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4th Quarters Performance Report

Dorset Local Performance & Scrutiny Committee

Dorset & Wiltshire Fire and Rescue Service

Dorset

01/01/2018 - 31/03/2018



DORSET & WILTSHIRE
FIRE AND RESCUE

Dorset

Priority 1: Making safer and healthier choices

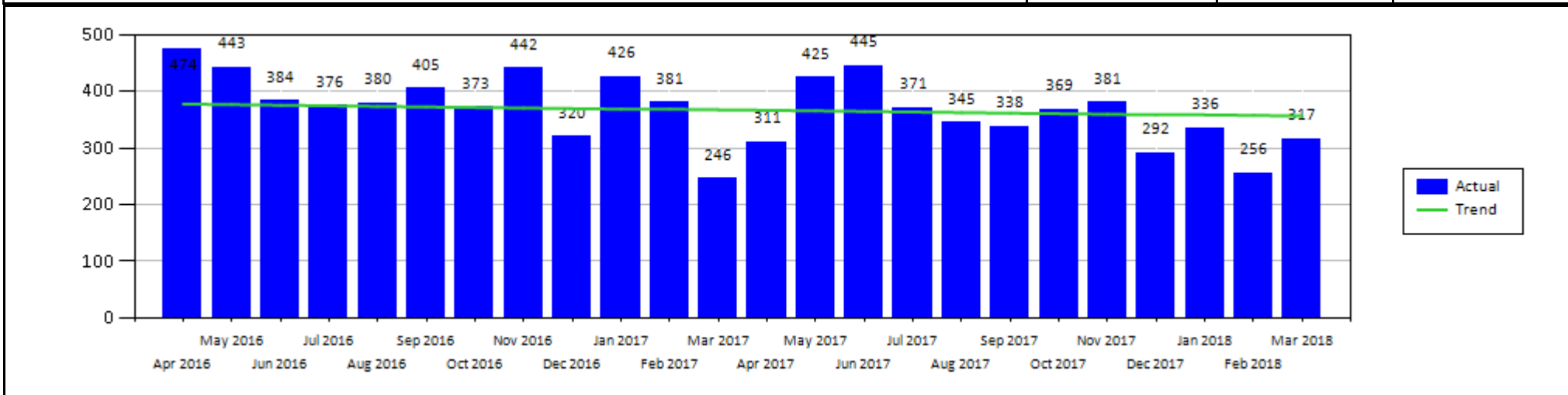
KLOE 1: How are we working with our partners to use a wider range of information to improve the well-being and independence of vulnerable people?

Actions

Action Code	Action Name
1.1.3.5	How are we working with our partners in Dorset to use a wider range of information to improve the well-being and independence of vulnerable people?
<p>Progress comment:</p> <p>Crews are actively utilising Pinpoint in order to identify, prioritise and target higher risk members of the public. Work is progressing to further upgrade the pinpoint data overlays in order to better identify and define risk levels. Training for managers and crews is scheduled to take place this autumn.</p> <p>Work is continuing to update risk information held on premises and sites in order to better plan for incident response, where possible using partner agencies expertise and data. Specifically, work is ongoing with selected heath sites to better capture access points, water supplies etc.</p> <p>Officers are engaging with Police and the Environment Agency within the Dorset Rural Partnership group. Within this group a variety of intelligence led rural crime issues are targeted linking to driving down arson and education farmers and remote businesses on fire and arson prevention.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Dorset County Council	Month	Mar 2018	317



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
1.1.1.4	How are we delivering education programmes In Dorset which support families, children and young adults to achieve their potential and strengthen our communities?
<p>Progress comment:</p> <p>Our delivery plan for the 2017 / 2018 financial year includes 4 SPARC courses being delivered across Dorset to include the North, East and West of the county. Dorset Fire Cadets is a 20-week Cadet course that rotates its delivery across the county each year. Young people aged 14-16 are eligible to apply and are given an insight into the Functions, Roles and Responsibilities of the Fire and Rescue Service which provides them with the opportunity to gain a BTEC Level 2 Award in Fire and Rescue Service in the Community. In addition, the Cadets are encouraged to engage in community events such as volunteering opportunities, fund raising events or social action projects. As part of this over the past 5 years, Dorset Fire Cadets have been involved in a tri European Fire Cadet Exchange with counterparts in Germany and France. The 2017 Fire Cadets visited units in France and 2018 will be our first time hosting the event as a combined service.</p> <p>The 2018 Fire Cadet programme this year is being delivered at Blandford Fire Station. This course is being delivered on Monday evenings, commenced on 22nd January and involves the Cadets gaining an insight into the Functions and Responsibilities of the Fire and Rescue Service through theory and practical sessions. A total of 12 young people started the course, 7 males and 5 females, and all are continuing to engage well and are working their way towards a BTEC Level 2 Award in Fire Services in the Community. In the final quarter of the 2017 / 2018 financial year, a 5 day SPARC course was held at Christchurch Fire Station in February. This was a hugely successful course which saw 13 young people start the course and all 13 complete and gain the AQA Award. This course saw a variety of young people referred due to their behaviours at School however one attendee in particular gained a huge amount of confidence and self believe from the week.</p> <p>In Quarter Four 24 school and pre-school visits have taken place delivering to 1488 children and young people. In addition to the regular school visits a number of targeted visits have taken place.</p> <p>Case Study - Thorncombe School: following a fire in a house overlooking the school playground, where the house was very badly damaged. Reassurance and fire prevention, detection and escape advice given to all children from pre-school to year 6 using appropriate resources. One child was particularly worried as he lives opposite and witnessed the fire. One Teaching Assistant lives in the attached house which has substantial water damage and had many questions about the fire. She was spoken to by firefighter from Charmouth (who had attended the incident) and was much happier after this. This is an excellent example of Operational and Education Teams working together, with the information about the incident coming from the station manager (who attended) and assistance given by the Station Manager of the area.</p> <p>Sturminster High School: request came the Safer School Communities Team of the police due to young people using aerosols setting fires to their arms and street furniture. Education Officer attended school and delivered an assembly with the local police. Station Manager was involved and aware. There have been nine visits delivering to 238 individuals children, young people or adult groups.</p> <p>In Quarter Four 24 schools and pre-school visits have taken place delivering to 2334 children and young people.</p> <p>In addition to the regular school visits the following targeted visit took place:</p> <p>Oak Academy: students setting off alarms in school, contacted by school staff (an ex education officer) Education Officer attended with Station Manager and delivered assembly looking on the consequences of hoax calls. As a result of this contact the fire workshop element of Blitz sessions has been booked into the school (this school has not opted to have the whole Blitz day this year). There have been three visits delivering to 68 individuals children, young people or adult groups.</p>	

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

Actions

Action Code	Action Name
1.1.4.5	How are we delivering effective road safety education in Dorset to reduce the risk of road traffic deaths and injuries?
<p>Progress comment:</p> <p>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>During the last 12 months we have delivered road safety education to 5420 people across Dorset, Poole & Bournemouth. The Safe Drive Stay Alive Roadshow continues to grow and has increased from the original target of 12 schools per year to 26 shows during the 2017/18 academic year. In Dorset alone, 13 schools have attended. The roadshow has also delivered 2 shows to the British Army at Bovington. We have other attended and support 6 other road safety events</p> <p>We deliver Safe Drive Stay Alive to another four schools; Lytchett Minster School, Woodruffe School in Lyme Regis, Thomas Hardy in Dorchester, and Gillingham School. This will see a further 1,180 students attend.</p> <p>We will be delivering Safe Drive to the Sir John Colfox Academy, Bridport. We are also in discussion with The Queen Elizabeth School to find a suitable date. We also aim to engage with Blandford camp over the summer period</p> <p>We will be working to bring the following schools into the roadshow.</p> <ol style="list-style-type: none"> 1. Clayesmore School 2. Bryanston School 3. Milton Abbey School 4. Twynham School 5. St Mary's School 6. Isle of Portland Aldridge Academy <p>The roadshow should continue its path of expansion to include more schools & colleges. 25 Schools across have been identified as having the appropriate age students. 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.</p> <p>Road Safety currently has no funding to run the education. The roadshow exists due to the will of the partners involved and volunteer speakers. The expansion of the programme may have a staff resource issue if we were to double the number of shows to the potential 50 across Dorset, Poole and Bournemouth. Funding the roadshow would enable the presentation to be located at central venues and the students could be transported to that location. This means that several schools could attend each day, reducing the number of shows. SDSA has also come under national criticism recently for it hard hitting nature and that it can do more harm than good. This has been dispelled by our evaluation with particular reference to the support and comments from the teachers.</p>	

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Full 2017 Statistics compared with the two previous years

These Stats are for all of Dorset Road Safe area (including Poole & Bournemouth)

Casualties

	2015	2016	2017
Fatal	27	16	27
Serious	317	323	289
Slight	1433	1233	1263

Although fatalities have increased over the previous year (an all time low) the serious injuries are down. When looking at casualties statistics it is better to look at a combined total of Killed and Seriously injured (KSI) as the fatal numbers are so low.

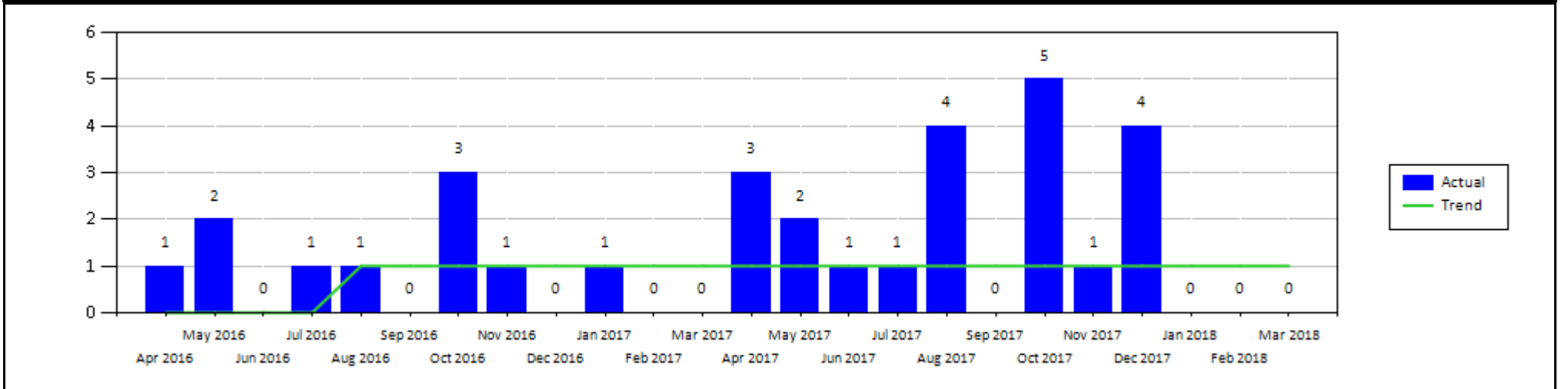
Killed & Seriously injured

	2015	2016	2017
Killed & Seriously Injured	344	339	316

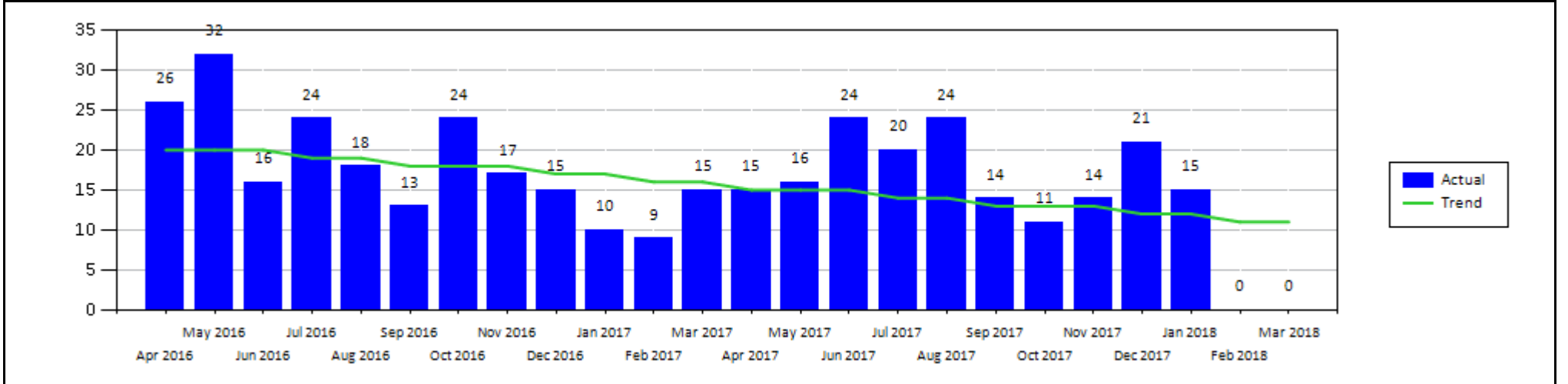
This shows a downward trend in the most serious type of collisions

Key Performance Indicators

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



KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions - Dorset	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
1.1.2.5	How are vulnerable people in Dorset receiving the level of support, advice and information that they require to drive down their risk of fire?
<p>Progress comment: Safe and Well within Dorset has now been established for 2 years 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.</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>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.</p> <p>In quarter 4: 909 Safe and Well visits have been undertaken, with the following in previous quarters:</p> <p>Q3 – 1042; Q2 – 1054; Q1 – 1181 (Visits 2017/8 - 4186)</p> <p>During February our referral portal has 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 53% of our Safe and Well visits are to those that are high risk is currently at 59.1%.</p> <p>Safe and Well Manager, Safeguarding Coordinator and an Advisor attended a Mental Health and Capacity conference. It was an excellent opportunity to explain our brand and ethos of Safe and Well to local professionals. Information was gained around Mental Health and Capacity and the impact this can have on individuals.</p> <p>Fire crews will be attending properties that are now more high risk and therefore they can still refer back to an Advisor, if they would benefit from any of our additional resources or services.</p> <p>Our Safe and Well teams are working to ensure that we get to those most vulnerable first, such as Safeguarding referrals. Work has continued over the last few months to ensure that we have processes in place to target those most vulnerable with the aid of social profiling tools and partners' data. We have also drawn up formulas to risk assess individuals prior to visiting the property.</p>	

