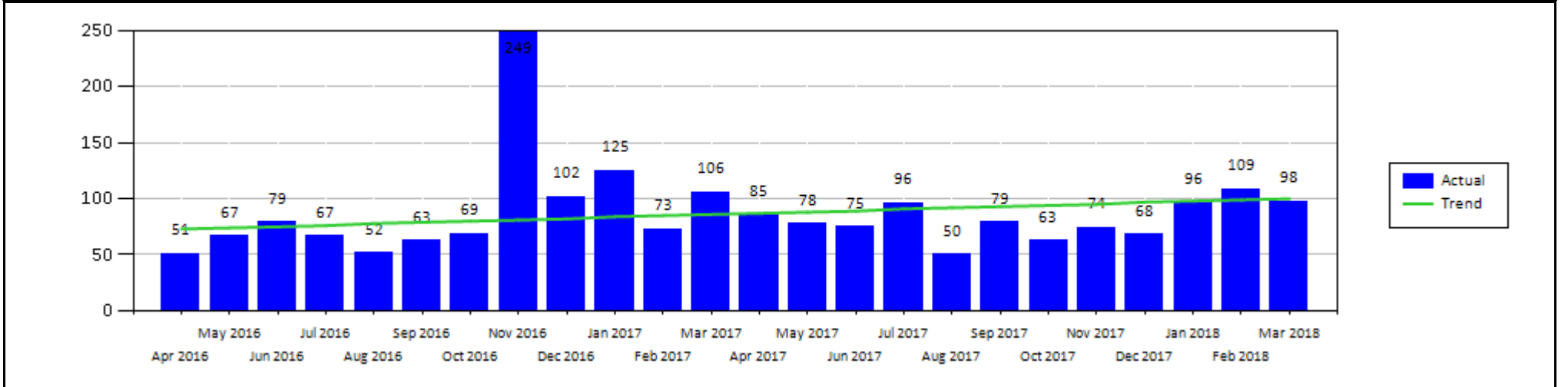
The BroadGreen Project continues to be successful. For example, in one morning of visiting properties with partners eight homes were identified which had no working smoke alarms and a further seven which were given fire safety advice. Further Safe and Well visits continue to come in which is strengthening our work with partners.

Over the last 3 months Volunteers have been actively recruited and have attended events. Communication has been enhanced by holding volunteer forums, and bringing the volunteering process to be an online process with no physical paperwork involved. This has created a higher level of data protection and has also made the process more efficient both for staff and the volunteers. A new volunteer portal is planned in the next 3 – 6months which will strengthen engagement and communication. New volunteering roles have been created and are going live in the next 4 weeks. Volunteers have attended two Illegal Tobacco events in Swindon, one held in the main shopping centre and the other in the Broadgreen Area. This identified people who were at risk and any occupiers without working smoke alarms.

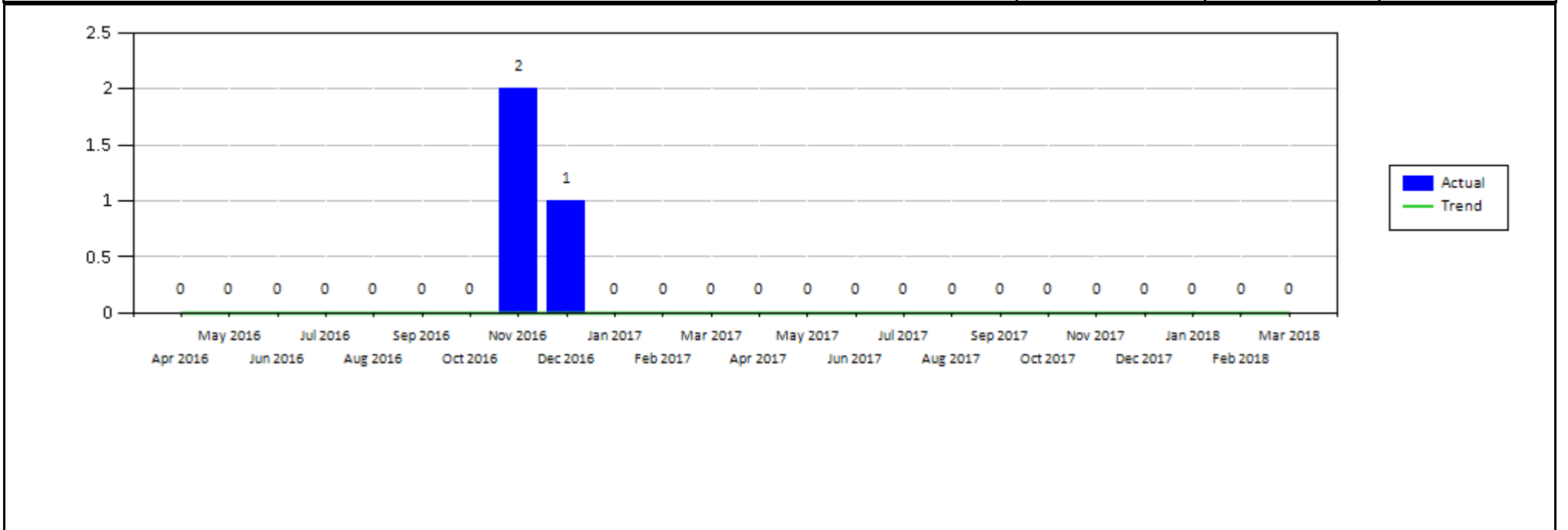
During February our referral portal has now been configured to only accept high to very high-risk referrals, all other referrals will now receive information and guidance in order that they can risk assess themselves at home and make their own changes. We are continuing to monitor this closely to ensure that those who should receive a visit do and that no specific groups are being rejected as a result of our filters that are now within the system. The corporate target of ensuring that 85% of our Safe and Well visits are to those that are high risk is currently at 58.8%. Fire crews will be attending properties that are in the highest risk category but will still be able to refer back to an Advisor if the occupier would benefit from any of our additional resources or services.

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits	Month	Mar 2018	98



KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires	Month	Mar 2018	0

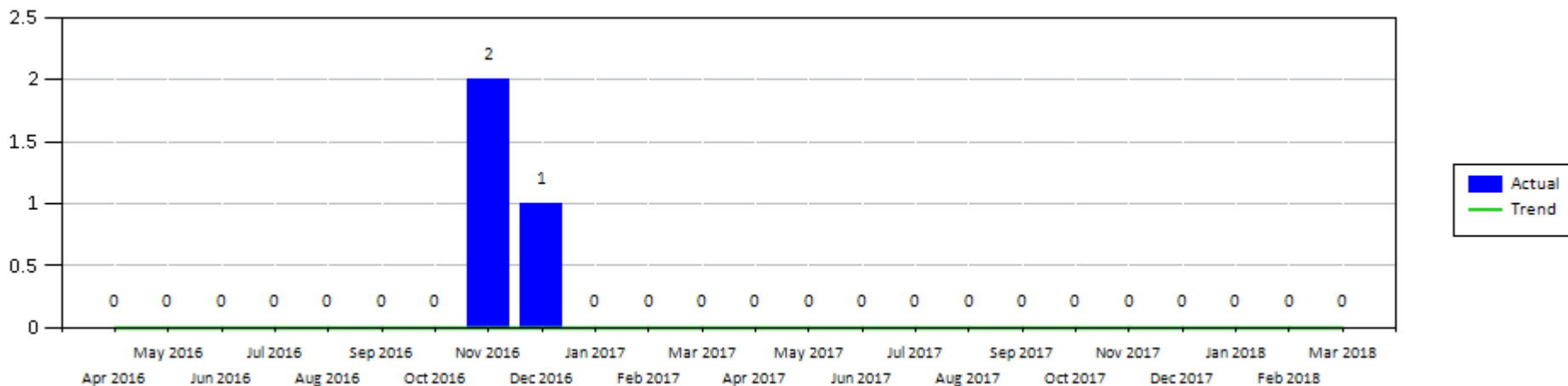


PRE01-Number of fire related deaths

Month

Mar 2018

0

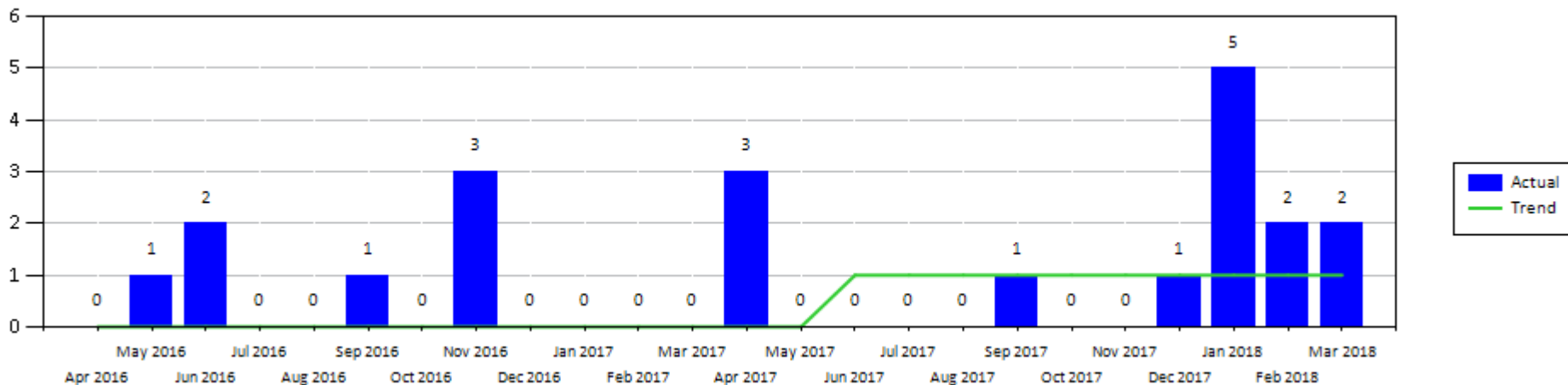


PRE02A-Total number of fire related injuries in accidental dwelling fires

Month

Mar 2018

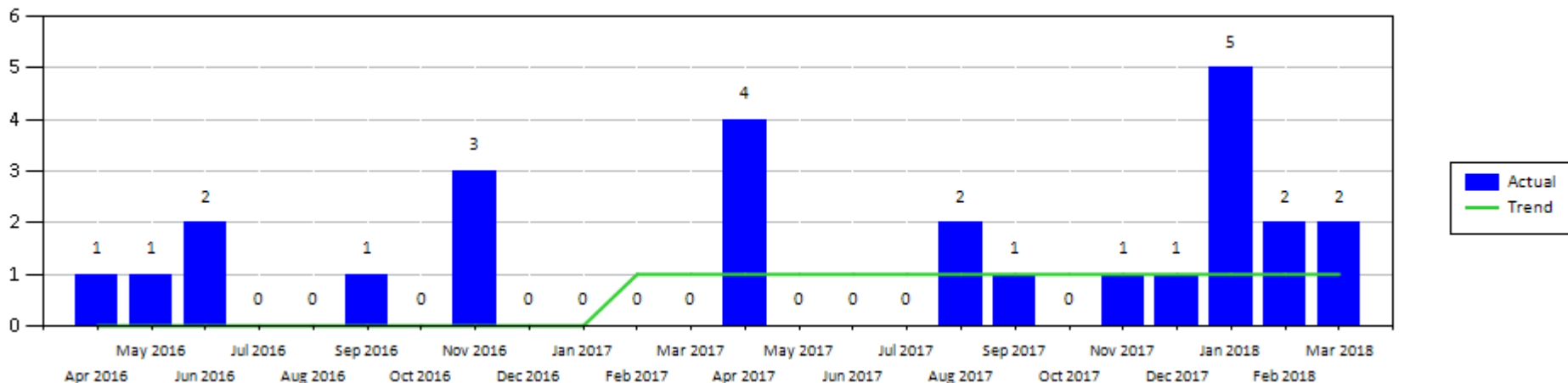
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PRE02-Total number of fire related injuries