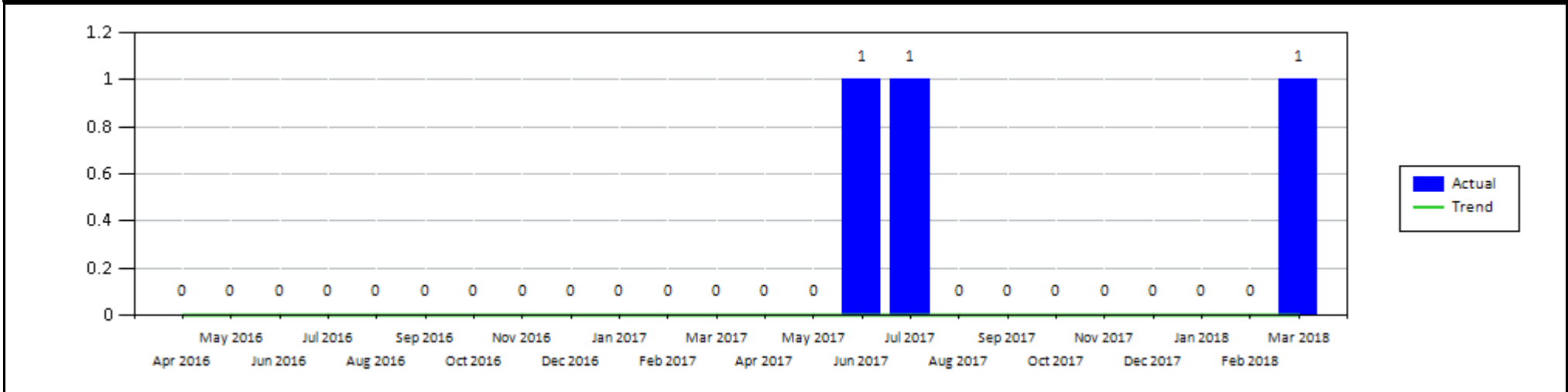
We are continuing to lead of the hoarding partnership pilot being carried out in Blandford. This is a Fire Service led initiative with partners from Housing Associations, such as Aster, Magna & Sovereign. The aim of the pilot is to work towards having one policy and signposting to relevant organisations to assist occupiers. Self-support groups are also being considered. Consideration is being given to Falls Prevention and what toolkits would be best suited for our Advisors to use.

Case study - We attended a joint visit to an elderly gentleman with Dorset Police during the very cold spell. He lives in a remote location, down a long muddy, potholed track. He is a 'loner' and very 'confused' – well known to the Police and Social Services, due to his vulnerability. His home is very rundown, there was no kitchen sink, only a tap for water and washing up. He sleeps on and lives in one room on the ground floor; sleeps on a sofa pulled up in front of an open fire. His bedding is in extremely dirty and poor condition. He burns mostly coke on the fire. He is very 'confused' about his money and has recently been a victim of fraud, he has little money so he also will collect bits of wood to burn on the fire. He does have a sturdy fireguard.

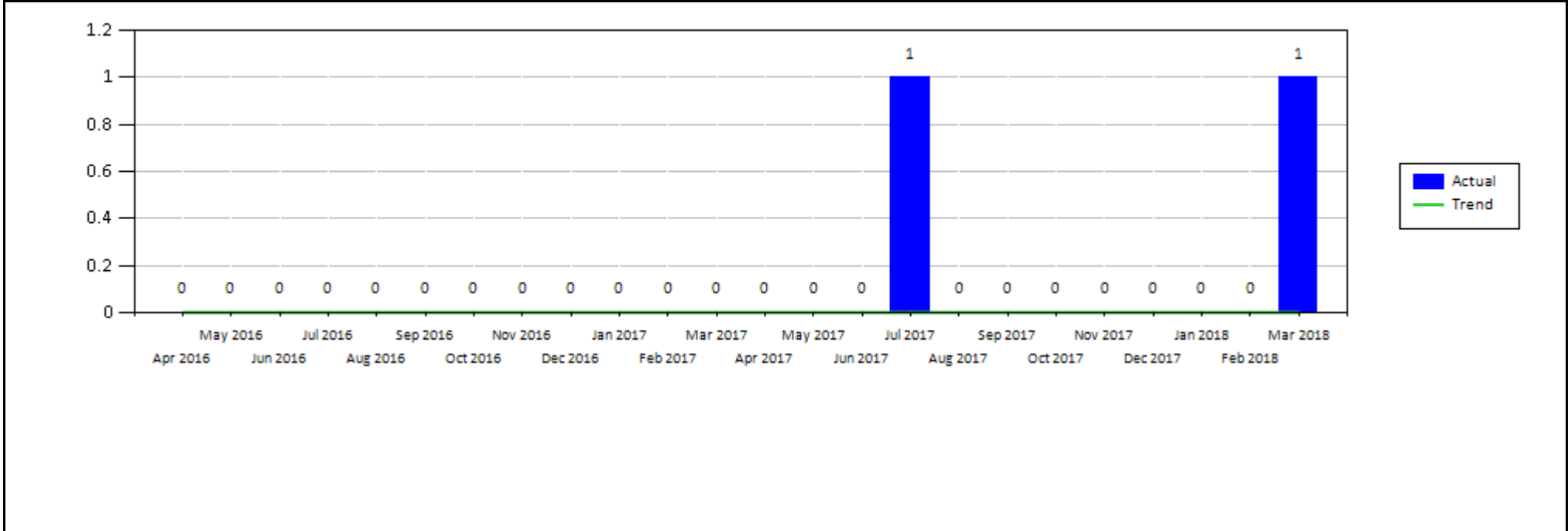
We have previously visited, but he had declined smoke detectors, on this occasion we caught him in a better frame of mind and he allowed a smoke detector to be fitted outside his kitchen door and in his lounge, as well as CO detector. Due to signs of burning to the sofa which he sleeps on and is very close to the open fire, he allowed me to put a fire-retardant duvet in for him. As the weather was so cold, I offered him a Winter Warmth Pack which he eventually accepted. He immediately put on the socks, gloves and hat and I showed him how to use the thermal mug. He was overcome with gratitude and was close to tears when I left.

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Dorset	Month	Mar 2018	1



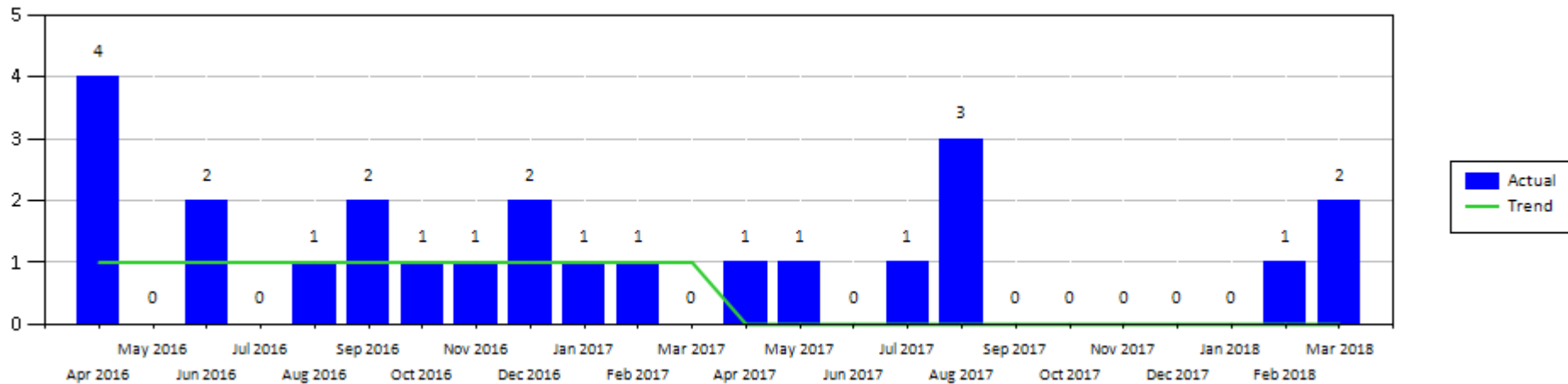
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Dorset County Council	Month	Mar 2018	1



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

Month

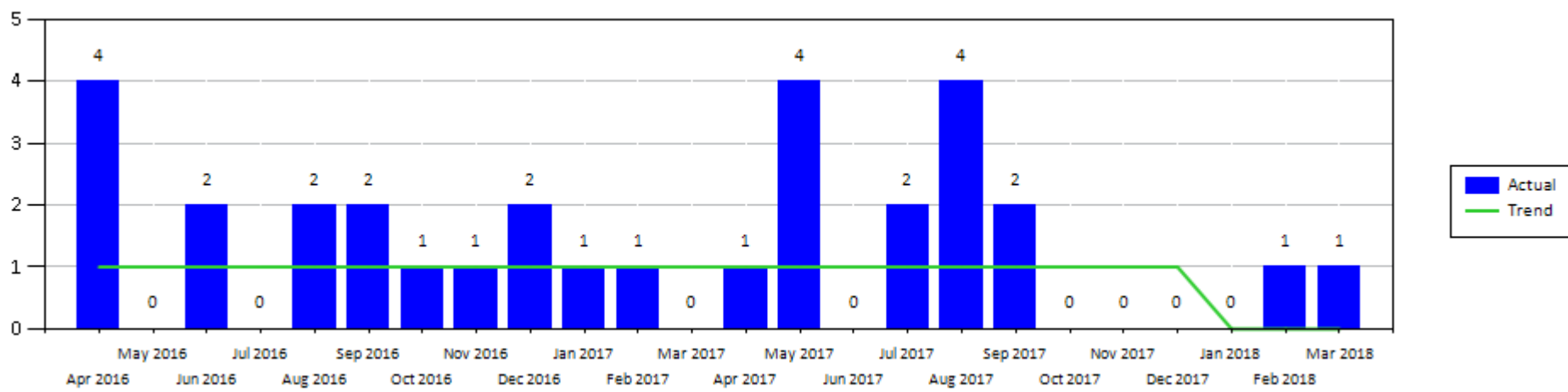
Mar 2018

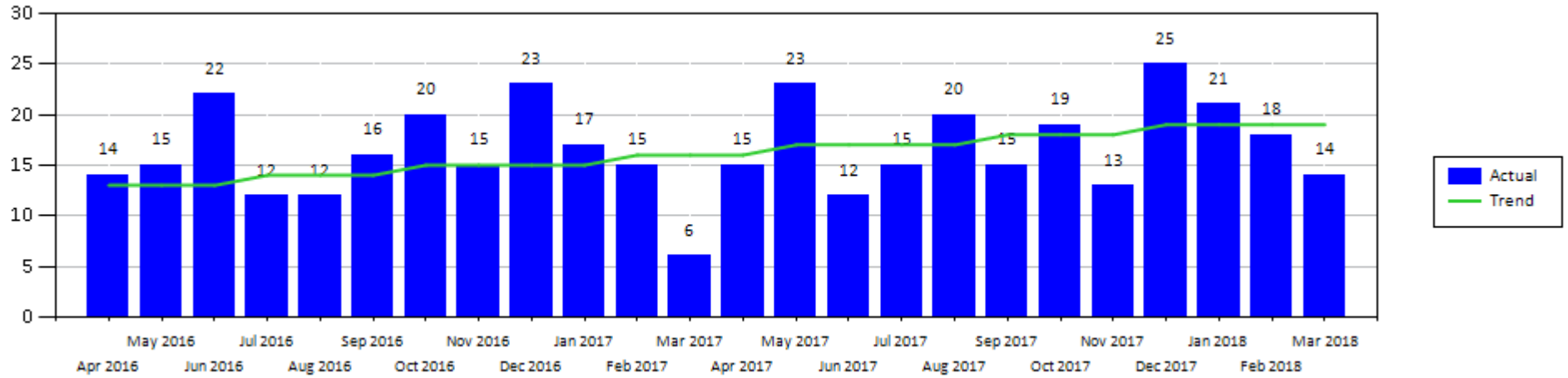


PRE02-Total number of fire related injuries - Dorset County

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?