Month

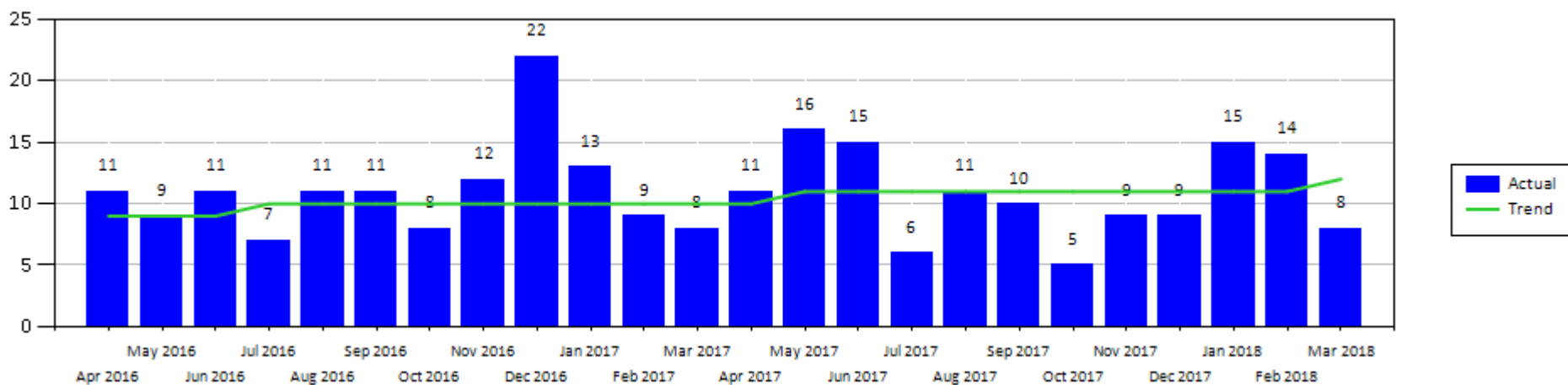
Mar 2018



PRE03_Number of accidental dwelling fires

Month

Mar 2018



Priority 2: Protecting you and the environment from harm

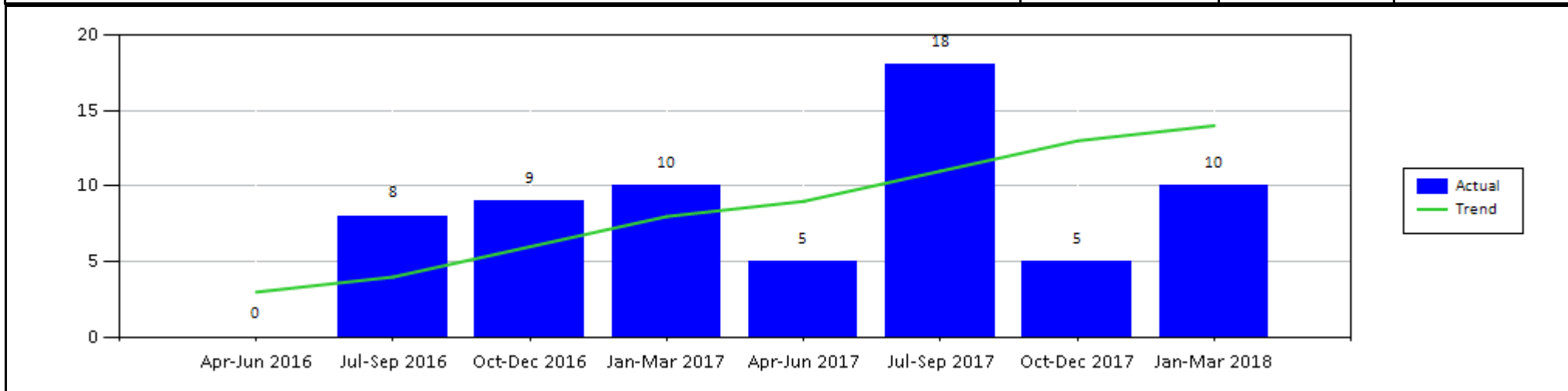
KLOE 5: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

Actions

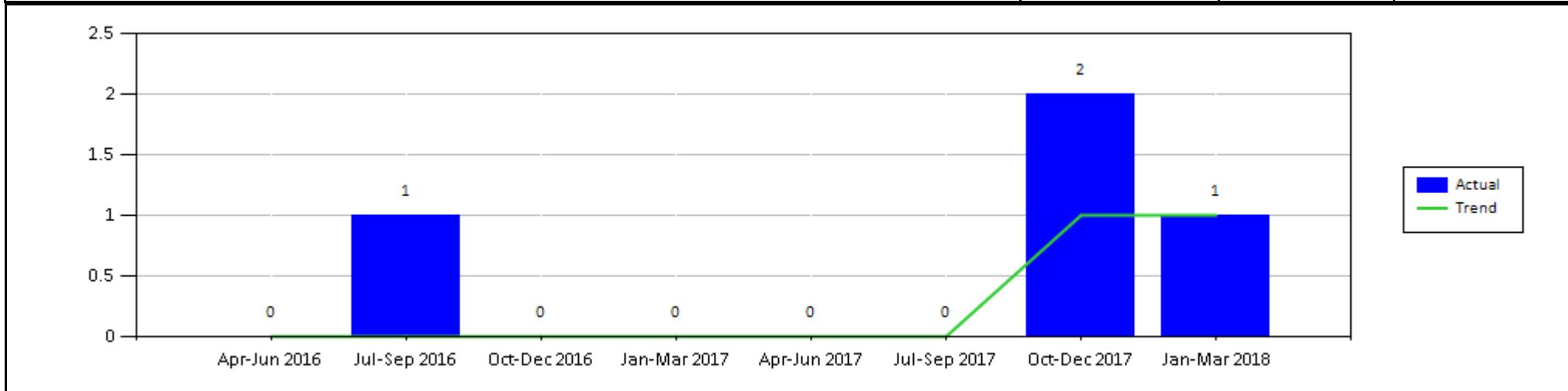
Action Code	Action Name
1.2.1.9	How are we effectively working with our partners in Swindon to safeguard the vulnerable people we come into contact with?
<p>Progress comment: Jan to Mar 2018 Swindon DWFRS continue to work with multi agencies: Receiving referrals from the Police, SWAST and Red Cross across Swindon. 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. We have been involved in a Peer Review with Wiltshire Safeguarding Childrens Board. The review is around the Wiltshire area but the learning will reflect across Dorset, Poole and Bournemouth, Wiltshire and Swindon. The Area Manager continues to represent the service on the Swindon Safeguarding Adult Board.</p> <p>The Safeguarding Coordinator (Jo McGowan) attends a monthly meeting with other Safeguarding Leads (S/L's) from external agencies ensuring we are compliant with national safeguarding legislation. We share best practice and receive peer support and supervision. The S/L's 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.</p> <p>At February's meeting we had a guest speaker from You First. Since stalking has become a crime, You First have introduced a new role known as an Independent Stalking Advocacy Caseworker (ISAC) under Integrated Hidden Violence and Abuse Services. It's a much needed role as 1 in 5 women and 1 in 10 men will experience stalking in their adult life.</p> <p>Whilst working with Child and Adolescent Mental Health Services (CAMHS are the NHS services that assesses and treat young people with emotional, behavioural or mental health difficulties), the Safeguarding Coordinator learned about a resource known as harmLESS. This is a resource for those who have contact with young people who are self-harming. It is designed to help members of staff talk about self-harm with the young person so that they can decide what support might be helpful. We have utilised this resource when a young person who was completing a Fire Service youth intervention programme was raised as a safeguard and proved to be very effective. The Safeguarding Co-ordinator went on to share the resource with the Red Cross and all surrounding Safeguarding leads from other FRS.</p> <p>The Safeguarding Coordinator has worked with a Social Worker putting processes in place to try and reduce hoax calls from a vulnerable adult with mental health issues that was recently safeguarded. Since the above has come to light, it has been highlighted that there was a short falling in the process around when multiple calls are received from an individual. The Safeguarding Coordinator is currently liaising with the Fire Control Watch Manager with a view of developing a working procedure.</p> <p>Quarter 4 Totals: Swindon Adults: 10 x Referrals (1 x Safe and Well Advisor) (9 x Operational staff) 0 Hoarders Swindon Children: 1 x Referral (Operational staff)</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals from DWFRS	Quarter	Jan-Mar 2018	10



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals from DWFRS	Quarter	Jan-Mar 2018	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 communities?

Actions

Action Code	Action Name
1.2.2.10	How are we providing professional advice and support for local business in Swindon so that they can meet their legal safety obligations and add to the economic growth of our community?
<p>Progress comment:</p> <p>1. What are we trying to do? (A project outline of what are we attempting to achieve and the impact of our work). 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 awareness of fire safety responsibilities, to educate and 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"> • 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>2. Where are we at the moment? 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.</p> <p>We have identified opportunities for interaction with Residential Care Homes to reinforce best practice regarding fire safety including evacuation/PHE techniques and have launched a joint initiative between Protection, Prevention and Response targeting Sheltered Accommodation to educate, inform and provide community reassurance. We continue to provide representation at the SBC annual general meeting for Sheltered Housing and the SBC 'empty homes' forum with a SBC-led high-rise VIP visits (two MPs and Baroness Scott).</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>Common failings that fire safety inspecting officers find are: The failure to have completed a Fire Safety Risk Assessment, testing and maintenance particularly wedged open or poorly maintained fire doors, and the inadequate education of staff in what to do in the event of fire.</p> <p>Teams continue to progress local initiatives with Business Hubs, Chambers of Commerce and 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 (Housing and Hygiene) and Building Control.</p>	

3. Where are we going in the future?

We will maximise our impact by using national, regional and local information to identify the types of commercial buildings at greatest risk from fire. We will continue to work with Operational crews and Partner Agencies to expand our activity and, where appropriate, we will use Prevention teams in blended activity.

Further inspections of healthcare premises undertaken following directive from Secretary of State for Health; multiple opportunities for business reassurance, business continuity and general fire safety advice following requests from business.

4. Case studies evidencing best practice and positive impacts for external partners

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 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 Fire Safety 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, Local Authority 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.

Quarter 4 Total:

Building Regulation consultations 72

Fire Safety audits 37

Fire Safety-related complaints 4

Licensing applications 12

After fire audits 17

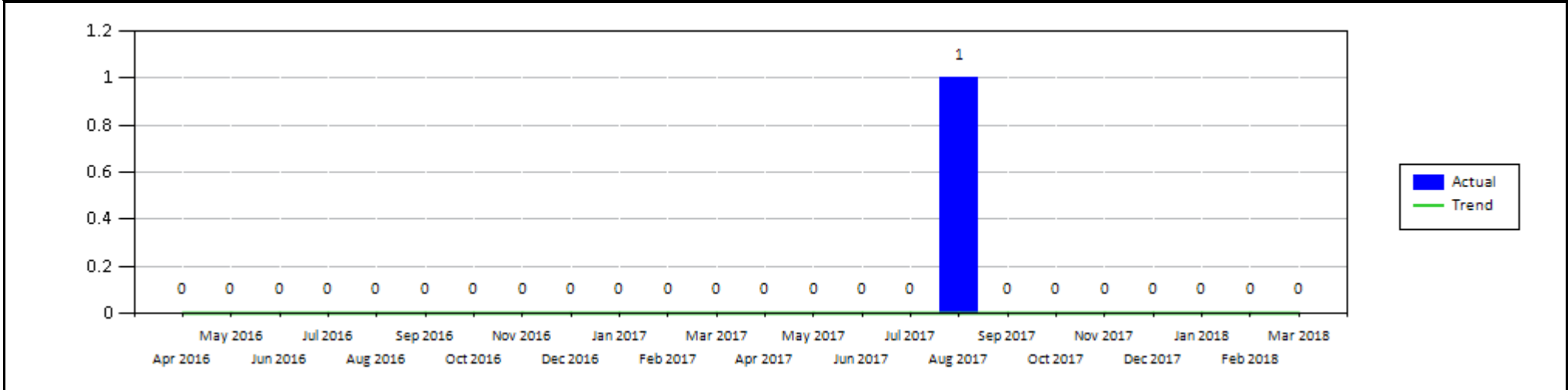
Fires in RRO premises 8

Significant fires 2

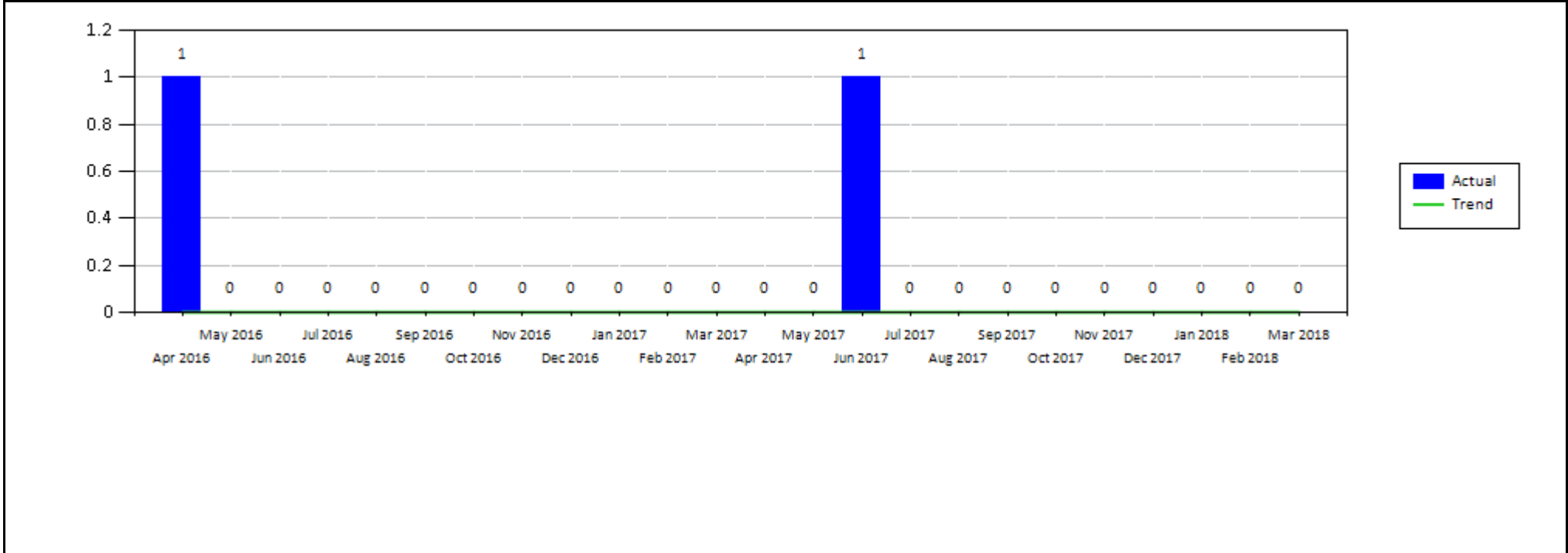
Unwanted Fire signals: 86 (Human error including cooking food / alarm testing 43, Contaminants eg: dust, aerosol 7, System fault 27, Unknown 9)