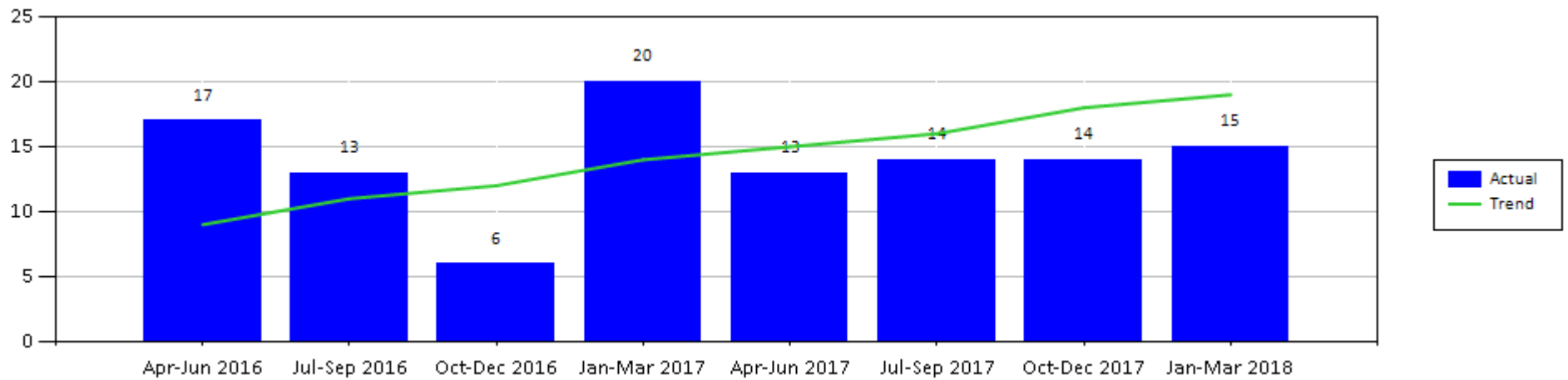
Actions

Action Code	Action Name
1.2.1.6	How are we effectively working with our partners in Dorset to safeguard the vulnerable people we come into contact with?
<p>Progress comment: 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.</p> <p>Whilst working with CAMHS. 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 learnt about a resource known as harmLESS. harmLESS 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. The resource proved to be very effective. The Safeguarding Coordinator went on to share the resource with Weymouth Collage, a local school, 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 was 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>The Safeguarding Coordinator attends a monthly meeting with other Safeguarding Leads (S/L's) from external agencies across Dorset Poole and Bournemouth 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. 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>The Safeguarding Coordinator met the Safeguarding Lead and Safeguarding Welfare Team at Weymouth College. This has created a relationship allowing the sharing of best practice and to discuss issues that specifically effect young people. The Safeguarding Coordinator attended a Multi-Agency Child Protection Meeting for a family that there were subject to safeguarding concerns. One outcome from the meeting was that Fire setter intervention programme was put in place for 2 children.</p> <p>DWFRS continue to work with multi agencies: Receiving referrals from the Police, SWAST and Red Cross across Dorset. 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>The Area Managers continue to represent the service on the Dorset Safeguarding Adult Board. Area Manager Baker continues to meet with Dorset Police to discuss how as a service we can work with the Police to set up an Adult Multi Agency Safeguarding Hub (MASH). Across the Dorset, Poole and Bournemouth Area.</p>	

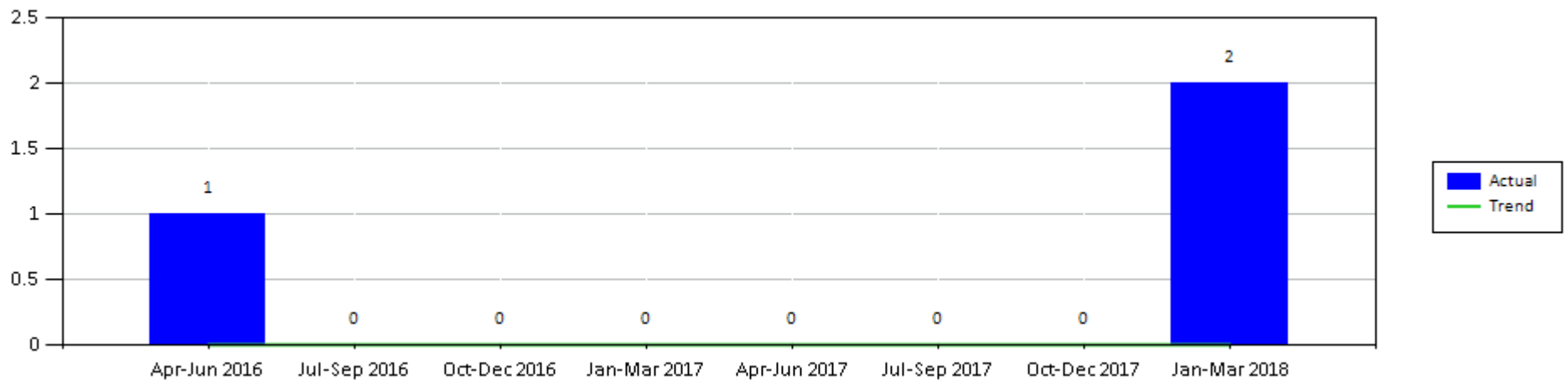
Key Performance Indicators

14

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals from DWFRS - Dorset County Council Area	Quarter	Jan-Mar 2018	15



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals from DWFRS- Dorset County Council Area	Quarter	Jan-Mar 2018	2



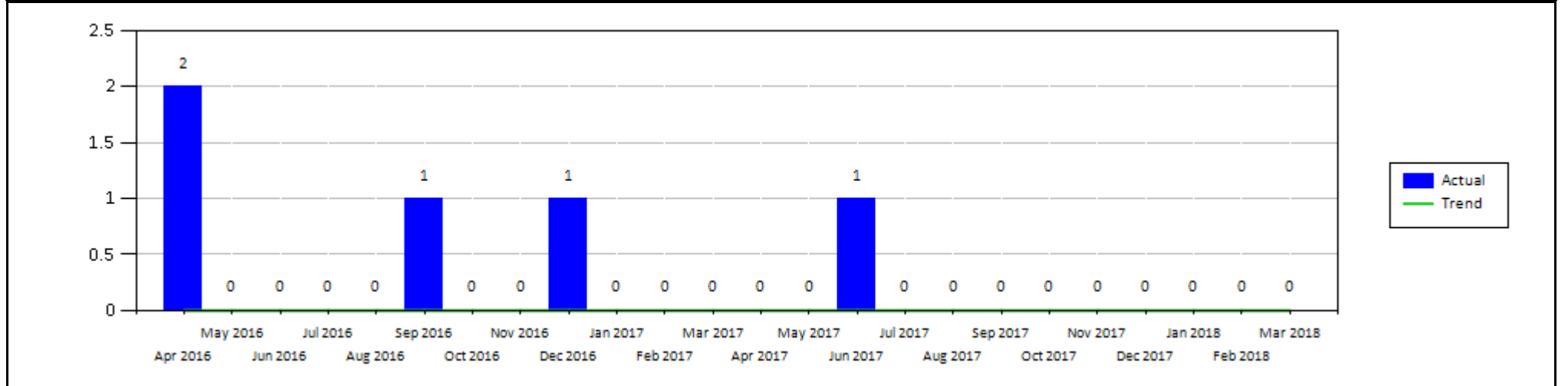
KLOE 6: How are we providing professional advice and support for local business so they can meet their legal fire safety obligations and add to the economic growth of our communities?

Actions

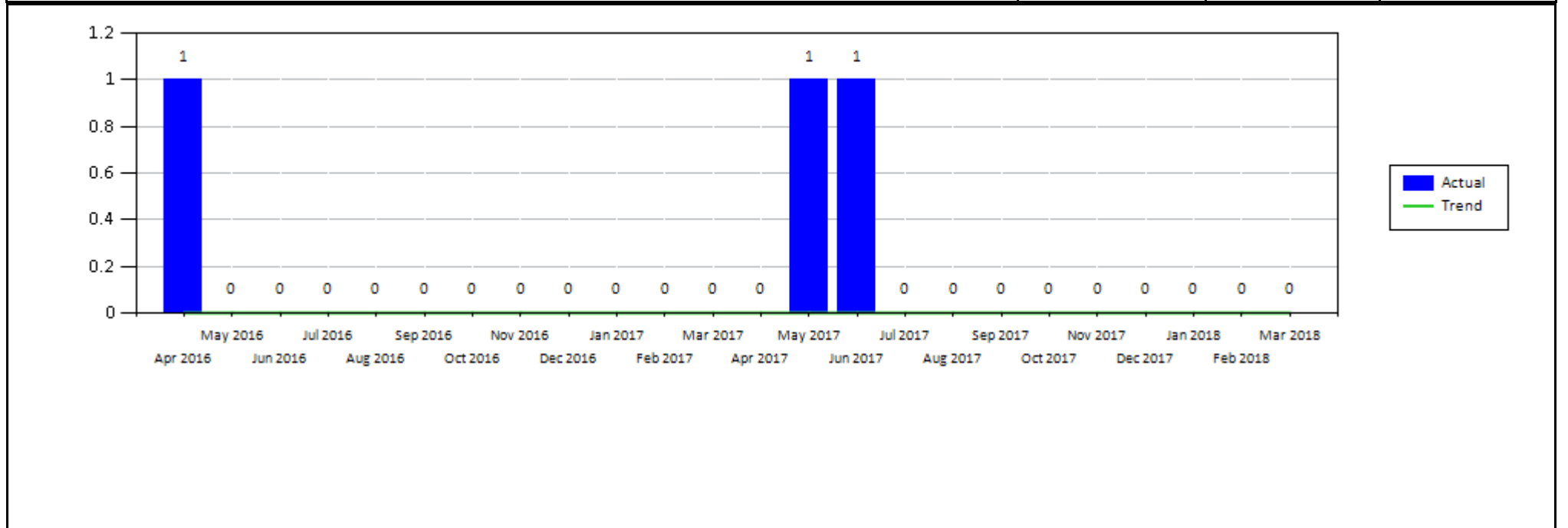
Action Code	Action Name
1.2.2.7	How are we providing professional advice and support for local business in Dorset so they can meet their legal fire safety obligations and add to the economic growth of our communities?
<p>Progress comment:</p> <p>Targeted activities currently include:</p> <ul style="list-style-type: none"> • Inspecting take away/restaurant premises with residential above, which have not been previously visited, and which have a 20 to 10 minute attendance time by the Service • Hotel/B&B premises, which have not been previously visited, and which have a 20 to 10 minute attendance time by the Service • Targeting Experian generated premises (17 per month) - Experian data suggest that fires start where high numbers of people congregate, stock is held and cooking facilities are present. • Continuing to work with high rise premises to ensure their safety following the Grenfell Tower incident • Promoting the use of sprinklers in new builds – with new schools being built that include sprinklers (Christchurch being one for completion in May/June and Wimborne 1st proposed) • Ensuring we support fire stations with their own fire risk assessments <p>Future business fire safety activities include:</p> <ul style="list-style-type: none"> • Working with language student colleges to maintain a minimum standard of fire safety in lodgings • Monthly business breakfast seminars to be held at Ling Rd, to enable businesses to come direct to us and chat in an informal setting • Preparation of material to support business seminars, including scrolling information pages <p>Case study - One visit of note was actioned following a HMO resident highlighting some fire safety issues in her Dorchester accommodation, which she identified following receiving fire safety training with another provider.</p> <p>The resident contacted the Fire Safety department and upon our attendance, issues were noted involving; no protected escape route, inadequate fire alarm, extinguishers not maintained and possible unauthorised building works. Our team involved our own Enforcement manager who attended, along with the environmental health officers from Dorchester. Liaison was made with all parties (including the Landlord) to improve the standards. The environmental health officers also agreed to take the lead on future improvements as it is agreed to be their responsibility under the memorandum of understanding that we have with them. This led to a prohibition on cooking in the kitchen due to the elevated risk and lack of suitable escape route.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Dorset (CC)	Month	Mar 2018	0



KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Dorset (CC)	Month	Mar 2018	0

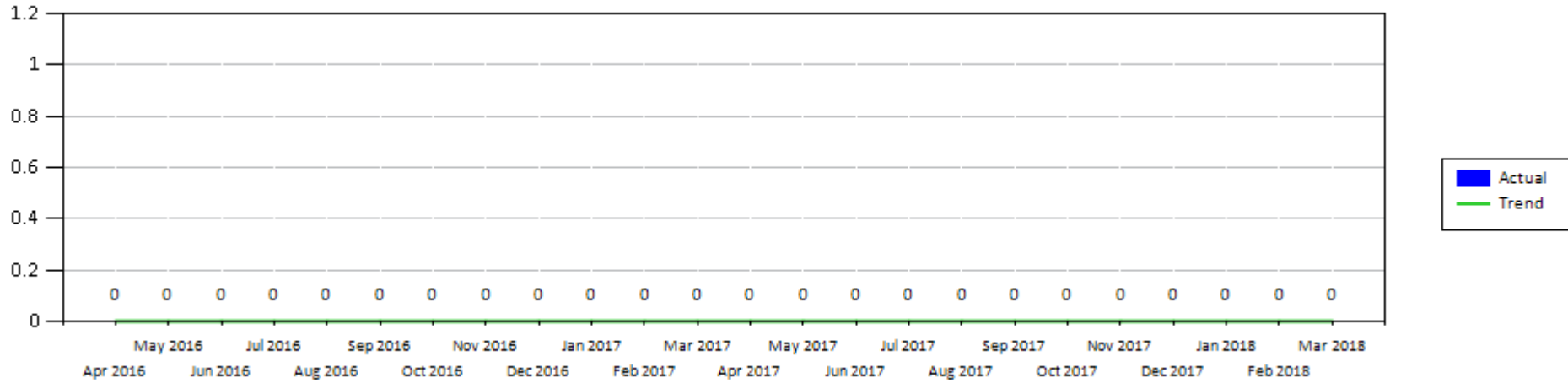


Number of prosecutions in Dorset (CC)