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served	Month	Mar 2018	0



KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served	Month	Mar 2018	0

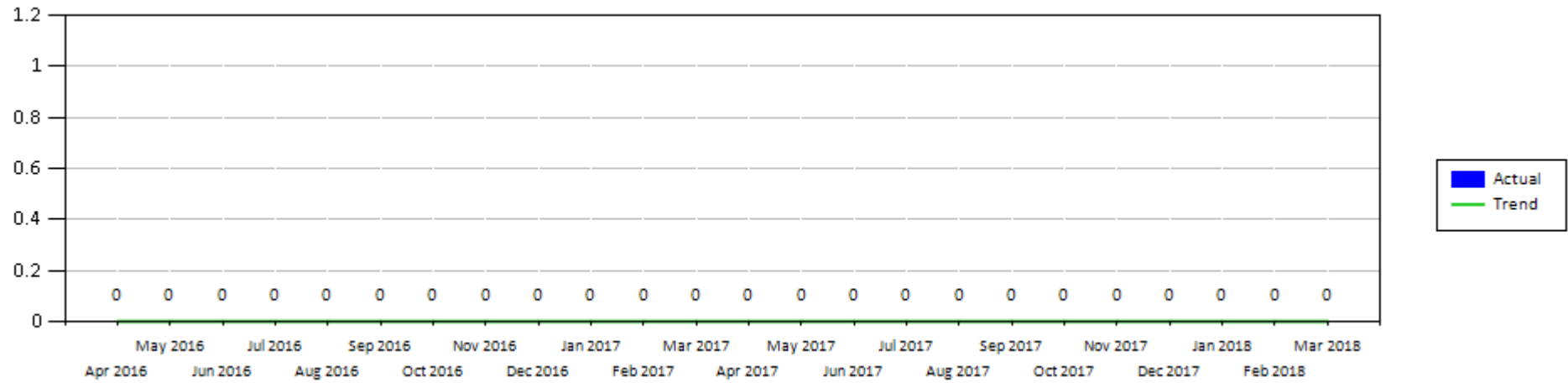


Number of prosecutions

Month

Mar 2018

0

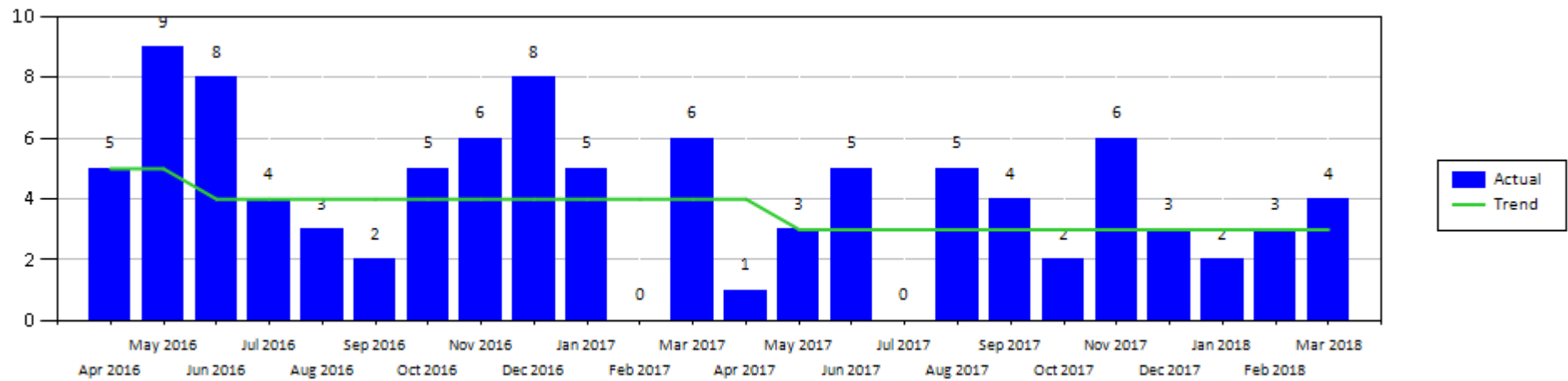


PRO01-Number of fires in Non- domestic properties

Month

Mar 2018

4



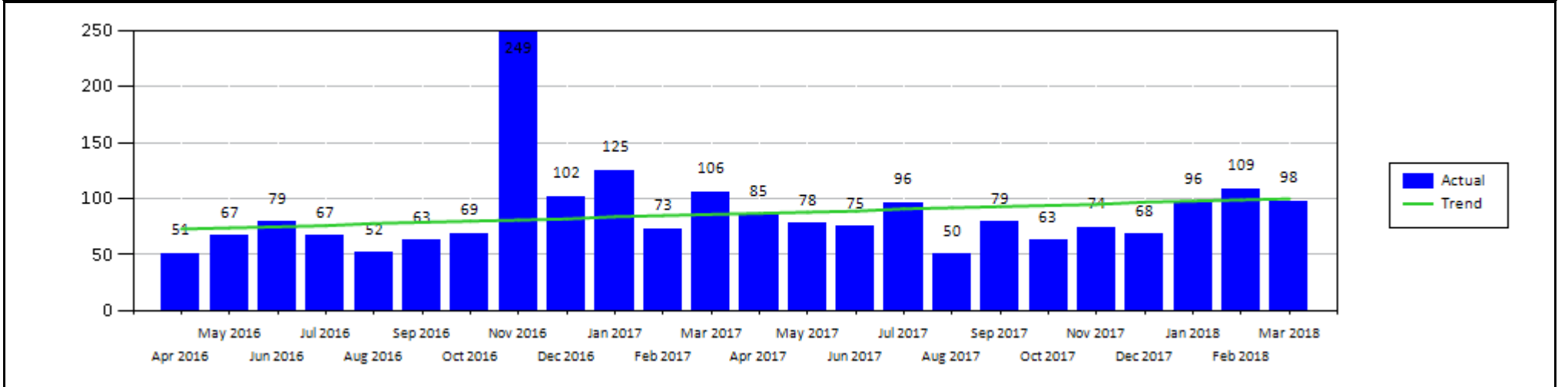
KLOE 7: How are we identifying and driving down risk risks to the community, unique heritage and environment?

Actions

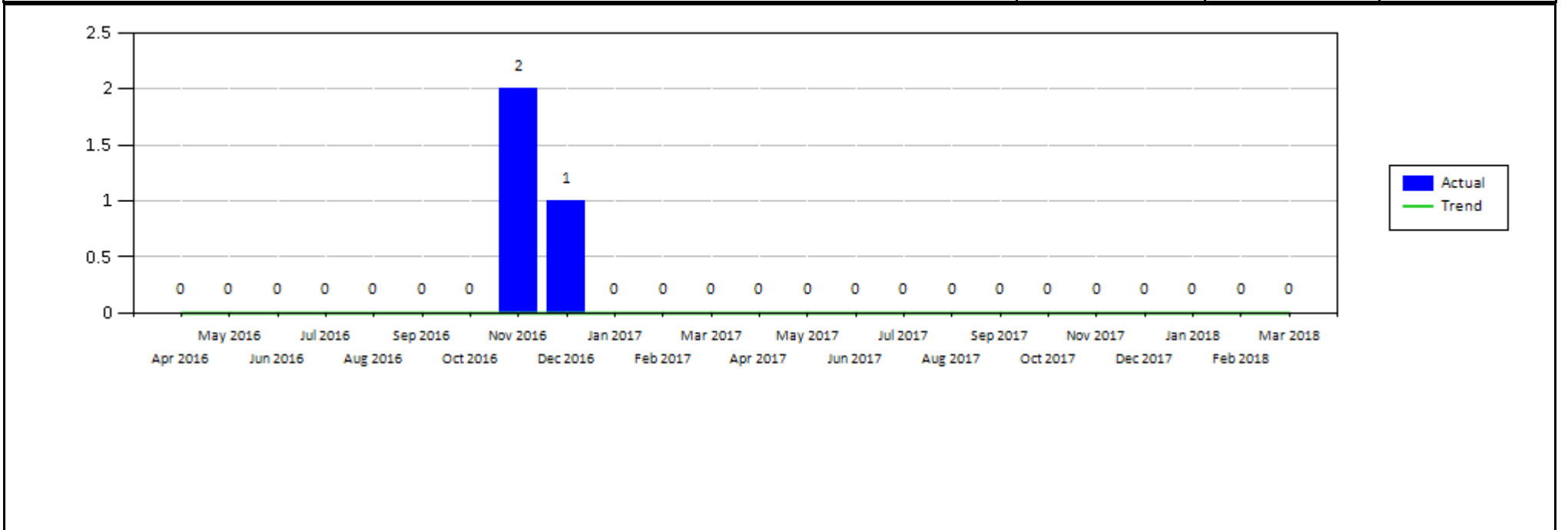
Action Code	Action Name
1.2.3.8	How are we identifying and driving down risk risks to the community, unique heritage and environment in Swindon?
<p>Progress comment:</p> <p>The Group Manager continues to have a link into Multi Agency Risk Assessment Conference meetings with other partner agencies. This is to receive 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 been built over the last 12 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>The migration project in Broadgreen is now well under way and proving successful in engaging with members of the community. The designated safe and well advisor along with SBC officers continue to offer free safe and well visits to the members of the community. They have found a number of properties without smoke detection or with faulty ones which they've replaced. This work will continue over the next 18 months.</p> <p>Additionally, to the work in Broadgreen, local watches have now been trained in using Pinpoint software. This enables them to highlight the high risk addresses/occupants across the borough. Once aware of the addresses the watches visit the area to offer the free visits. Uptake has been varied but crews will continue to pursue this method over the coming months along with working with partner agencies.</p> <p>Crews continue to work on operational/tactical plans for the local high-rise risks. 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>Crews identify new local risks through 7.2d visits and update existing risks with new information. This is then made available to operational crews on the incident ground. Crews are allocated a number of reviews to carry out along with any new risks identified through local/partnership intelligence. We have been made aware of a number of new potential risks just on the edge of the area that will need further investigation as it may have an impact on the local communities.</p> <p>We continue through our Fire Safety Manager to work with the Borough Council in highlighting empty buildings and the risks associated with this. Only recently crews from Westlea Fire Station attended a small fire next to commercial premises which had the potential to escalate. On completion of the incident the local crew took it upon themselves to revisit the site and give advice on better housekeeping. They also involved Fire Safety officers to ensure compliance with the Fire Safety Order.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits	Month	Mar 2018	98



KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires	Month	Mar 2018	0

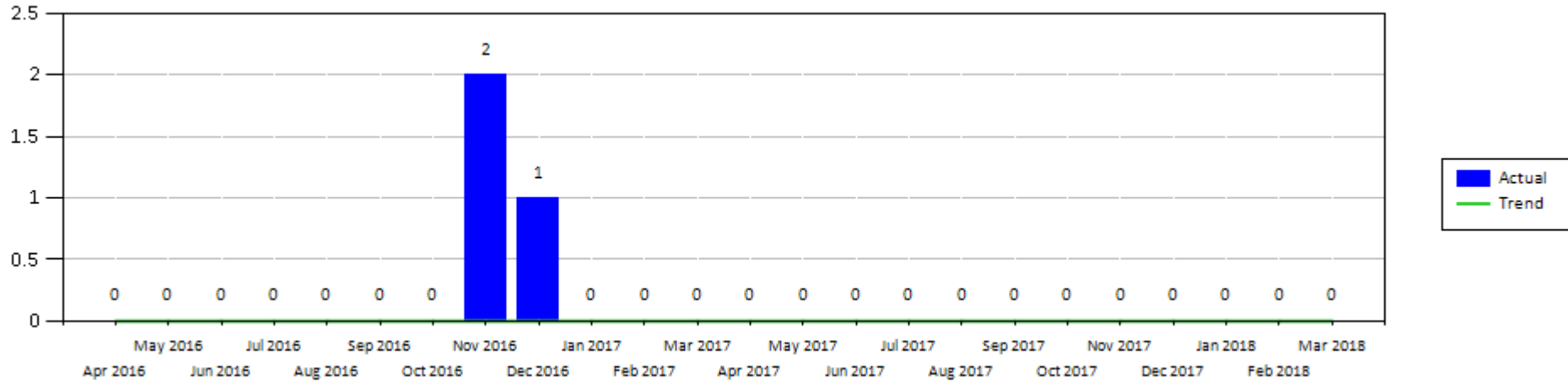


PRE01-Number of fire related deaths

Month

Mar 2018

0

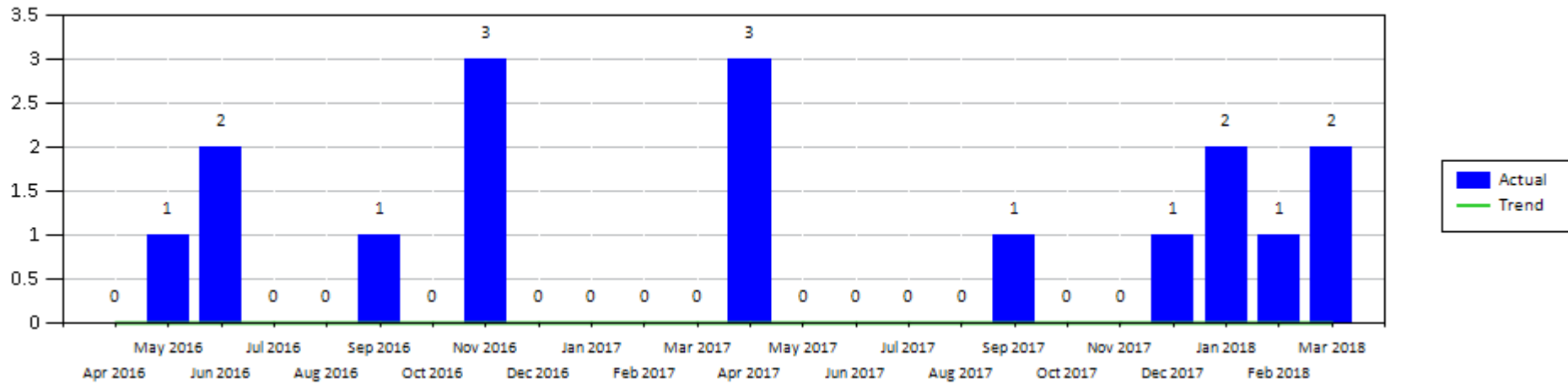


PRE02A-Total number of fire related injuries in accidental dwelling fires

Month

Mar 2018

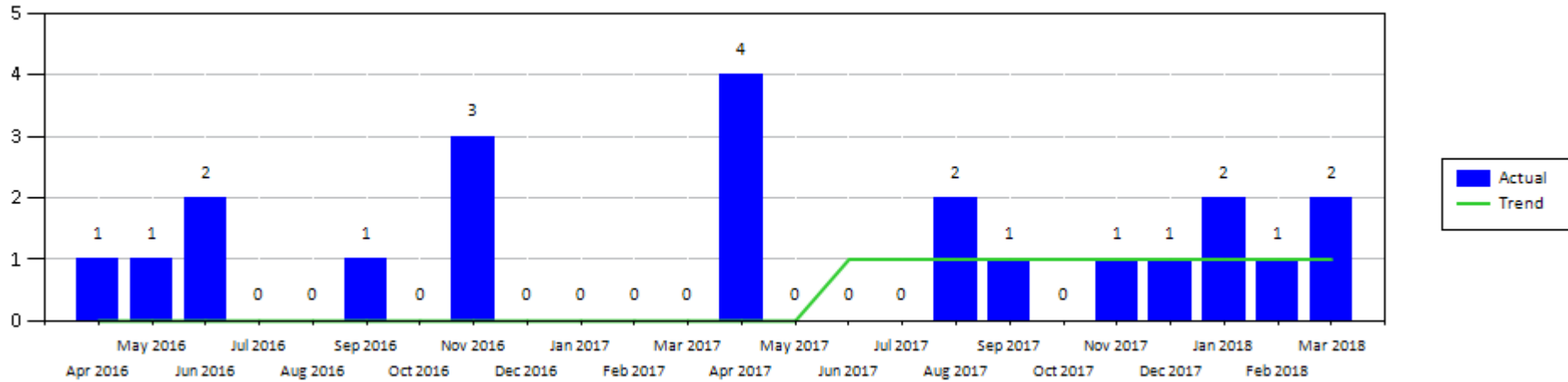
2



PRE02-Total number of fire related injuries

Month

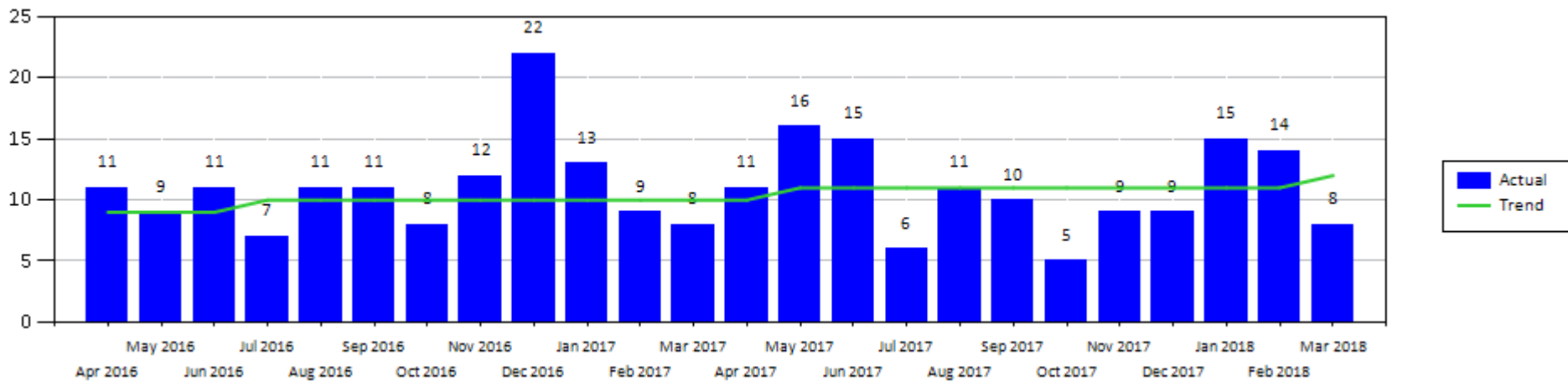
Mar 2018



PRE03_Number of accidental dwelling fires

Month

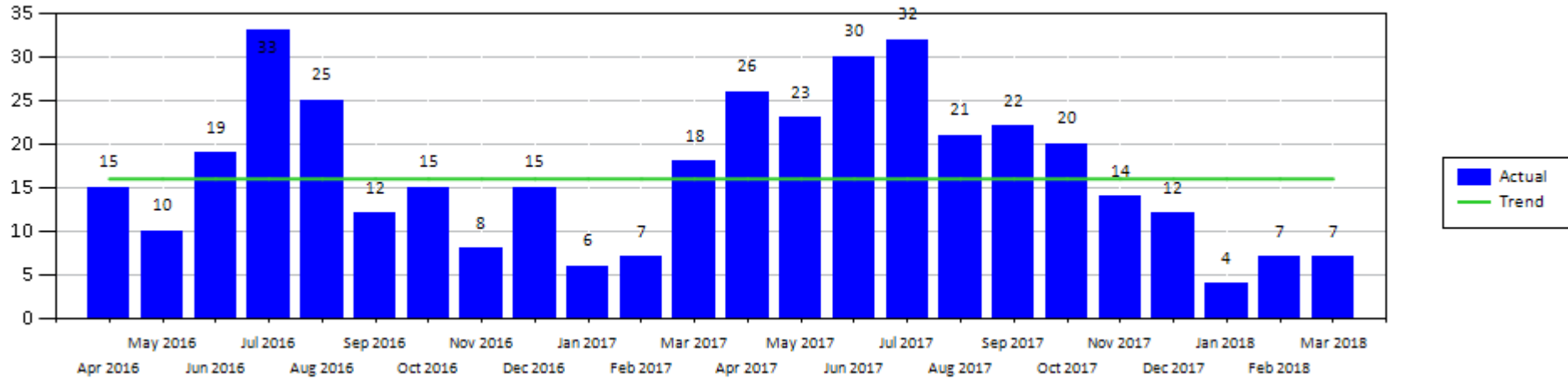
Mar 2018



PRE05-Number of deliberate fires (primary + secondary)

Month

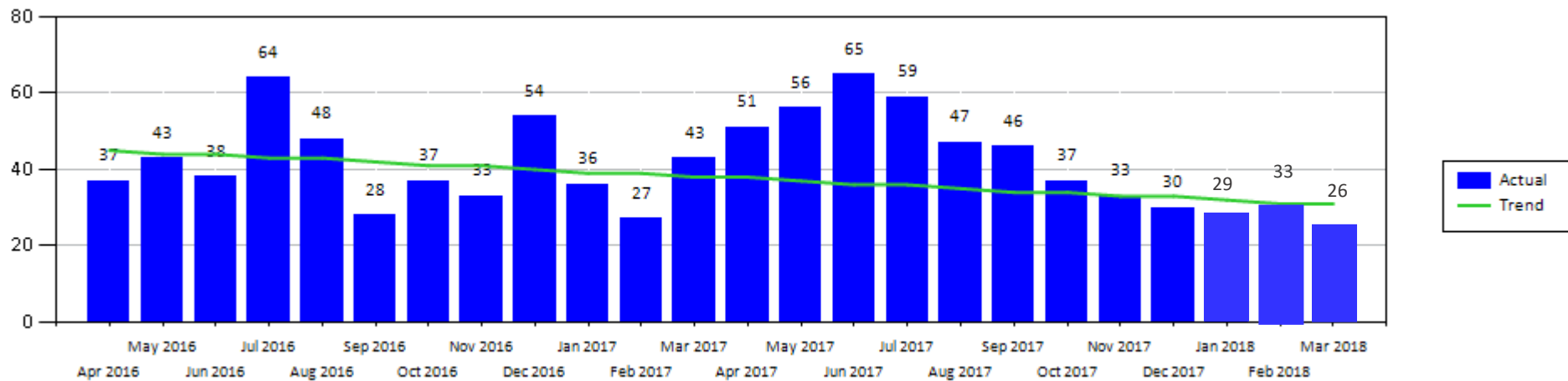
Mar 2018



PRE06-Number of fires

Month

Mar 2018



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>Dorset & Wiltshire Fire and Rescue Service (DWFRS) have continued to support the Local Resilience Forum by contributing to risk assessments of local risk, plan preparation, prevention activities, training, and response. This has been achieved by actively engaging with the LRF groups; Business Management Group, Risk Management Group, Training and Exercising Group and other sub groups. As well as these routine planned activities DWFRS has:</p> <ul style="list-style-type: none"> • Helped to organise and run a large marauding terrorist firearms attack (MTFA) exercise in the Brunel Centre in Swindon. The exercise was very realistic with more than 200 simulated casualties. Agencies taking part included Fire and Rescue from the whole South West region, South West Ambulance Trust, Police Firearms teams from across the region and other partner agencies who help to resolve these type of incidents. • Helped to design and deliver Multi Agency Tactical Training (MATT). This course teaches new and existing tactical commanders how to manage complex multi-agency incidents. • Attended a regional multi-agency MTFA recovery exercise, Talon's Reach, in Gloucestershire. <p>DWFRS has also supported two large scale multi- agency responses (declared as major incidents):</p> <ul style="list-style-type: none"> • At the beginning of March significant amounts of snow fell across the Country causing widespread traffic issues. DWFRS has responsibility for leading command and control of the LRF's 4x4 Cell. This cell was run from the Fire Control Centre at Potterne. It was responsible for receiving calls for assistance, prioritising calls and dispatching 4x4s to assist. To service these calls a register of 4x4 vehicles and drivers is kept, this is a mixture of highly organised charities such as Wessex 4x4 and spontaneous volunteers. There were approximately 31 movements per day, these being a mixture of all day taskings and pick up to drop off, supporting 13 agencies. This cell ensured more than 1000 patients could receive essential clinical care in their own homes. If this had not been achieved these patients would have deteriorated and may have needed to be evacuated to hospital which would have impacted on hospital capacity significantly. • On the 4th March 2 people were found unconscious on a bench outside of Superdrug, The Maltings, Salisbury. At the time of call it was believed that the people had suffered a drugs overdose involving Fentanyl and as such Police, Ambulance and Fire attended the scene. It soon became apparent that this was not an accidental drugs overdose but an exposure to a nerve agent. This resulted in a National Response involving a whole range of agencies. DWFRS supported the operation by embedding officers in the Strategic Coordinating Group (SCG), Tactical Coordinating Group (TCG), and Scientific Technical Advice Cell (STAC) to support command control and coordination of the incident. DWFRS also played a key part in the operational response, committing more than 6 fire engines equipped with gas tight suits and other specialist hazardous material equipment, as well as Hazardous Material Environmental Protection Advisors (HMEPAs) who are officers specially trained in safe resolution of complex hazardous material incidents. DWFRS also made 3 of its stations available, Salisbury, Wilton and Amesbury as staging areas for the multi-agency response. Salisbury has had an enhanced role as a point for coordination and briefing as well as hosting the various law enforcement agencies involved in the investigation. 	