Month

Mar 2018

0

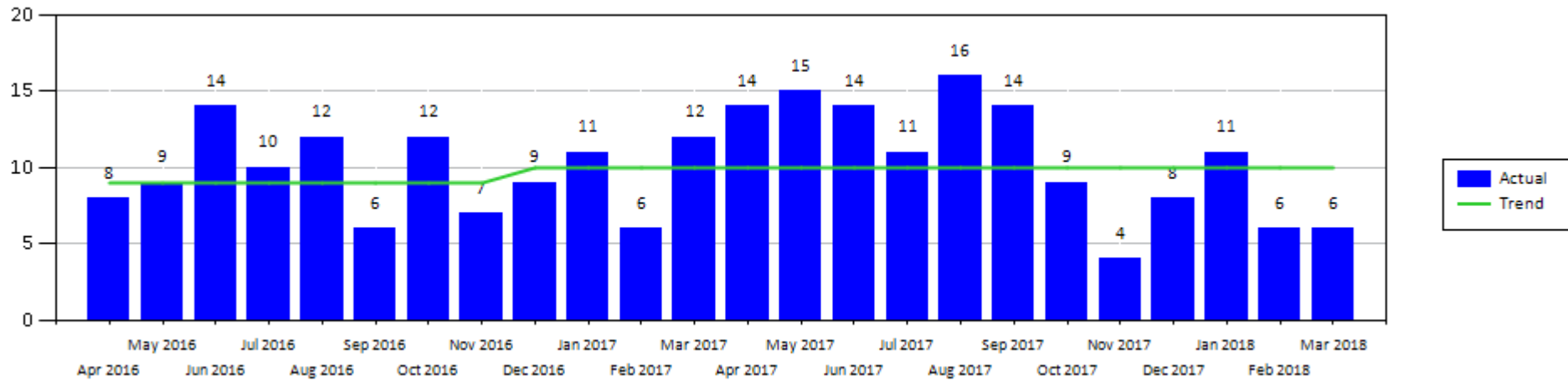


PRO01-Number of fires in Non-domestic properties-Dorset

Month

Mar 2018

6



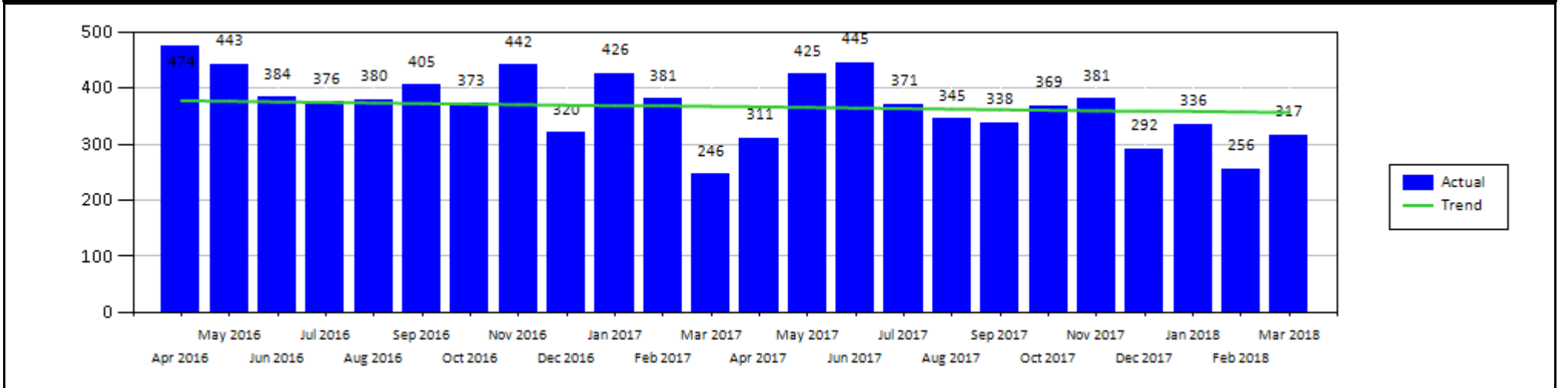
KLOE 7: How are we identifying and driving down risk risks to the community, unique heritage and environment?

Actions

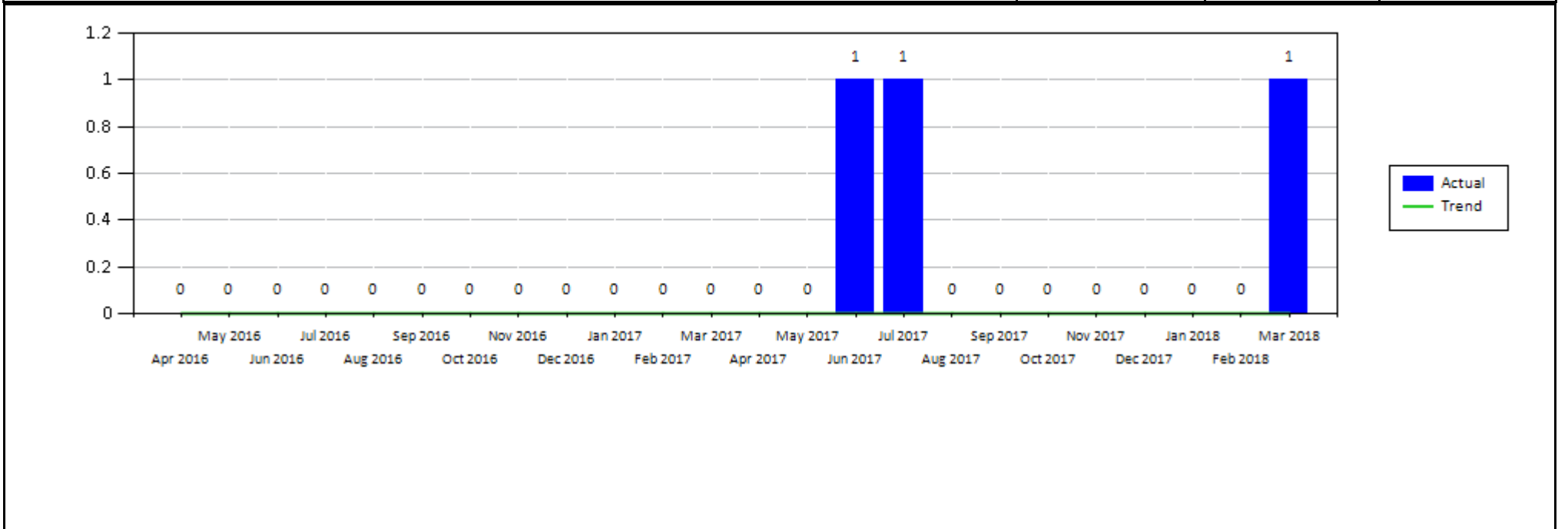
Action Code	Action Name
1.2.3.5	How are we identifying and driving down risk risks to the community, unique heritage and environment in Dorset?
<p>Progress comment:</p> <p>We have a system and process for identifying and assessing operational and community risk, this is called Site Specific Risk Information. We liaise and coordinate with partners and risk owners/occupiers to produce operational information and guidance on the risk. This can include; tactical fire plans, salvage plans and environmental protection plans. This pre-planning allows greater focus on hazards to firefighters, the environment, heritage etc. in the event of an incident. Winfrith is located within a heathland/SSSI area and we continue to liaise with the site especially now they no longer have their own fire and rescue response. We continue to run table top exercise to ensure their emergency plans are tested as part of their licencing processes for the site and are in the process of assisting with the planning of a practical exercise in the autumn.</p> <p>We are reviewing our plans/maps and risk data for heath-land areas to give crews the best possible information to deal with incidents and reduce their impact.</p> <p>Work is continuing to test and validate risk information for Portland Bunkers UK Ltd (to become a top tier COMAH site) utilising an upcoming table top exercise in conjunction with the Civil Contingencies Unit and other partner agencies</p> <p>We continue to work with Trigon Waste Management and revise our operational plan as necessary.</p> <p>We work with the local authority to integrate plans to deal with issues on the South West coast path and potential cliff collapse.</p> <p>Work has been undertaken with HM Prison Service to improve pre-planning and operational considerations at the County's prisons, following the fire at HMP Guys Marsh. The lessons jointly learned have been fed up to Governmental level to shape policy and inform the construction of prison buildings.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Dorset County Council	Month	Mar 2018	317



KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Dorset	Month	Mar 2018	1

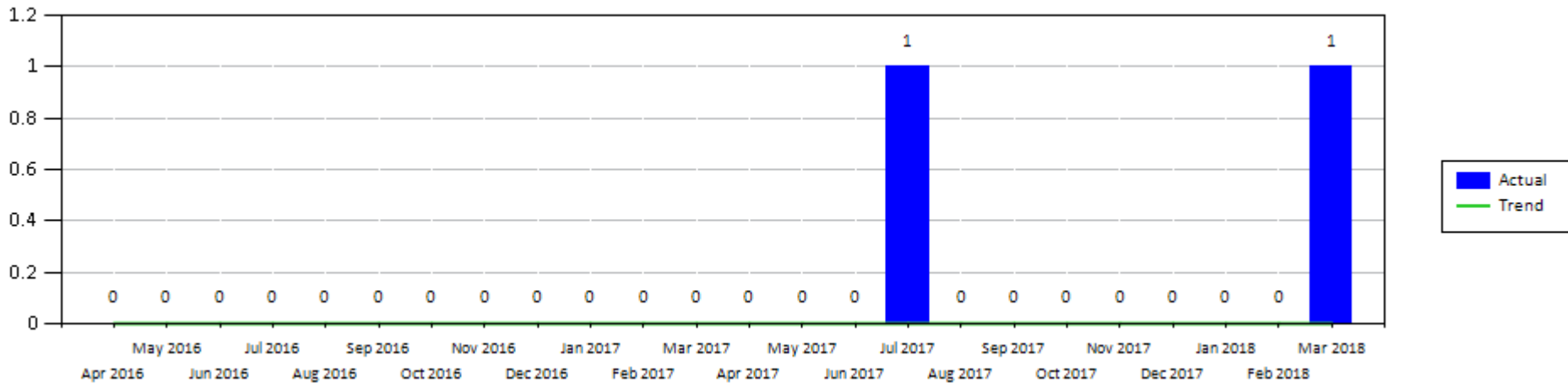


PRE01A-Number of fire related deaths in accidental dwelling fires - Dorset County Council

Month

Mar 2018

1

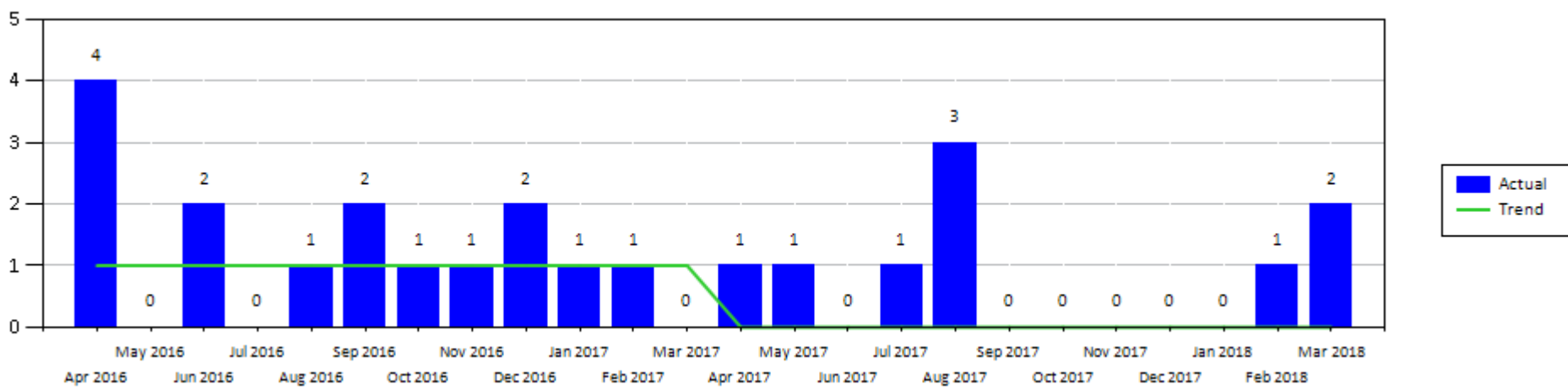


PRE02A-Total number of fire related injuries in accidental dwelling fires - Dorset County Council

Month

Mar 2018

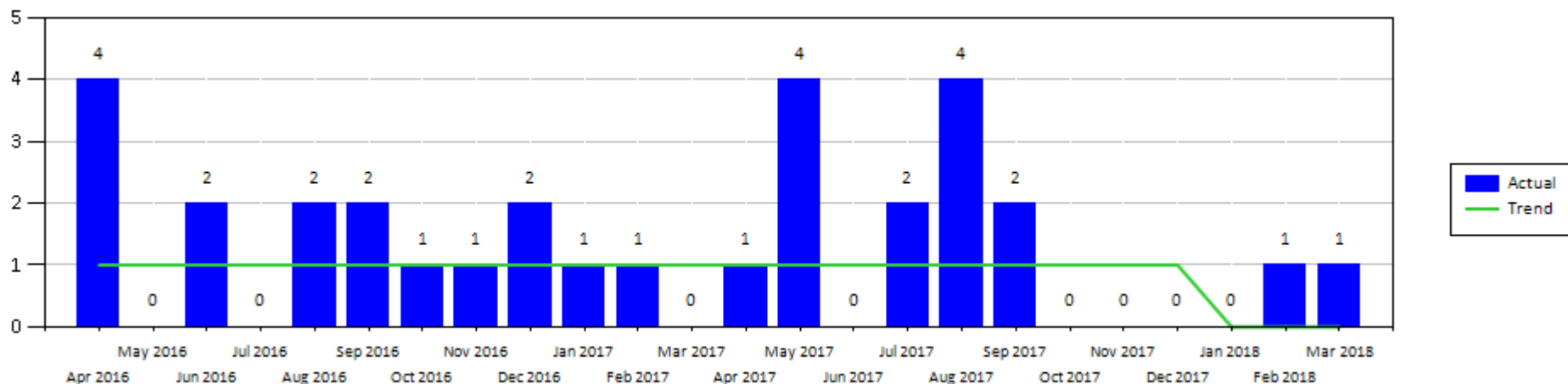
2



PRE02-Total number of fire related injuries - Dorset County

Month

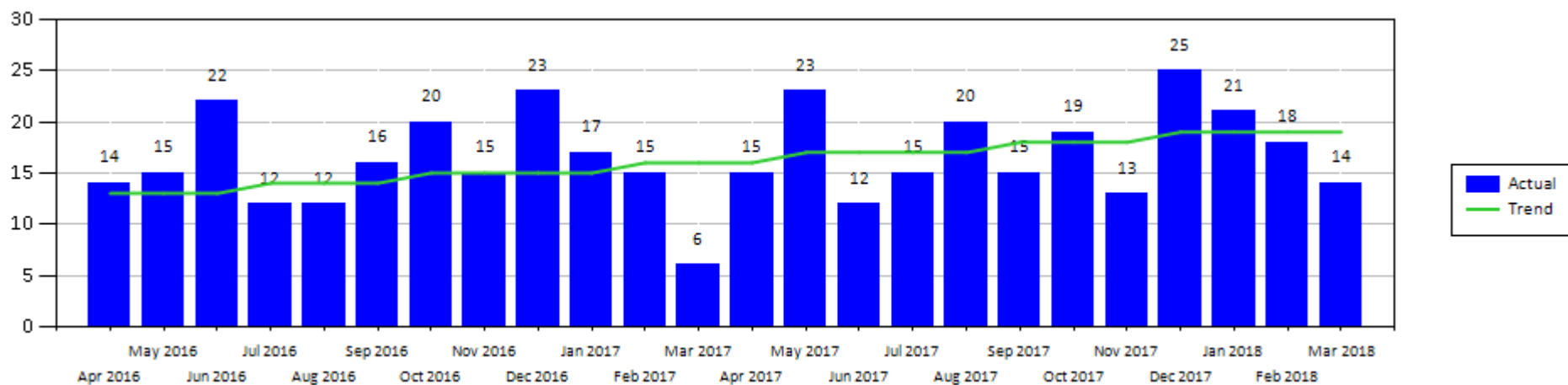
Mar 2018



PRE03_Number of accidental dwelling fires - Dorset County

Month

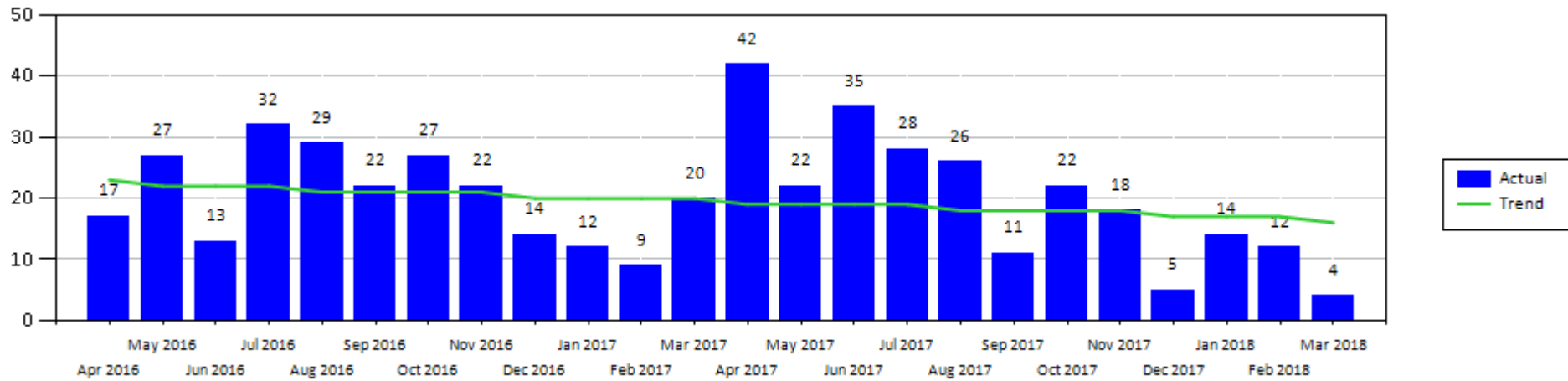
Mar 2018



PRE05-Number of deliberate fires (primary + secondary) - Dorset Area

Month

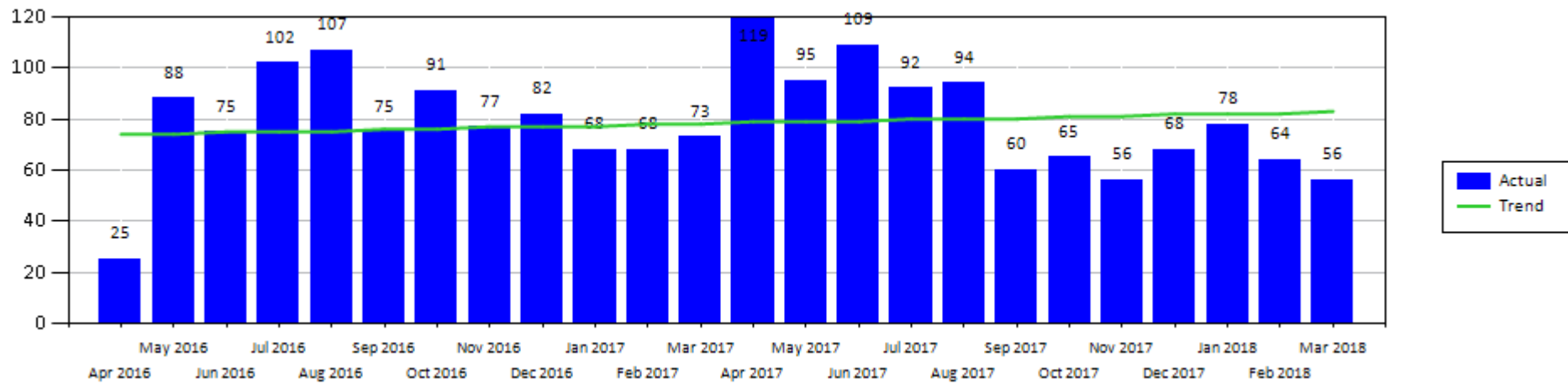
Mar 2018



PRE06-Number of fires - Dorset County

Month

Mar 2018



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

Actions

Action Code	Action Name
1.2.4.5	How do we support local resilience partnership arrangements In Dorset 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 scale Major Accident Control Regulations Exercise at West Moors Camp, Ferndown. • 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. <p>DWFRS has had a very busy period and supported two large scale multi agency responses (major Incidents):</p> <ul style="list-style-type: none"> • At the beginning of March significant amounts of snow fell across the Country. DWFRS participated in Strategic Coordinating Group (SCG) and Tactical Coordinating Group (TCG),to has support command and control of the Multi-agency response. An officer was located to Police HQ to support the Snow Desk, ensuring partner organisations could use 4x4 vehicles as necessary. • 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 SCG, the 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. Although most of the response was in Wiltshire some of it was in North Dorset. 	

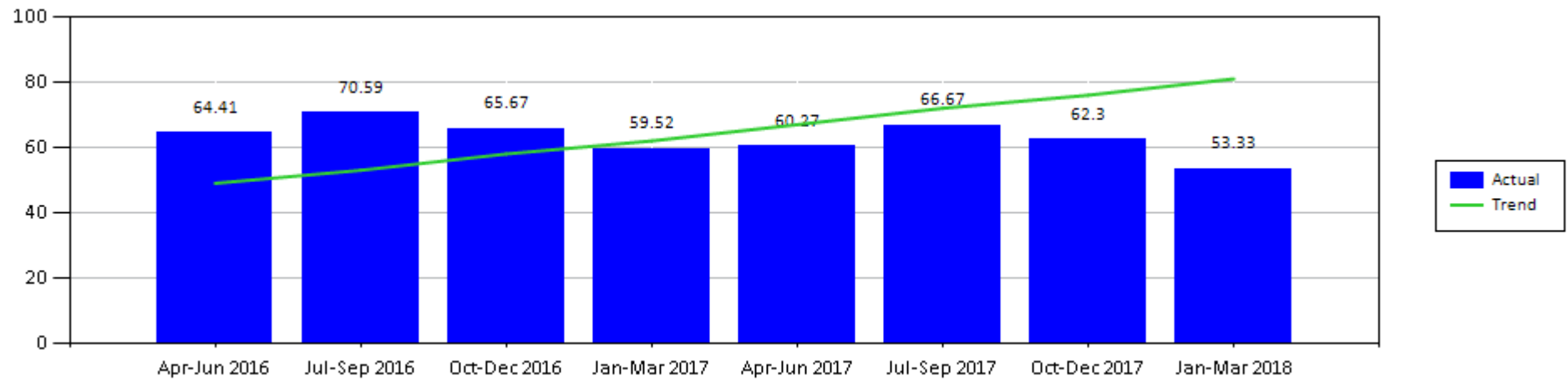
KLOE 9: Are appliances available when we need them?

Actions

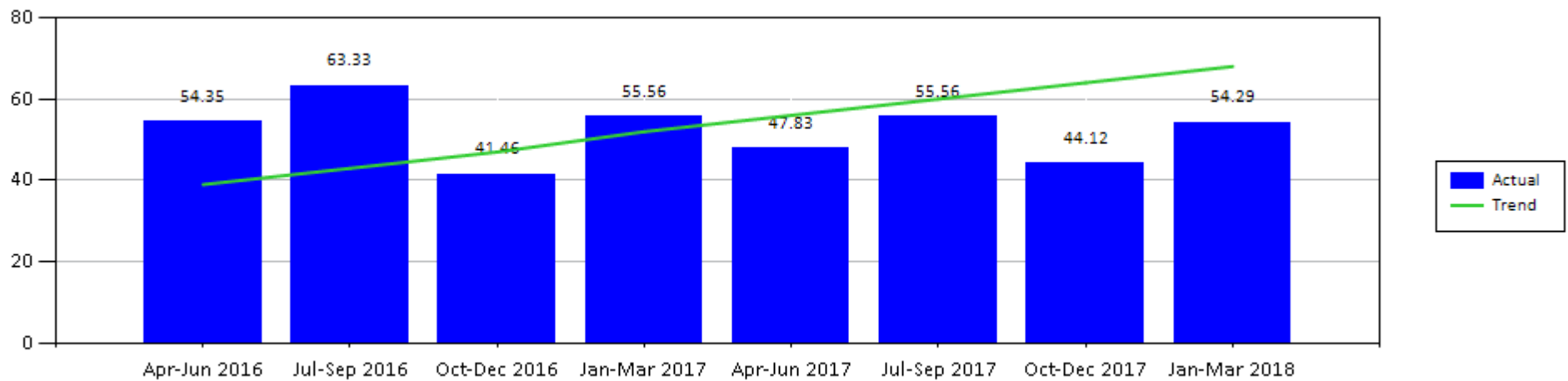
Action Code	Action Name
1.3.1.5	Are appliances available in Dorset when we need them?
<p>Progress comment: Current Performance is remains high with 82.6% RDS availability for the Dorset area this quarter. This figure remains stable as cover for shortfall is provided by RDS Liaison Officers working with station commanders to predict issues in advance. In addition, the area has developed an overtime management system, managed by the RDS Support Officers, which provides cover outside of office hours. Some RDS sections provide 100% availability in addition to the wholetime stations. We are reviewing the RDS and Service degradation plan to prioritise station crewing when staff numbers are low. We are aware that, RDS retention is becoming increasingly challenging with knock-on effects in training and developing new drivers and supervisory managers.</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-Dorset Area	Quarter	Jan-Mar 2018	53.33%



RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Dorset Area	Quarter	Jan-Mar 2018	54.29%
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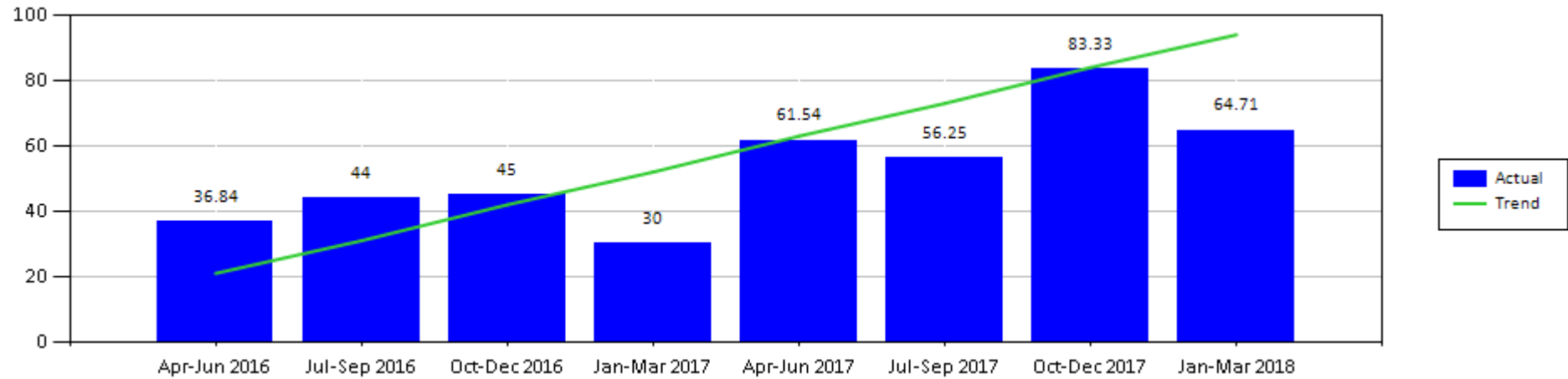


RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Area

Quarter

Jan-Mar 2018

64.71%

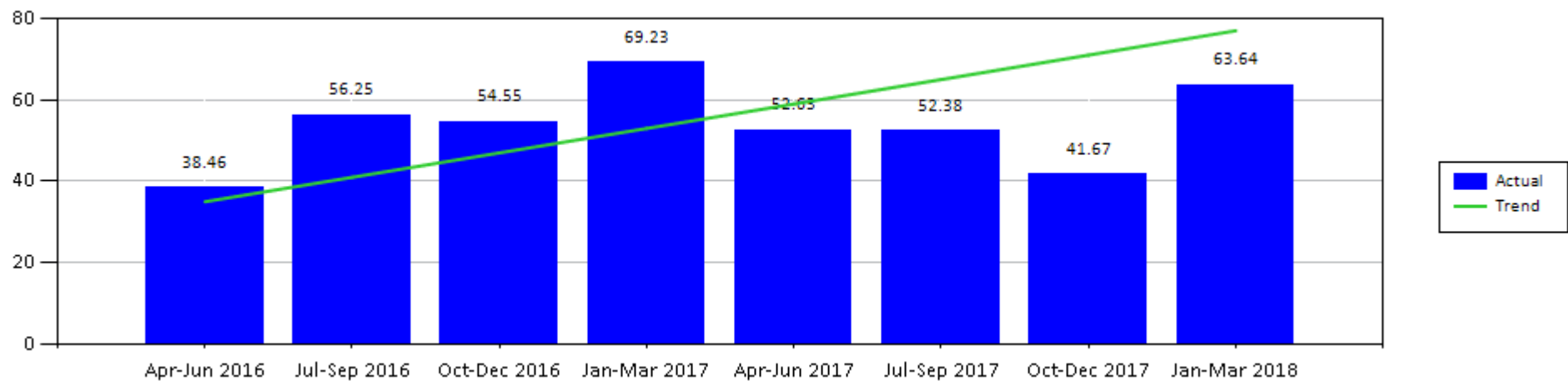


RES04-Percentage of incidents to other properties where the second appliance met the response standard-Dorset Area