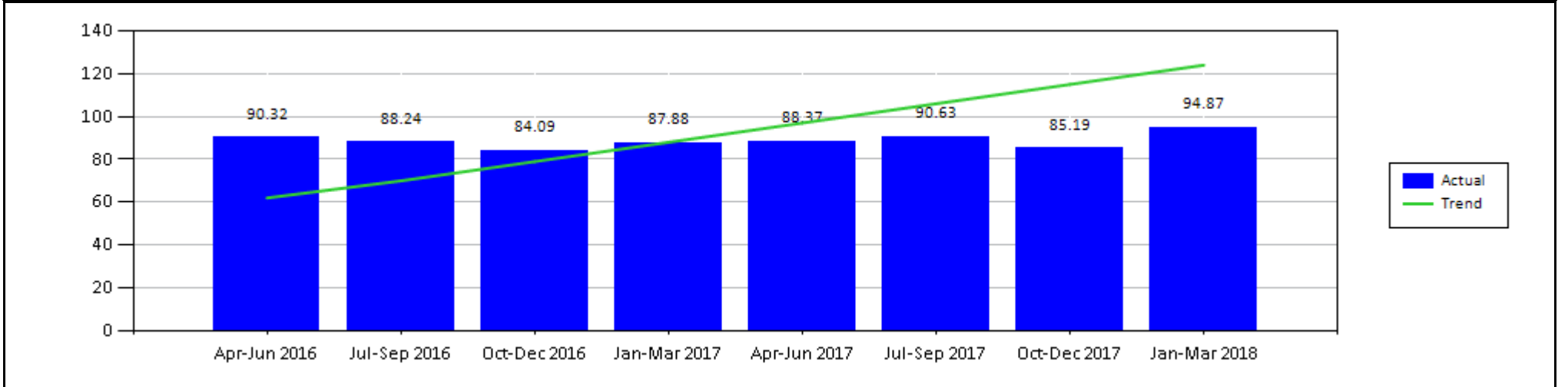
KLOE 9: Are appliances available when we need them?

Actions

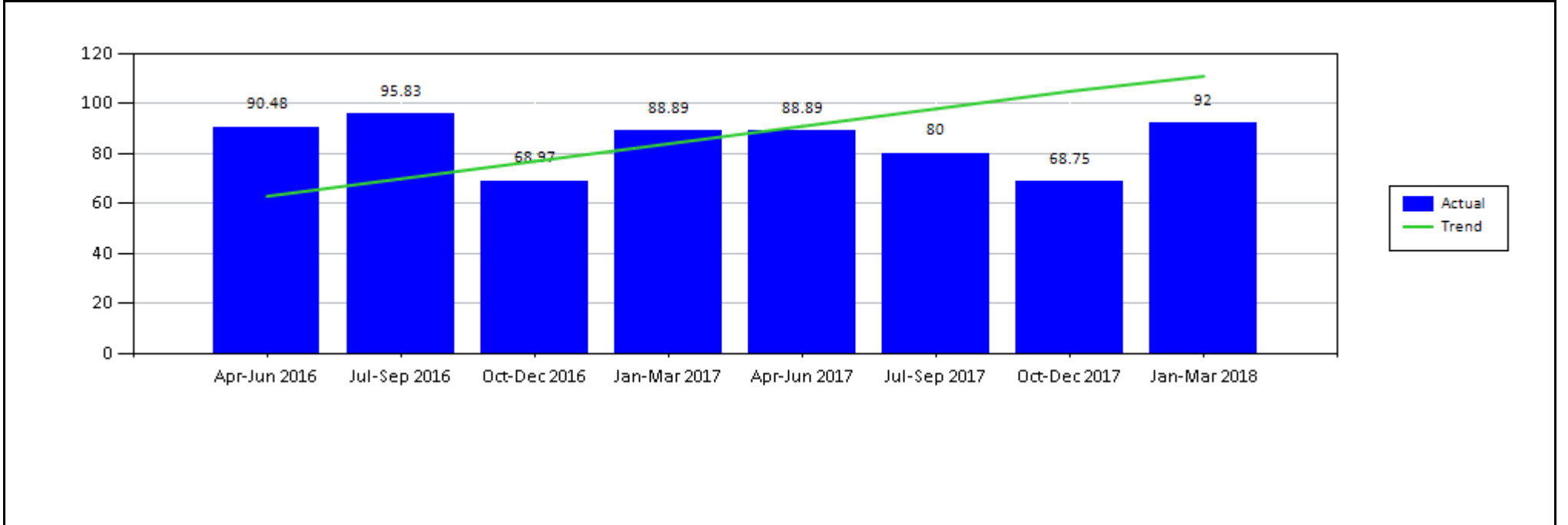
Action Code	Action Name
1.3.1.8	Are appliances in Swindon available when we need them?
<p>Progress comment:</p> <p>Within the Wholetime establishment we can almost guarantee that all three frontline appliances are available 24/7 within the Swindon area but with the on-call appliance we have less guarantee as the firefighters have full-time employment elsewhere and are only able to respond when available. However, we are aware when the appliance will be off the run due to our electronic availability system (Gartan) which identifies shortfalls in availability allowing managers of the on-call staff to make alternative provisions through the use of additional hours.</p> <p>One key issue we have with on call personnel is the desire to become drivers and managers. We continue to manage this and highlight the benefits to both the individual and the service in taking on these skills.</p> <p>Recruitment for the on-call system is continuous due to the turnover of staff. Both units within Swindon are currently piloting the salary scheme which has helped in retaining staff as they are now paid for their hours of availability rather than against their amount of activity.</p> <p>Locally the teams continue to be involved in a positive action recruitment drive with the intention to generate more diversity in the firefighter applicants in the future. For example, a recent recruitment event took place at Stratton for On Call firefighters which proved to be a popular event and there is hope of some recruitment from the number that attended the evening.</p> <p>Recruitment has gone well with Swindon on call team. They have recently had three new recruits who have completed their training and are now adding value to the availability of the appliance. We have further candidates in the system so hopefully over the next 6 – 12 months we will start to see some significant differences.</p> <p>We continue to see some further recruitment within the wholetime watches across the area. Due to promotions, transfers and retirements we have had further movements at Stratton, Swindon and Westlea with two new firefighters starting at Swindon in the next quarter.</p> <p>In Q4 Wholetime appliances were available 100% and On Call Appliances between 62.2% and 67.81%</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	Quarter	Jan-Mar 2018	94.87%



RES02-Percentage of sleeping risk properties where the second appliance met the response standard	Quarter	Jan-Mar 2018	92%
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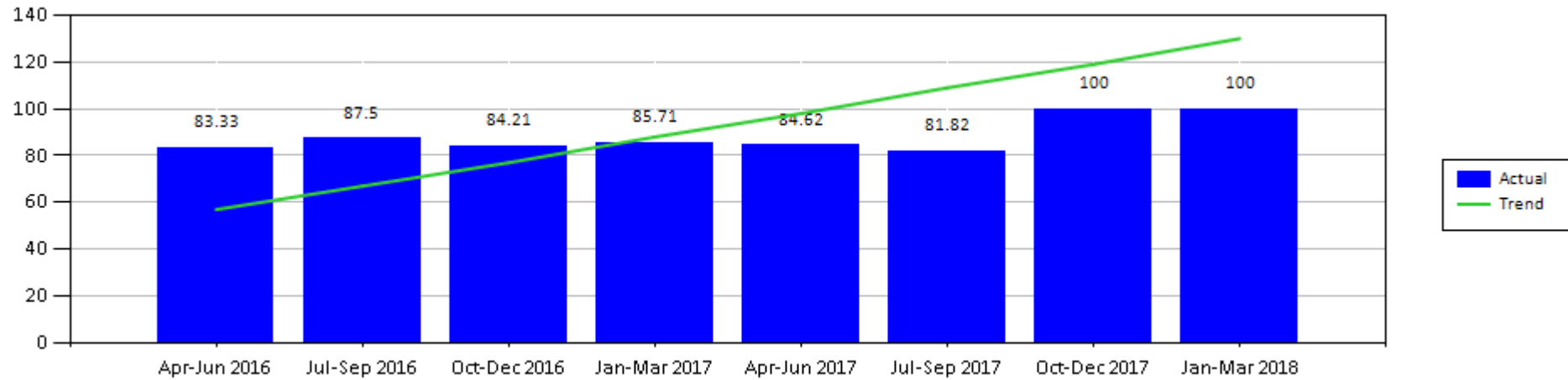


RES03-Percentage of incidents to other properties where the first appliance met the response standard

Quarter

Jan-Mar 2018

100%

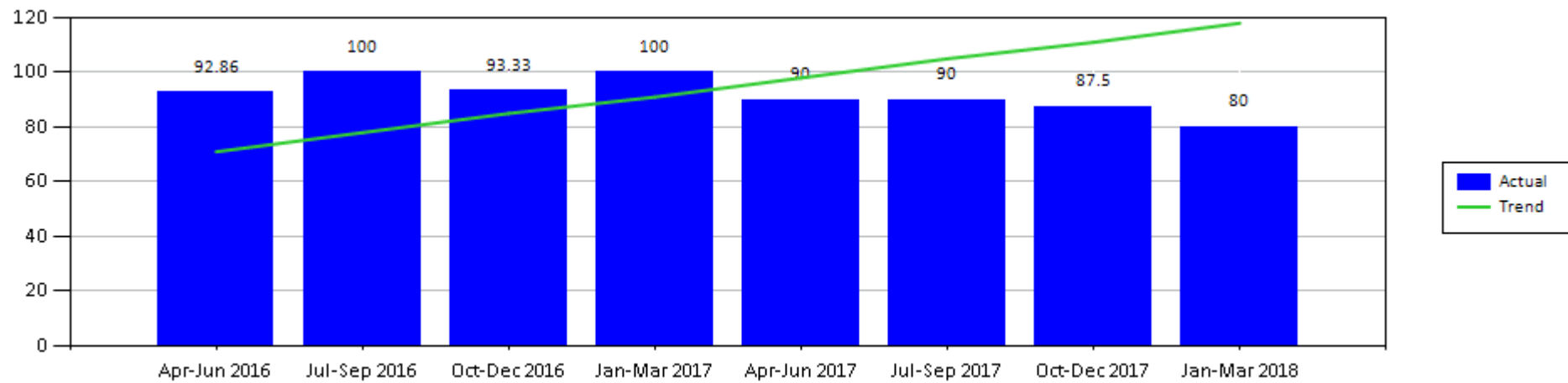


RES04-Percentage of incidents to other properties where the second appliance met the response standard

Quarter

Jan-Mar 2018

80%

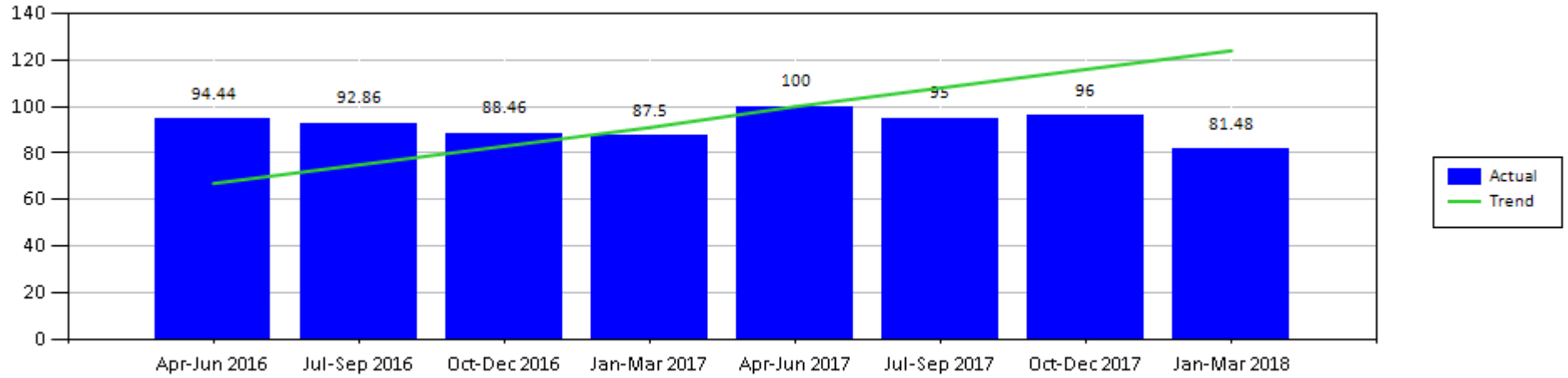


RES05-Percentage of road traffic collisions where the first appliance met the response standard

Quarter

Jan-Mar 2018

81.48%

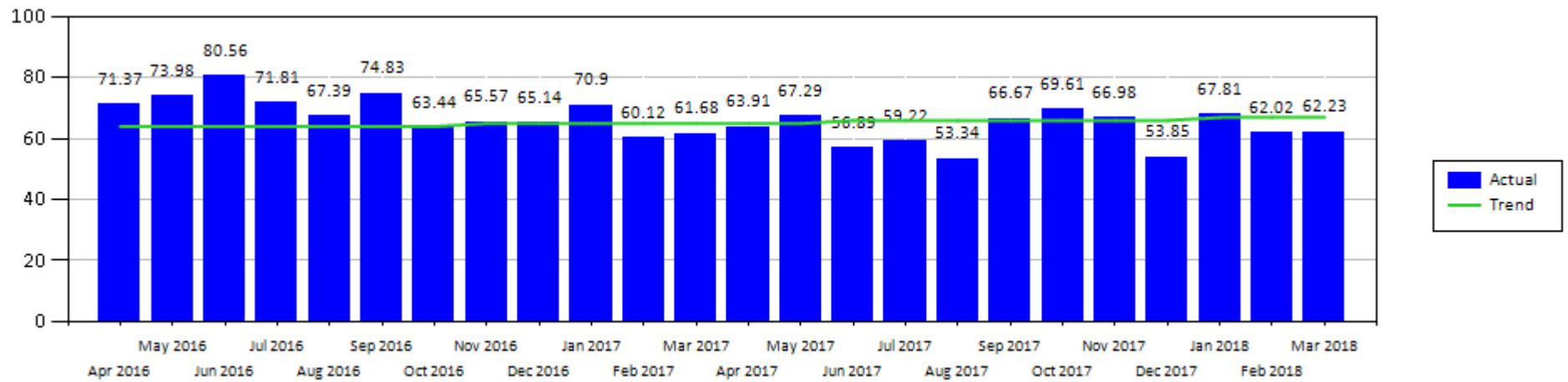


RES07-Percentage of time On-call pumps are available to respond to incidents (On-Call availability)

Month

Mar 2018

62.23%



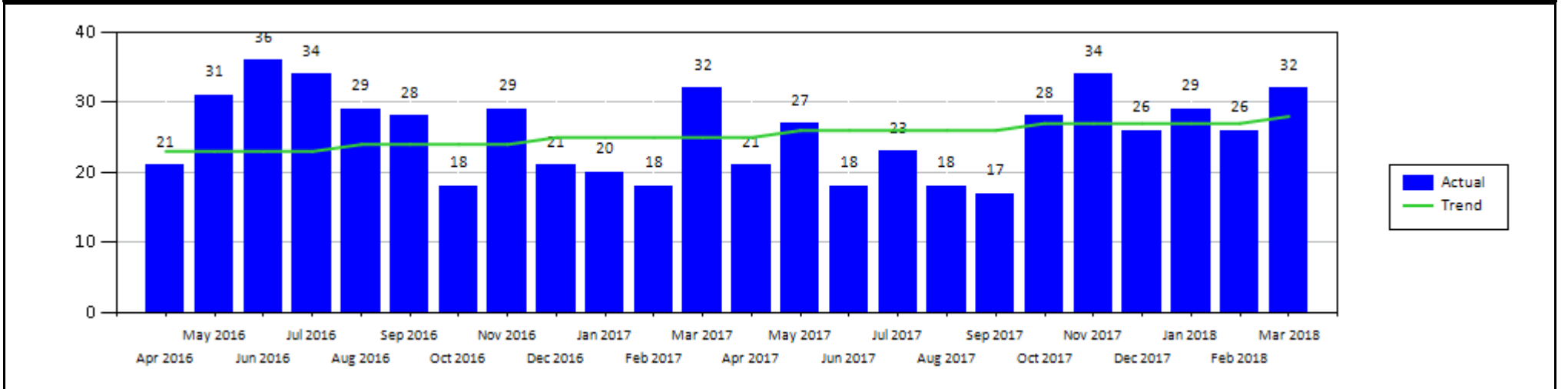
KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents and medical emergencies we attend?

Actions

Action Code	Action Name
1.3.2.15	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>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). Response arrangements are planned to make best use of operational resources in order to mitigate identified risks within our communities. 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 target response times to life risk incidents reflect the outcomes of research that was undertaken by Exeter University on fire survivability.</p> <p>The corporate target is that on 75% of occasions the first pumping appliance will achieve an attendance time of 10 minutes to all premises fires; this response time includes call handling, mobilisation and travel time. The key performance indicators to support this target are 90 seconds call handling, 2 minutes turn out time for WDS or 5 minutes for on-call with the remaining 6.5 or 3.5 minutes respectively for travelling to the incident. The standard for the second pumping appliance is 13 minutes to premises with a sleeping risk e.g. dwellings, hotels, prisons and 15 minutes for non-sleeping risks. The response standard for RTCs is 15 minutes for the first pumping appliance.</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 On-Call appliance availability within the area as at times they are unavailable due to crewing which in turn has an adverse effect on response times. Additionally, due to the location from where of On Call staff respond to station traffic conditions can be problematic at certain times of day. It would be of great help if Members could assist us in working with the borough council to review the use of bus gates (particularly Ermin Street in Stratton) which reduce the impact on the Service. As a whole these responses to calls are monitored and when appliances are not mobile within 2 minutes for Wholetime, and 5 minutes for On Call, an investigation is undertaken.</p> <p>Crews across Swindon were involved in a service wide initiative "Are we getting through" this was to highlight the issues of inconsiderate parking across the area. We have a number of areas across the borough which causes problems when responding and therefore extending response times. Crews worked with local press, radio and television to highlight the problem from very often legally parked vehicles. This intuitive although carried out last year we continue to monitor areas and leaflet where appropriate. We have recently taken delivery of a new aerial appliance and over the coming months personnel will receive training on the new vehicle with a hope that the appliance will be fully operational by the summer period. In the interim we continue to have use of the existing aerial appliance.</p> <p>Response Standards for Quarter 4 across the Swindon area:</p> <ul style="list-style-type: none"> Sleeping risk first pump 94.9% (37 / 39) Sleeping risk second pump 92.0% (23 / 25) Other buildings first pump 100% (9/9) Other buildings second pump 80.0% (4 / 5) RTC first pump 81.5% (22 / 27) 	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non- domestic premises	Month	Mar 2018	32



KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard	Quarter	Jan-Mar 2018	94.87%

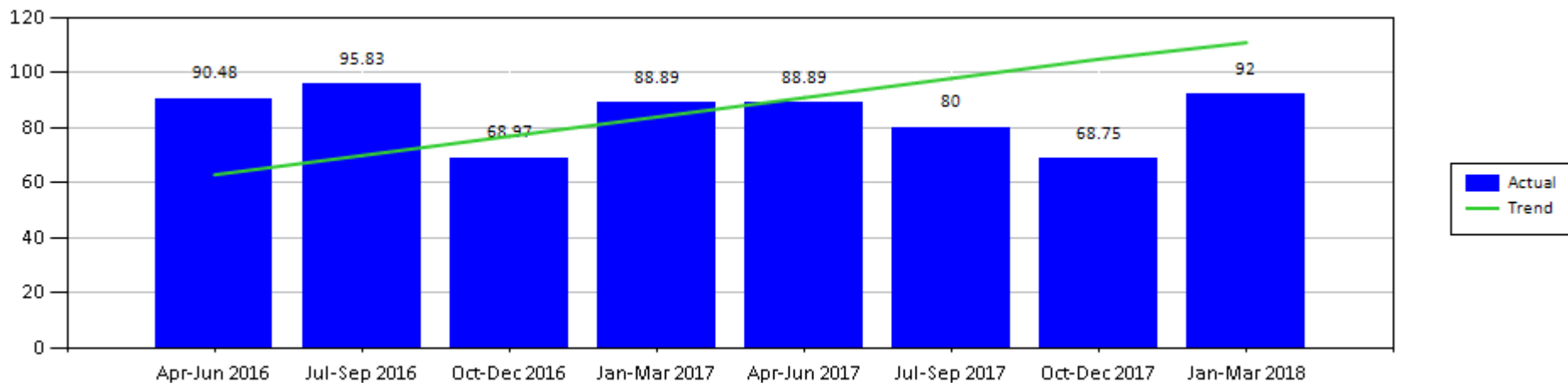


RES02-Percentage of sleeping risk properties where the second appliance met the response standard

Quarter

Jan-Mar 2018

92%

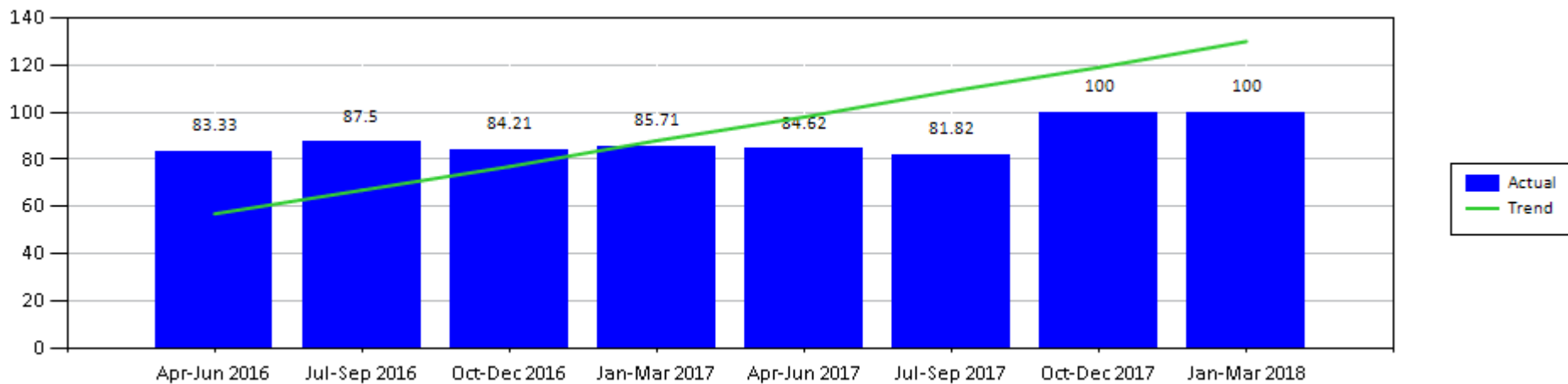


RES03-Percentage of incidents to other properties where the first appliance met the response standard

Quarter

Jan-Mar 2018

100%

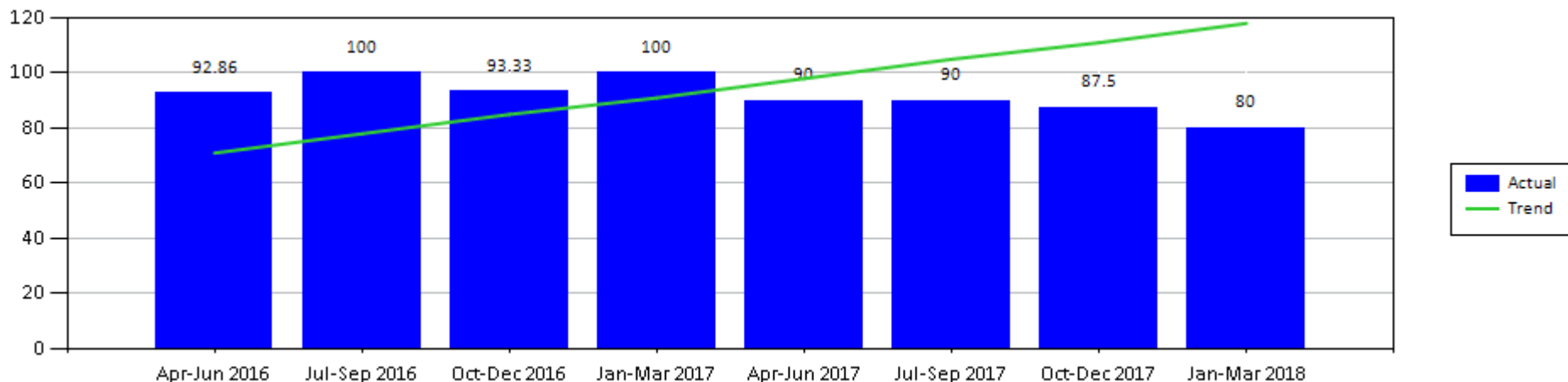


RES04-Percentage of incidents to other properties where the second appliance met the response standard