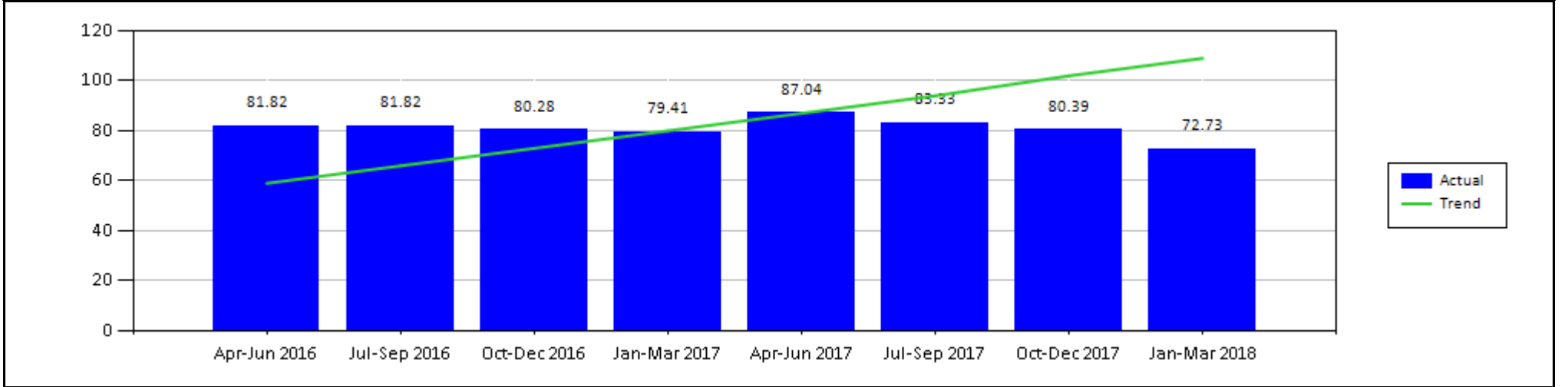
Quarter

Jan-Mar 2018

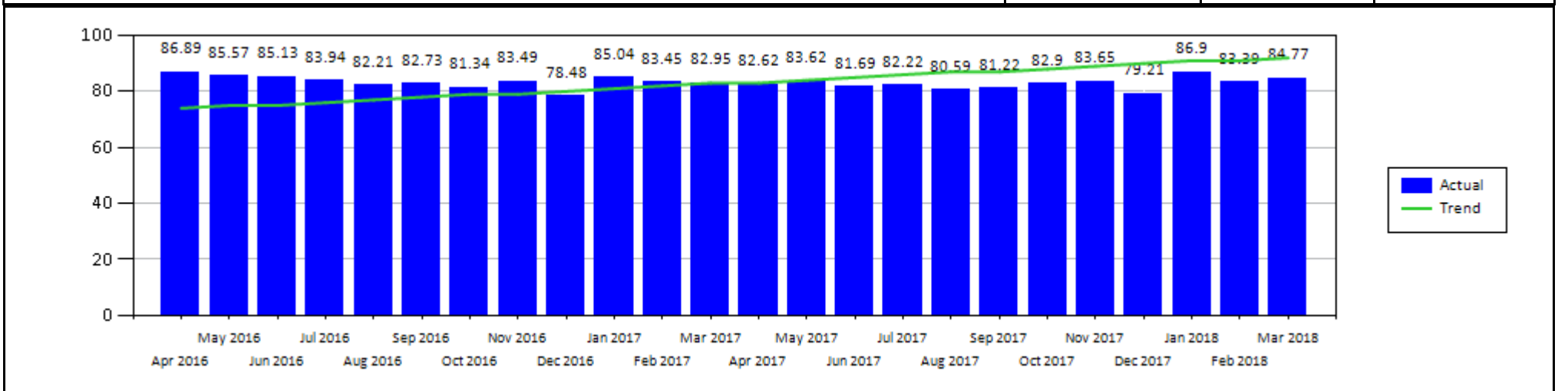
63.64%



RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Area	Quarter	Jan-Mar 2018	72.73%
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RES07-Percentage of time On-Call pumps are available to respond to incidents (On-Call availability)-Dorset Area	Month	Mar 2018	84.77%
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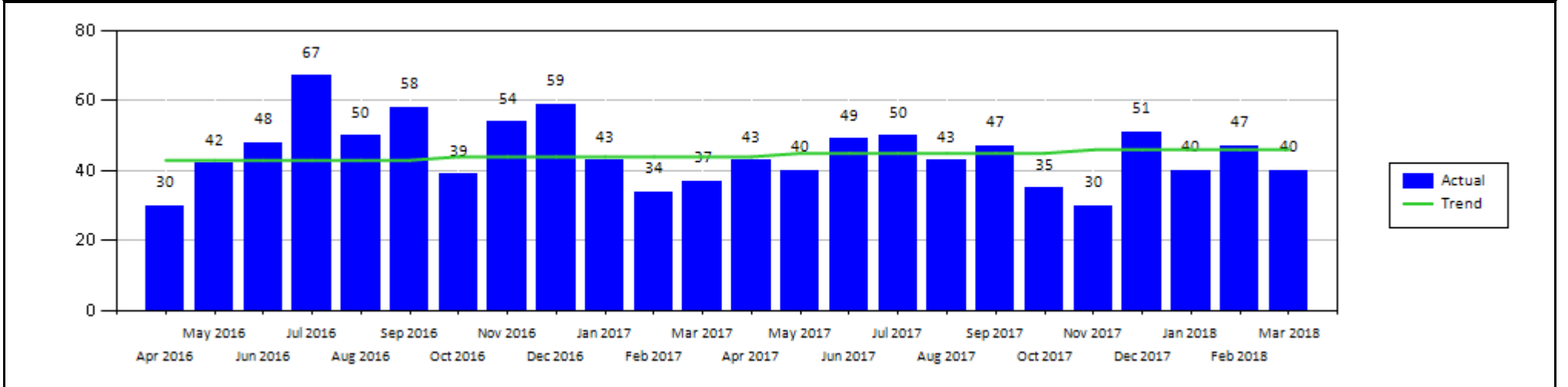
KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents and medical emergencies we attend?

Actions

Action Code	Action Name
1.3.2.12	How effective and efficient are our response arrangements in Dorset for dealing with the range of incidents and medical emergencies we attend?
<p>Progress comment: Dorset Area's availability and performance against the response standards are good, especially when considered against the backdrop of supporting predominantly rural locations. Current performance to sleeping risks in quarter 1 is just over 60%, and an improved performance to RTCs achieving just over 87%. Officers review our performance against the service response standards and look to rectify any issues that impede our performance to individual incidents, such as traffic congestion, to wider service issues around mobilising technology. Where patterns emerge, specific plans are developed to reduce the impact. In Dorset there are five stations participating in the South West Ambulance Service Trust co responding scheme. These are Lyme Regis, Beaminster, Gillingham, Swanage and Cranborne and they attended 181 incidents in the first quarter which represents an increase from previous quarters. This is currently a SWAST trial.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment – non- domestic premises-Dorset Area	Month	Mar 2018	40



KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Dorset Area	Quarter	Jan-Mar 2018	53.33%

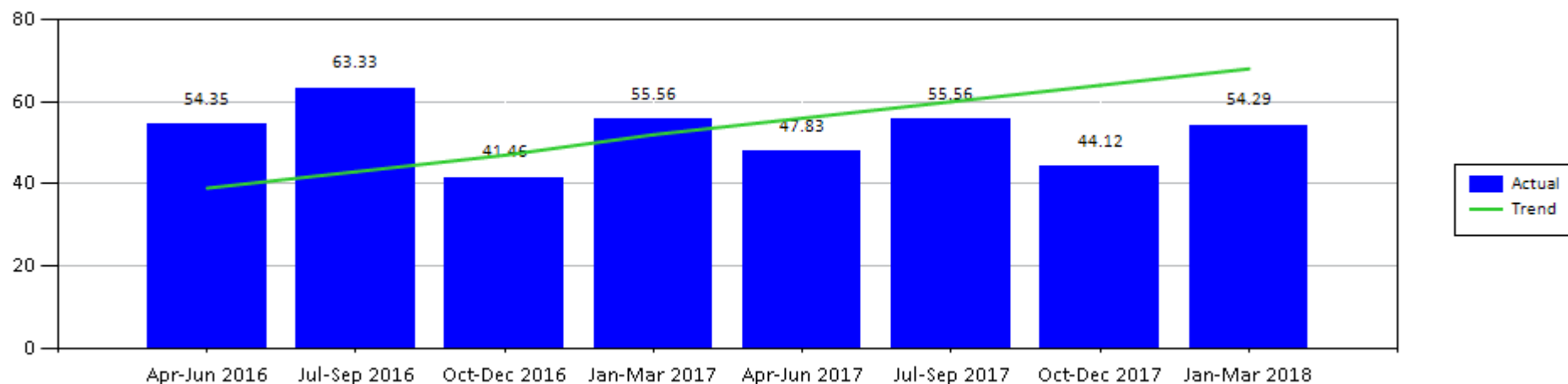


RES02-Percentage of sleeping risk properties where the second appliance met the response standard-Dorset Area