Quarter

Jan-Mar 2018

80%

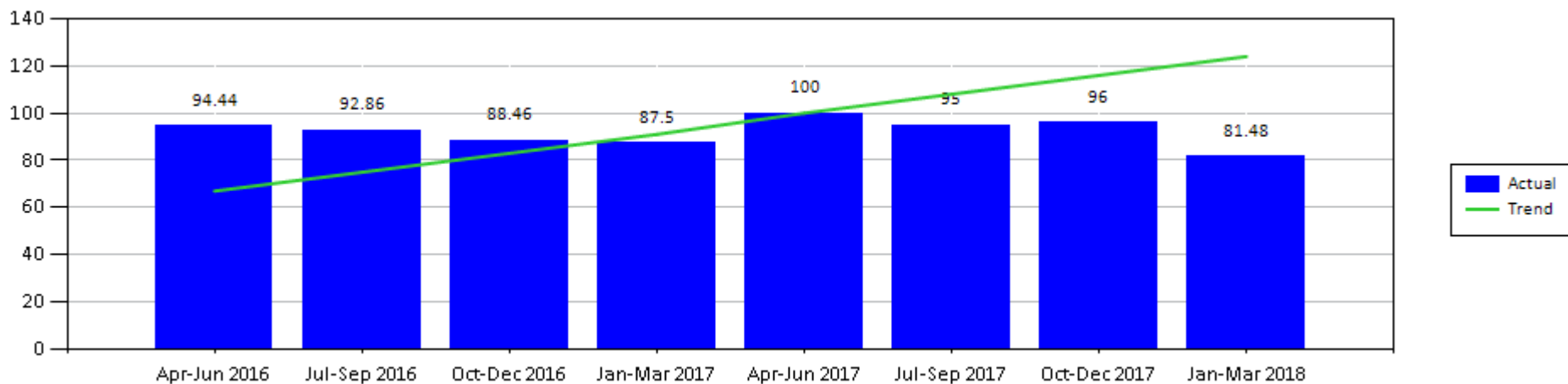


RES05-Percentage of road traffic collisions where the first appliance met the response standard

Quarter

Jan-Mar 2018

81.48%

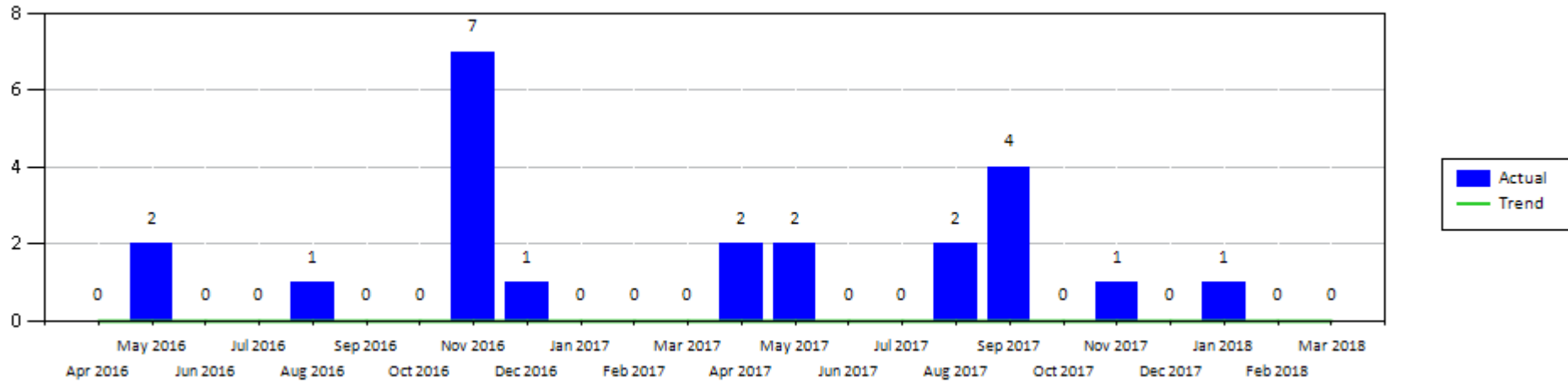


RES11-Number of people rescued at fire related incidents

Month

Mar 2018

0

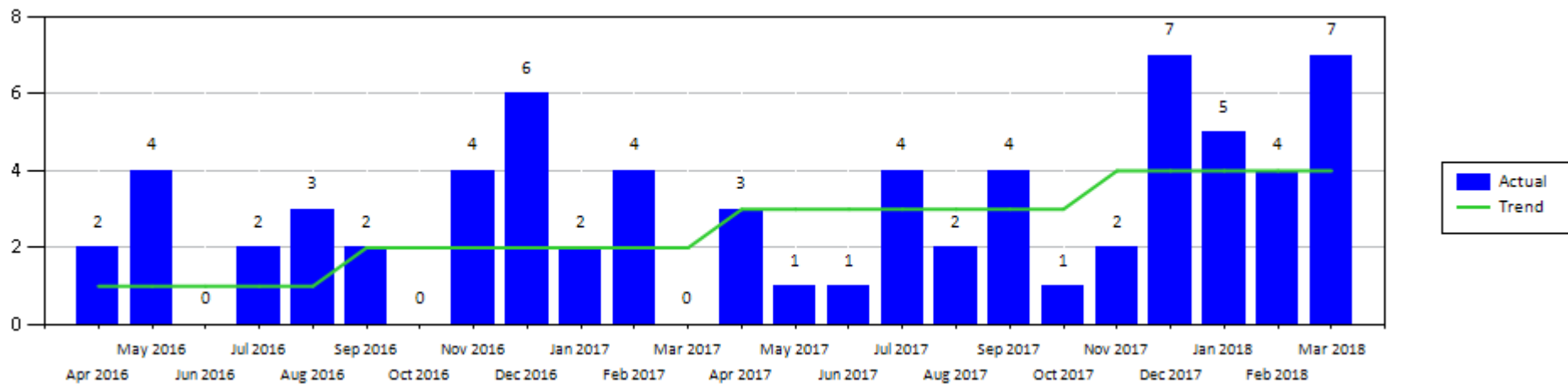


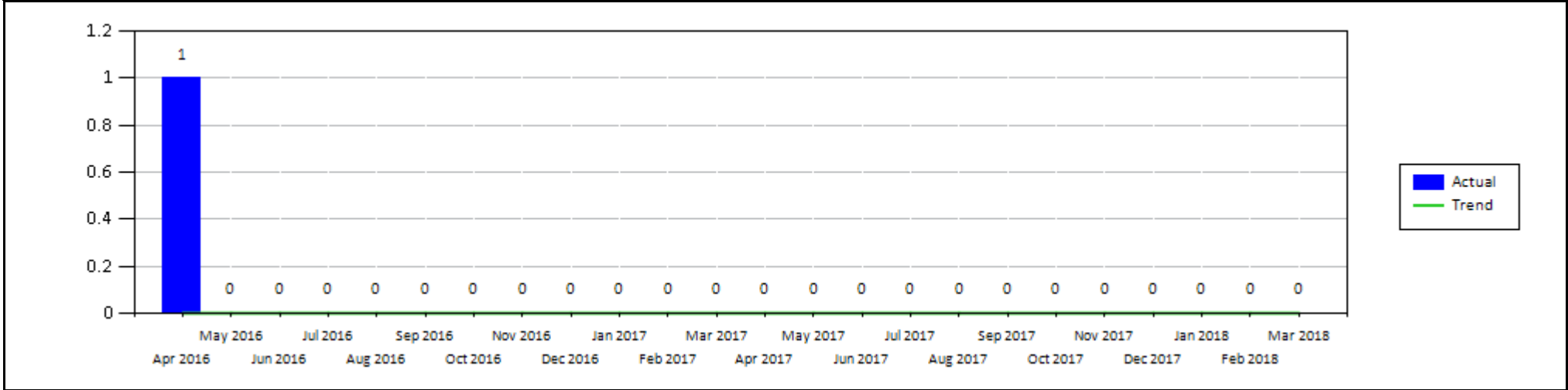
RES12-Number of people rescued from RTCs

Month

Mar 2018

7





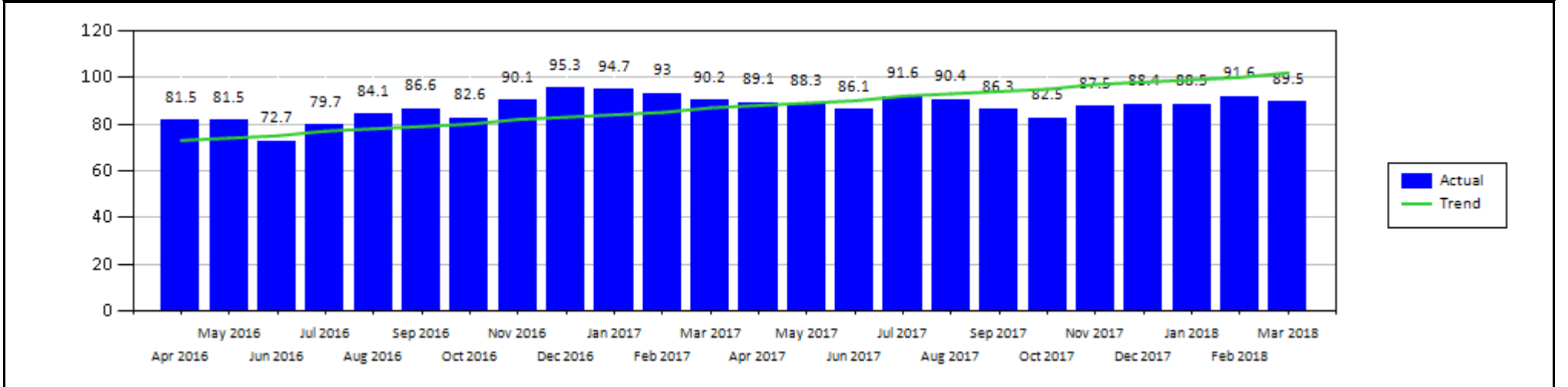
KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

Actions

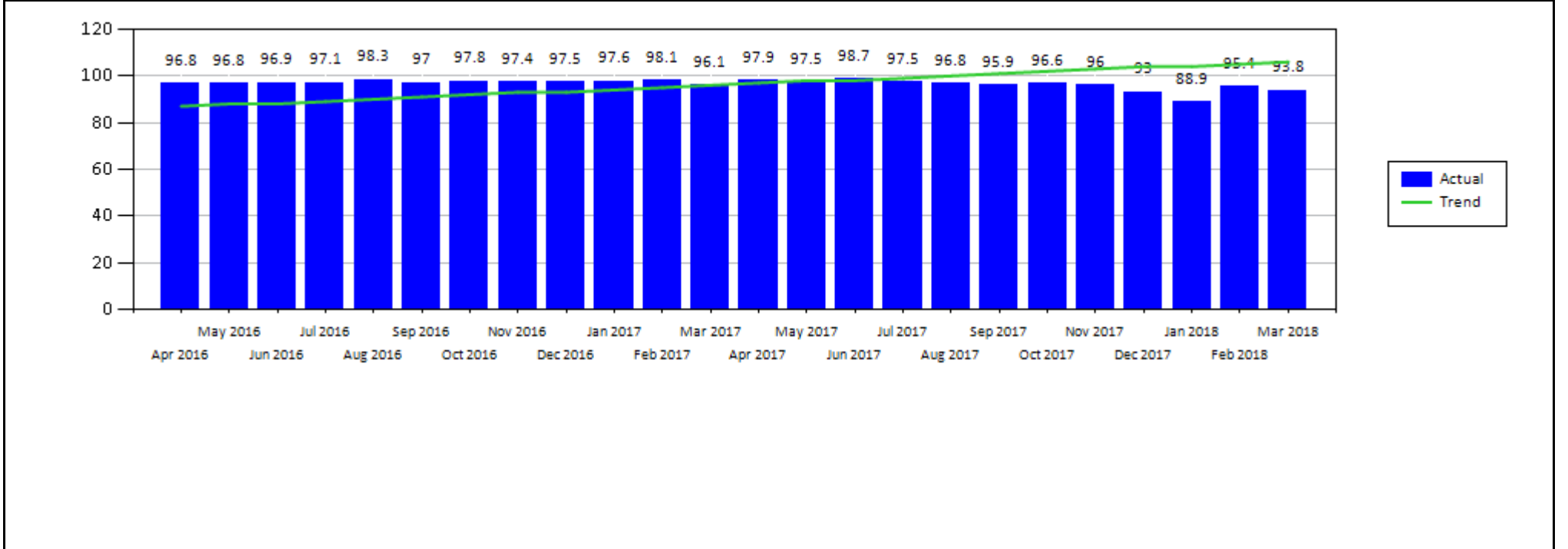
Action Code	Action Name
1.3.3.19	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Swindon?
<p>Progress comment:</p> <p>There are a number of ways our staff maintain competency. They will have training delivered 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>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. A multi-agency exercise was arranged on the 18th March which included Wiltshire search and Rescue, Police, Ambulance and GWH. Unfortunately, the exercise was cancelled due to ongoing incident in Salisbury and also the adverse weather we had</p> <p>Locally the managers will also identify local risks that crews will need to be aware of and train accordingly. All the High Rise information has been updated and reviewed recently and exercises have taken place to practice plans in place. A new risk locally is the pending electrification of the railways. Training is currently being organised for the area through contacts made with Network Rail.</p> <p>In February/March a number of breathing apparatus exercises have taken place at the Swindon Advertiser Building in Old Town. These enabled personnel across Swindon, Cricklade and Royal Wootton Bassett to undertake some realistic training. These exercises proved to be a great success and will continue whilst we have access to the building. Additionally, Green Watch Stratton organised a Road Traffic Collision exercise which involved a number of live casualties to add some realism. Again, we invited stations from across the area to attend.</p> <p>Annual watch audits are carried out by the Station Managers to ensure that personnel are maintaining competencies. The watch audits are tailored around local risks and also cover both practical and underpinning knowledge. Themed areas have been distributed through operational support department to ensure consistency across the organisation. Any learning points are forwarded in a report to the relevant departments. We will soon start to look at 2018/19 audit and work with colleagues in response support to identify key themes to audit personnel on.</p> <p>In Quarter 4 the operational licence average competencies for staff in the Swindon area were 89.5% for the on-call staff and 93.8% for the wholetime</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence – On-call	Month	Mar 2018	89.5%



Percentage competent in Operational Licence - WDS	Month	Mar 2018	93.8%
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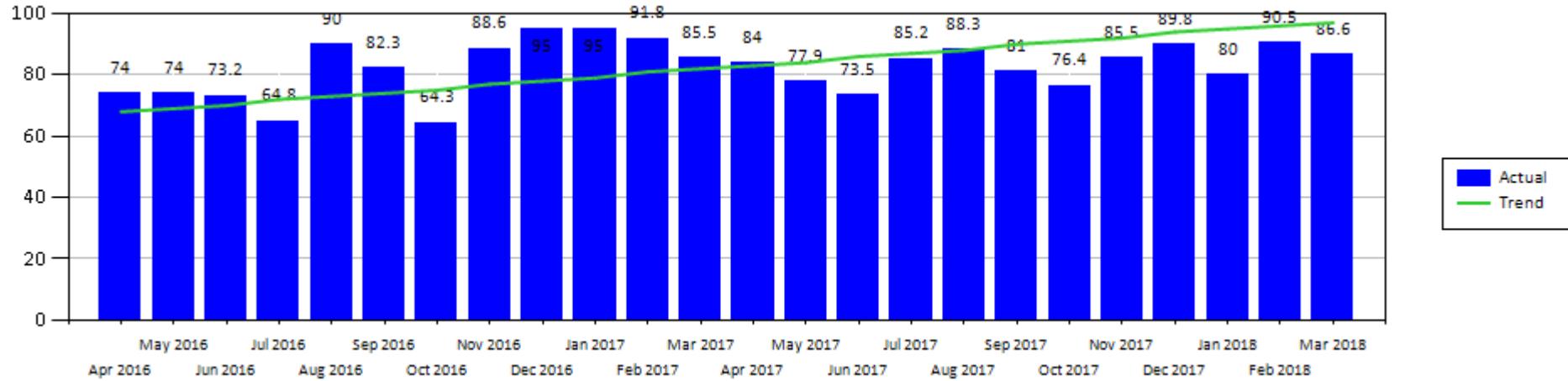


Percentage competent in the BA modules of the Operational Licence – On-Call

Month

Mar 2018

86.6%

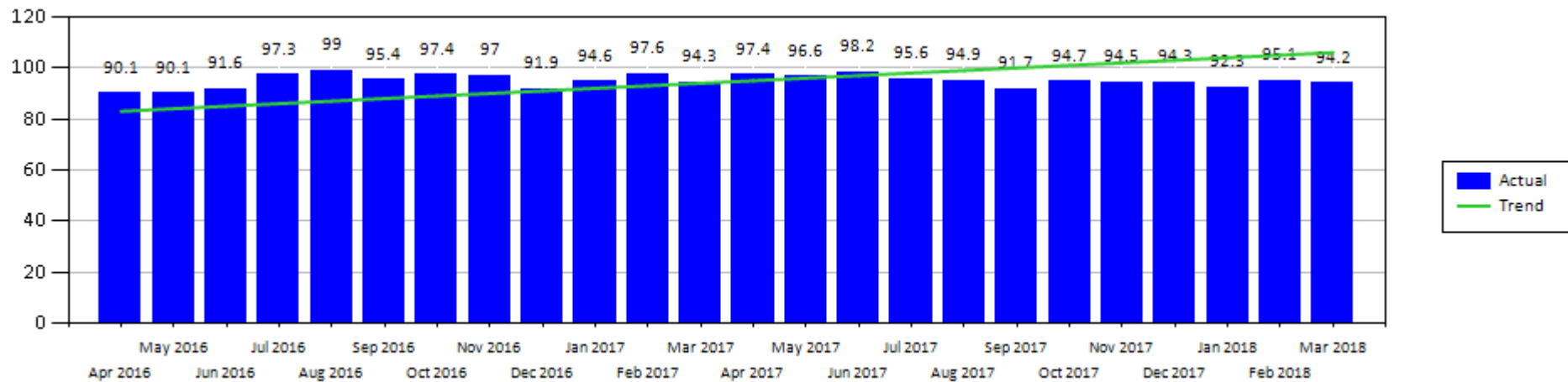


Percentage competent in the BA modules of the Operational Licence - WDS

Month

Mar 2018

94.2%

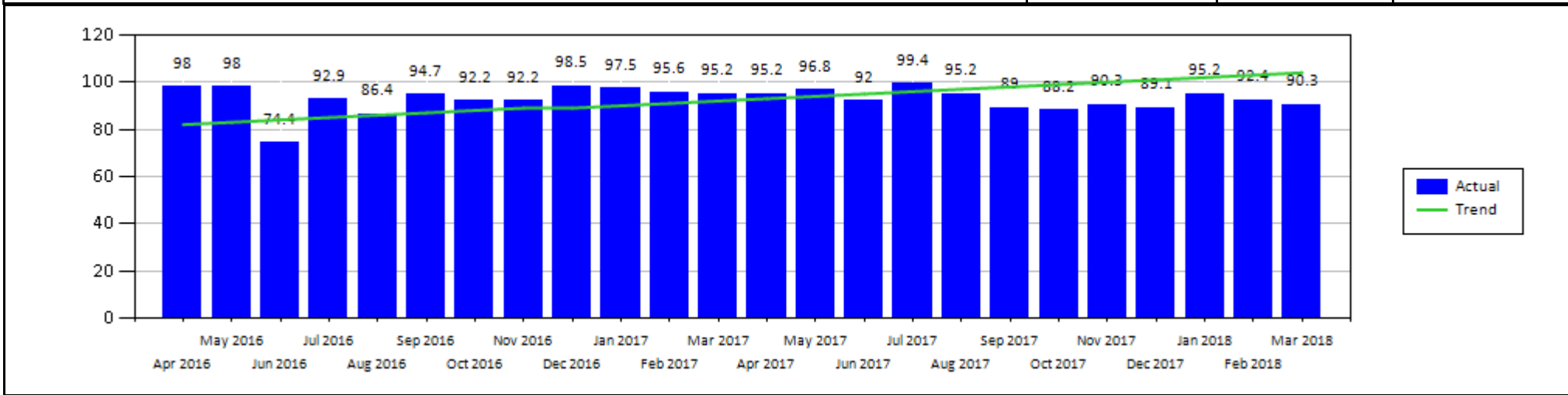


Percentage competent in the RTC modules of the Operational Licence – On Call

Month

Mar 2018

90.3%

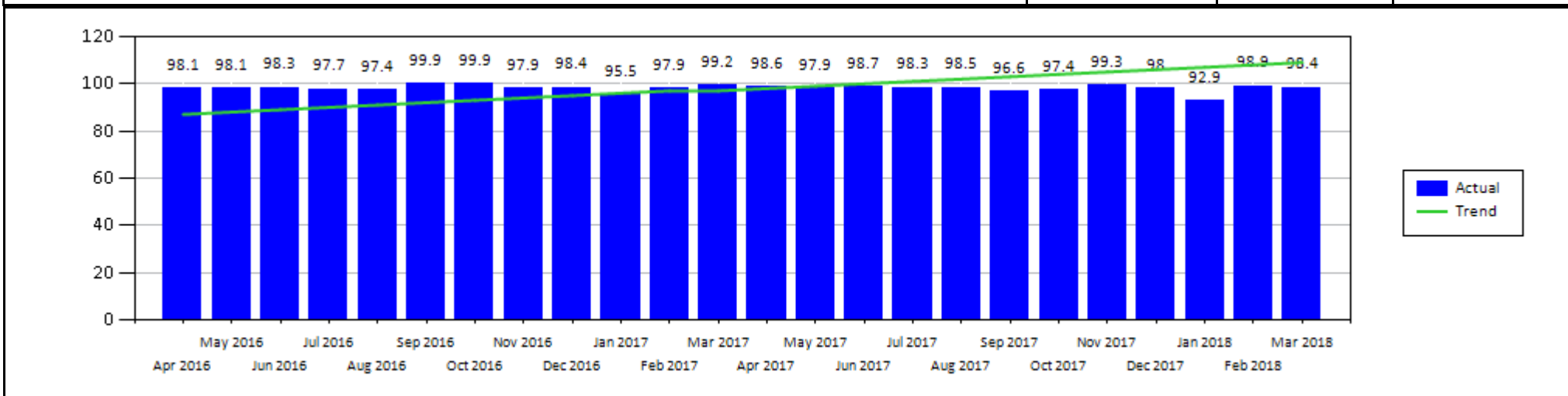


Percentage competent in the RTC modules of the Operational Licence - WDS

Month

Mar 2018

98.4%



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

Actions

Action Code	Action Name
1.3.4.11	How do we learn from operational and community risk in Swindon; to improve the response services we provide?
<p>Progress comment:</p> <p>Outcomes from multiple risk identifiers inform the wider Service of what is required to mitigate and where possible reduce the risk to the public and firefighters. Operational training is designed to meet the risk, risk information is provided to responding crews at the point of need and response plans regularly reviewed to ensure that the most appropriate vehicles with the correct number of trained firefighters are mobilised in the first instance. Managers are also automatically mobilised to a range of incidents to carry out operational quality audits.</p> <p>We constantly review incident data and our operational activity through our performance management tools to monitor the effectiveness of our response and prevention activity to drive down incidents. This learning is utilised to inform improvements in training, procedures and equipment.</p> <p>This work is enhanced by capturing and feeding back learning points and notable practice from operational incidents. We learn from the incidents we attend by carrying out either hot debriefs (following smaller incidents) through to structured command debriefs which are carried out following larger or notable incidents in which other agencies are 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> <p>These debriefs assist in identifying trends/issues that can then be addressed through a centrally directed training plan which is issued through the training department. For example, local crews recently attended a large-scale incident at SBC Recycling centre. The incident occurred in the early hours of the morning and involved 10 appliances and other supporting vehicles. The local management team are currently organising a debrief for the incident. The key findings will be fed into the Operational Effectiveness Database to ensure lessons are learned and communicated accordingly.</p> <p>In Swindon we continue to monitor the community risk in high rise buildings. With this in mind the Service has made an investment by recently procuring two new aerial appliances, one of which will be based in Swindon. The capability of these new appliances ensure that we will continue to be able to deal effectively with fires within high rise buildings. Only recently we responded to a flat fire at Torrington Court which was dealt with swiftly by responding crews and highlighted the high standards in equipment and training to resolve these difficult incidents.</p>	