Quarter

Jan-Mar 2018

54.29%

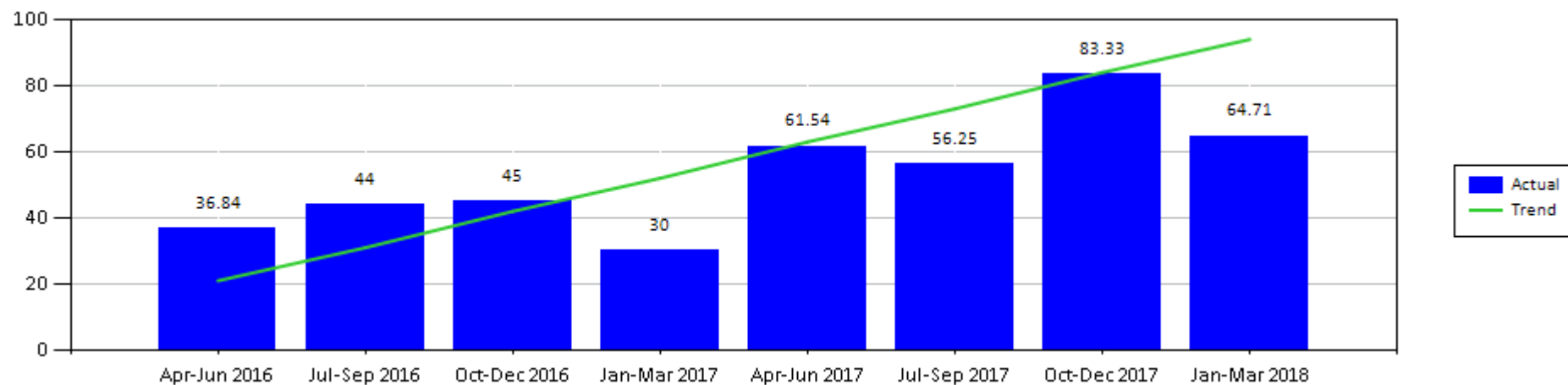


RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Area

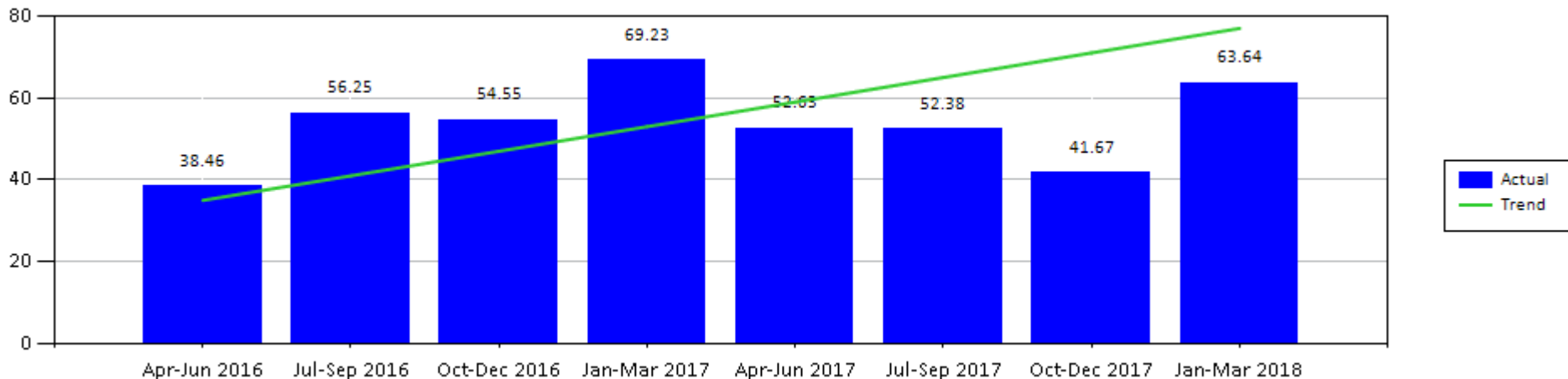
Quarter

Jan-Mar 2018

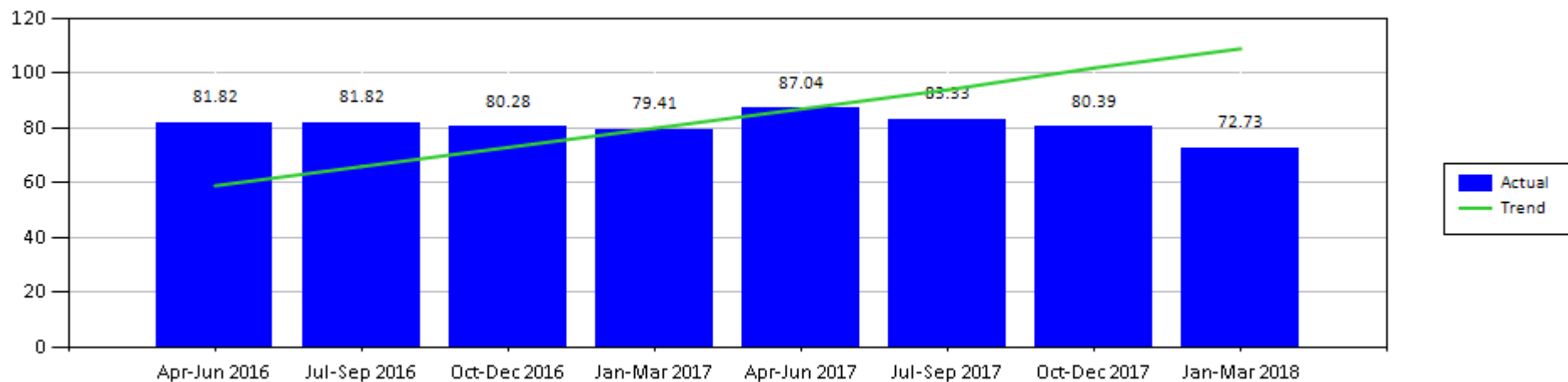
64.71%



RES04-Percentage of incidents to other properties where the second appliance met the response standard-Dorset Area	Quarter	Jan-Mar 2018	63.64%
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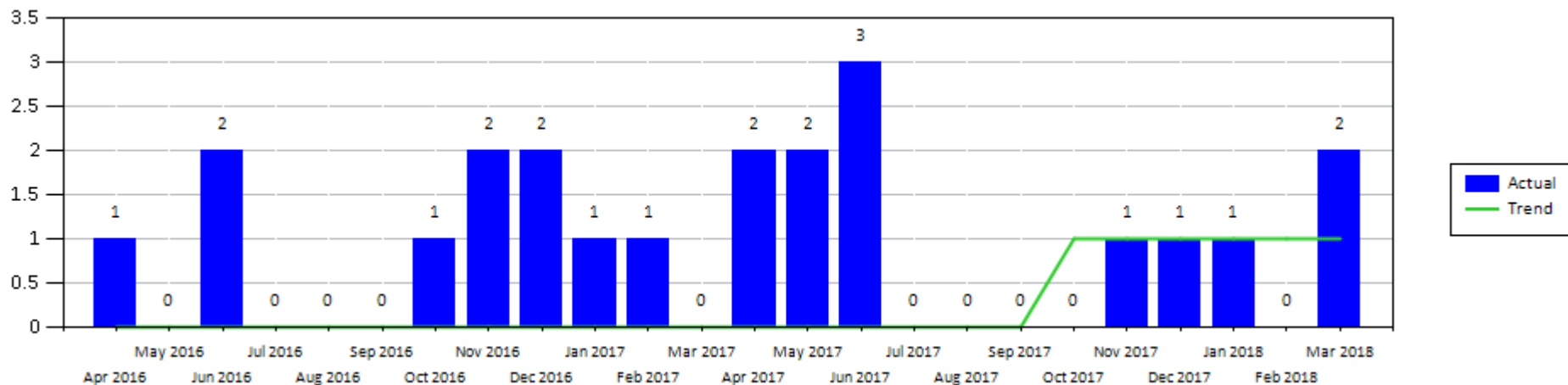
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Area	Quarter	Jan-Mar 2018	72.73%
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RES11-Number of people rescued at fire related incidents-Dorset Area

Month

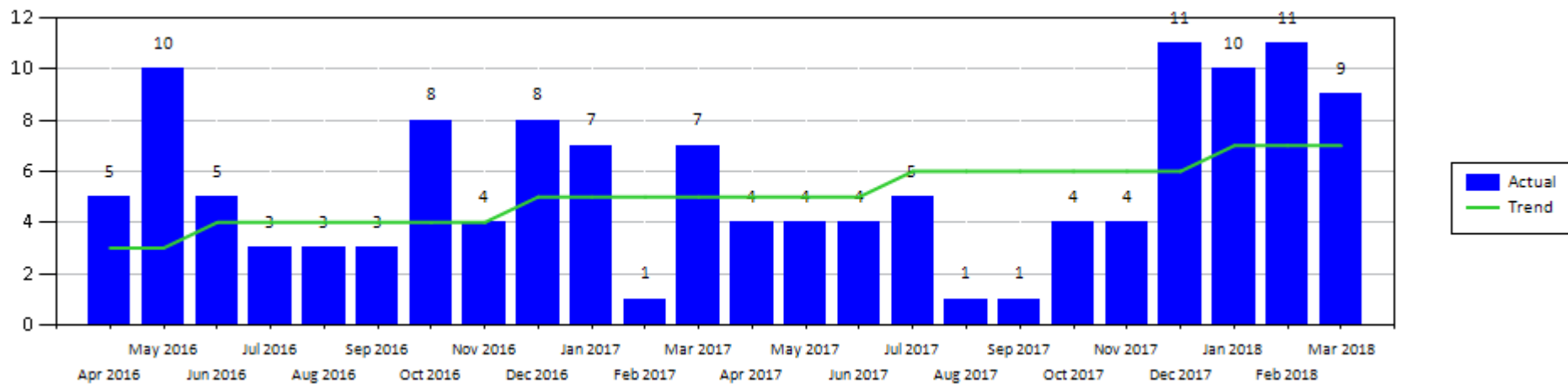
Mar 2018

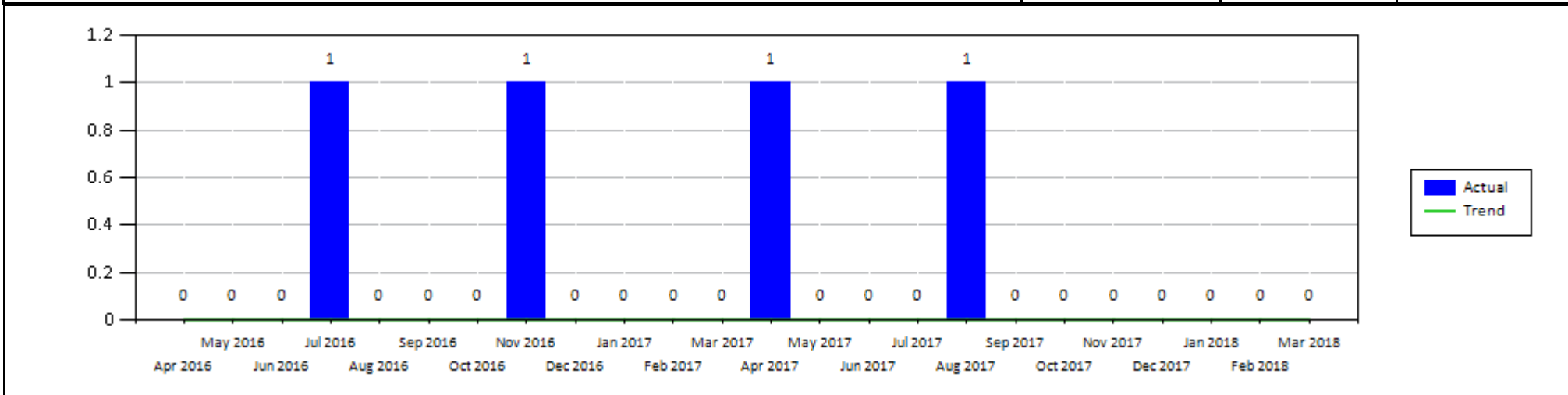


RES12-Number of people rescued from RTCs-Dorset Area

Month

Mar 2018





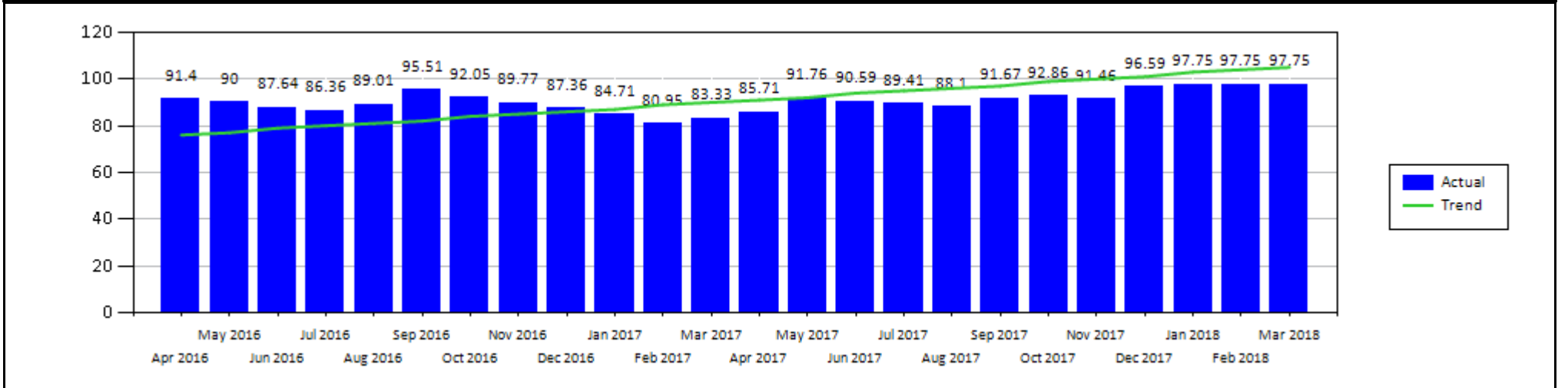
KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

Actions

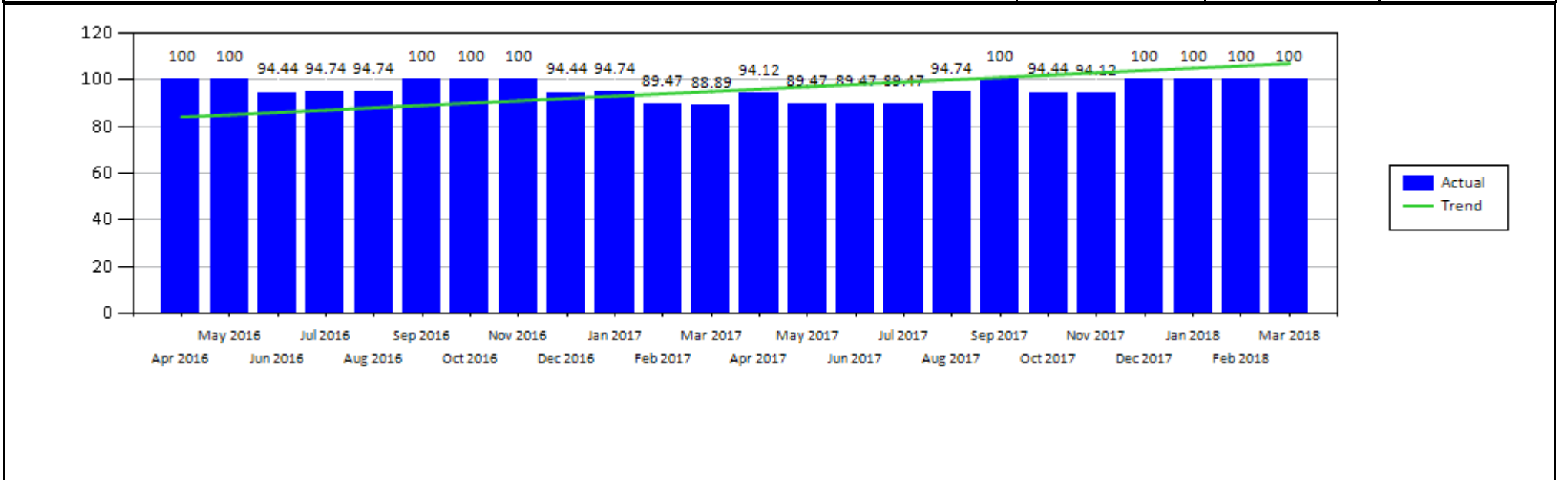
Action Code	Action Name
1.3.3.16	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Dorset?
<p>Progress comment: We proactively manage and monitor our staff's operational competence, including attendance on courses and other events. The current performance against the elements of the operational licence measures are generally high although unavoidable cancellation of some supervisory incident management courses has affected this figure temporarily while the courses are rescheduled. Training continues to be planned quarterly for the RDS and this includes combined training between stations and district exercises. This supports the maintenance of competence; current levels are 78% (RDS) 91%(WDS)</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- Dorset Area (On-Call)	Month	Mar 2018	97.75%



PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Dorset Area Stations (WT)	Month	Mar 2018	100%
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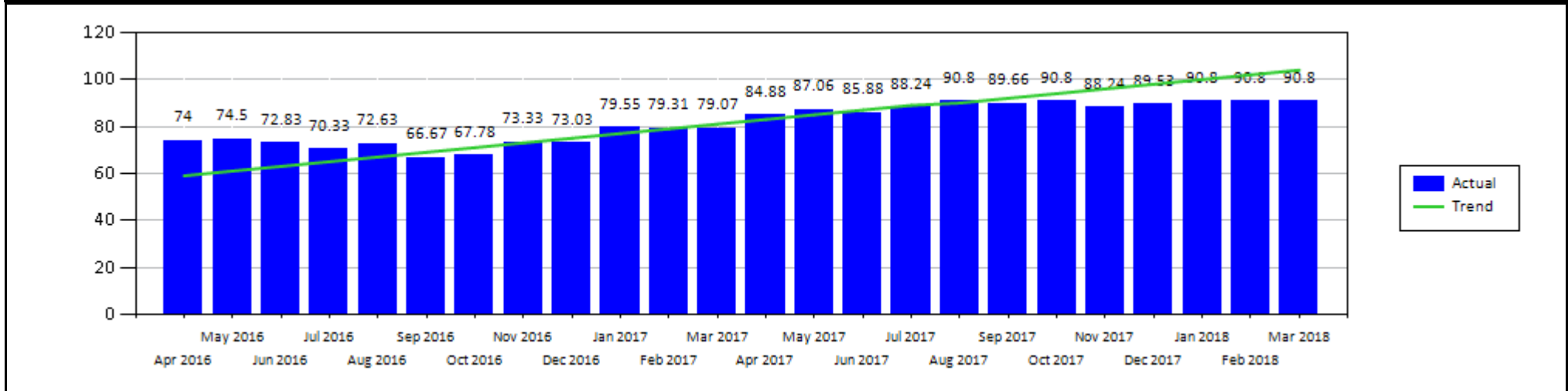


PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Dorset Area Stations (On-Call)

Month

Mar 2018

90.8%

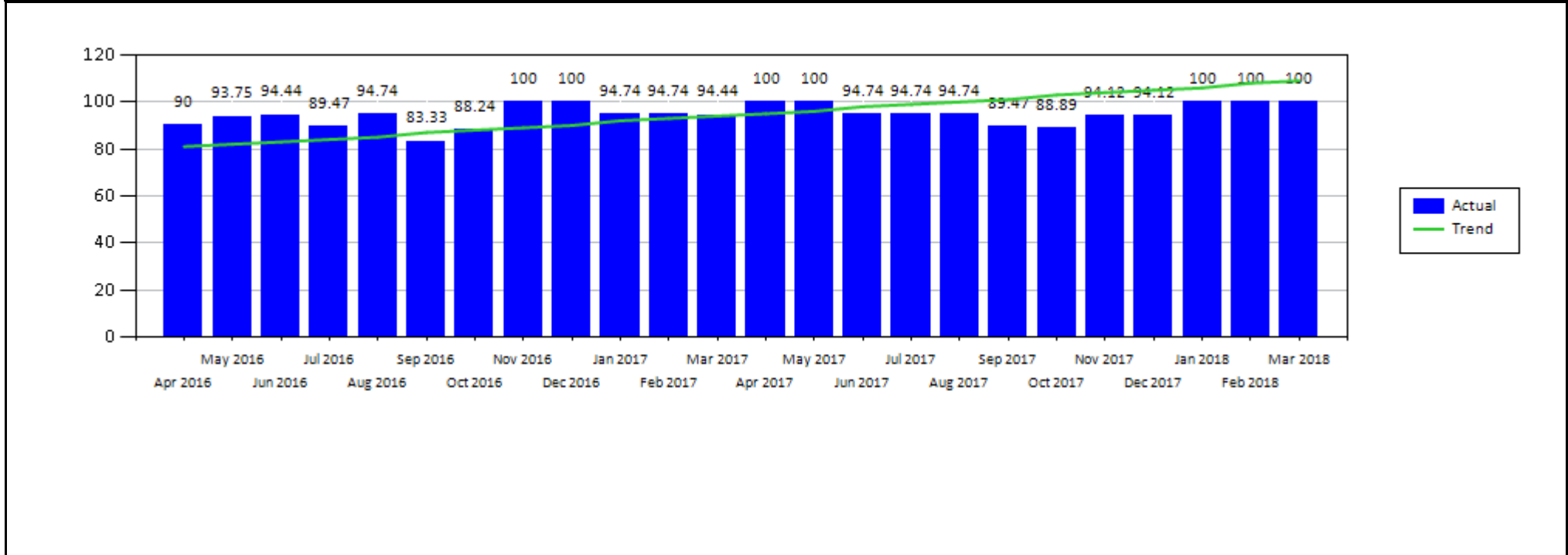


PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Dorset Area Stations (WT)

Month

Mar 2018

100%

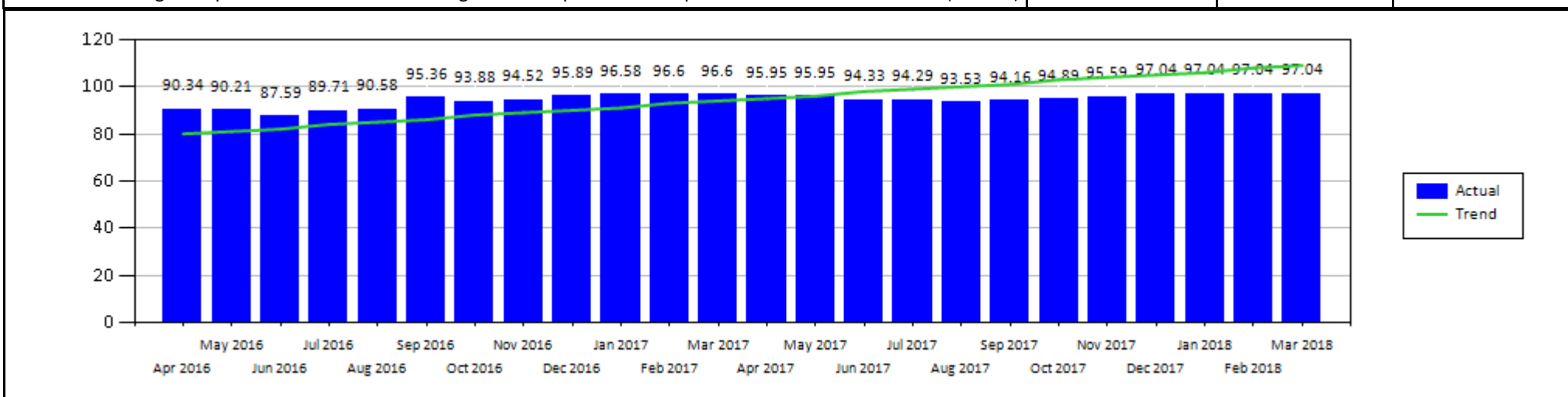


PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Dorset Area (On-Call)

Month

Mar 2018

97.04%

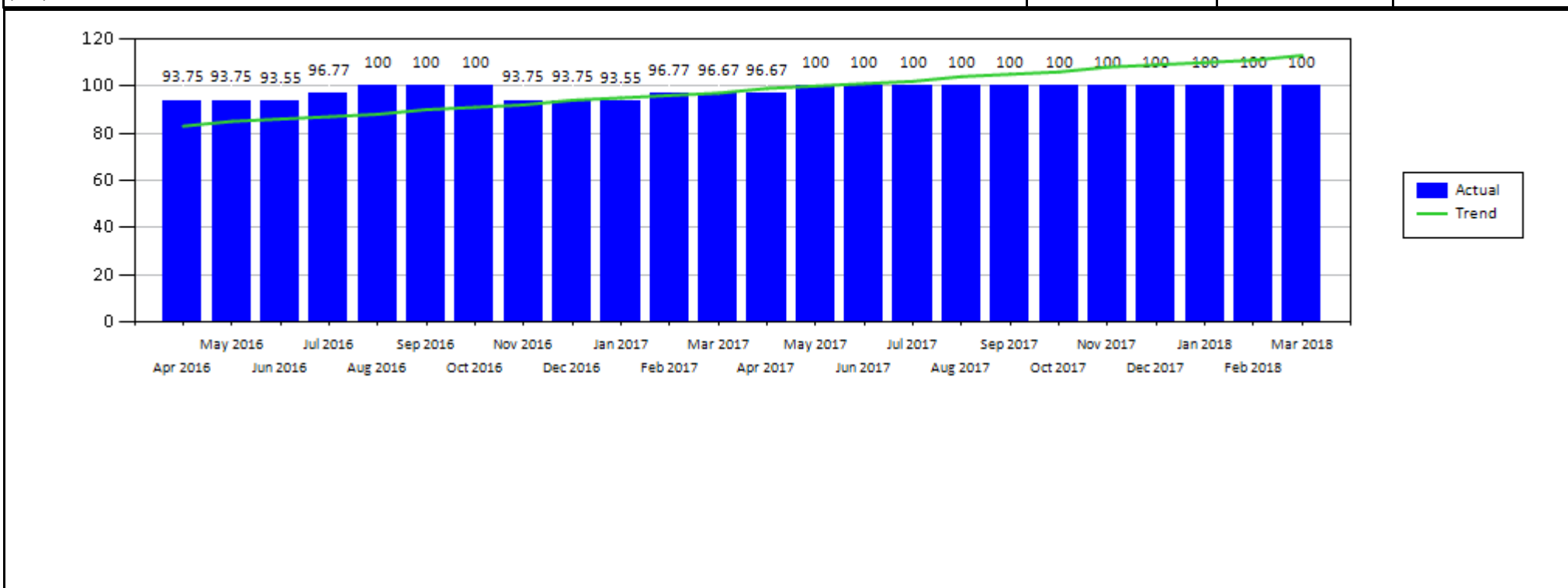


PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Dorset Area Stations (WT)

Month

Mar 2018

100%

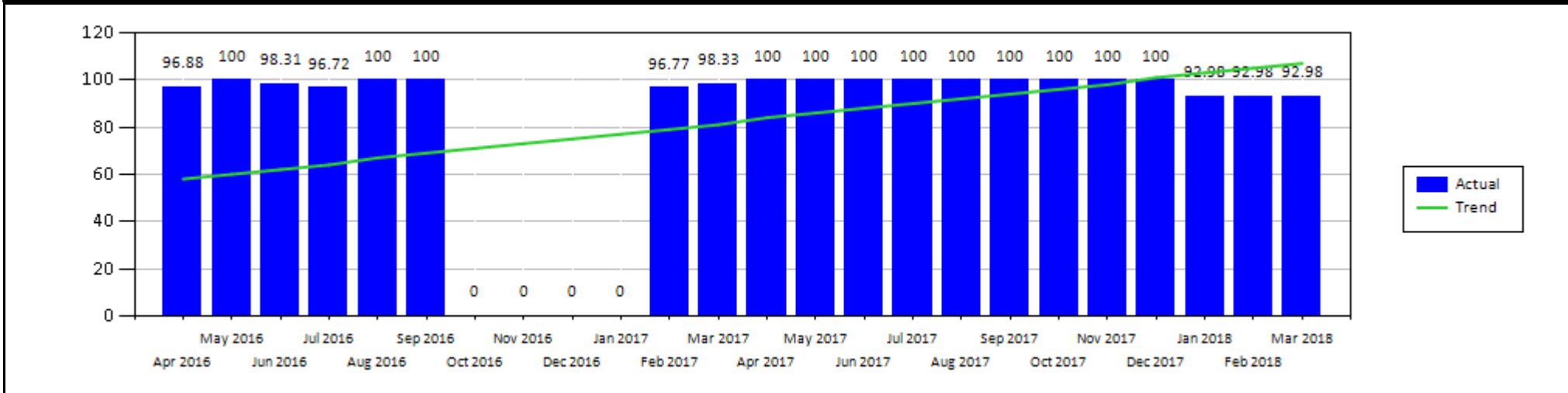


PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Dorset Area Stations (WT)

Month

Mar 2018

92.98%

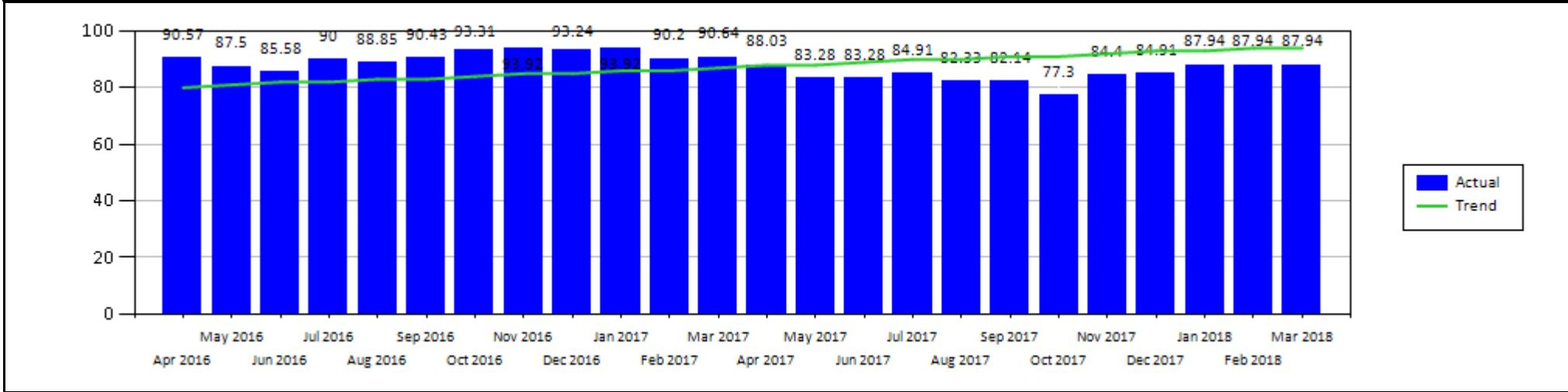


PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Dorset (On-Call)

Month

Mar 2018

87.94%



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

Actions

Action Code	Action Name
1.3.4.5	How do we learn from operational and community risk in Dorset; to improve the response services we provide?
<p>Progress comment: Significant incidents are debriefed and learning outcomes are fed through the new Operational Effectiveness database. Staff returns have been through these internal systems are being constantly monitored and are improving.</p> <p>A multi-agency debrief was coordinated by the Civil Contingencies Unit for a rescue on the River Stour in March. This was a multi-agency response for two rowing boats and a safety boat capsized, with eleven people – mostly teenage girls – affected. The Police declared a major incident. The actions of Christchurch firefighters in rescuing four people from the swollen River Stour on Saturday (17 March) have been praised. Dorset & Wiltshire Fire and Rescue Service was first on the scene to assist the group of rowers who had ended up in the freezing cold water.</p> <p>Two crews from Christchurch were at Iford Bridge within minutes of the 999 call being received, with water rescue teams from Poole and Weymouth also mobilised.</p>	