

1st Quarter Performance Report

Dorset & Wiltshire Fire and Rescue Service

Bournemouth & Poole Local Performance & Scrutiny Committee

01/04/2018 - 30/06/2018



DORSET & WILTSHIRE
FIRE AND RESCUE

Bournemouth & Poole

Priority: Making safer and healthier choices

KLOE 1: How are we working with our partners to reduce fire and other community risks to improve the well-being and independence of vulnerable people?

Actions

Action Code	Action Name
1.1.1.30	How are we working with our partners in Bournemouth and Poole to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p>Progress comment:</p> <p>We are continuing to work with partners to try to ensure that we are targeting resources at the most vulnerable and trying to make every contact count. Our approach uses data and information to support the delivery of our prevention and education activities. We will endeavour to identify those most at risk through a number of methods. This includes referrals from our partners, direct referrals from the public and by using our specialist computer modelling software Pinpoint and MOSAIC. The software uses data sets and algorithms to help us to determine where the most vulnerable are in our communities and this is actively used to target resources. We also ensure that our activities are being delivered to reduce local risks through the knowledge and relationships that are developed within the Group Management Team. This use of intelligence across teams and departments informs the full range of activities we deliver including Safe and Well checks, youth engagement programmes, arson reduction and road safety initiatives. Records are kept and work allocated across the service using the Community Fire Risk Management Information System (CFRMIS).</p> <p>We are also working to ensure we are contributing towards wider health outcomes and to help us to achieve this we are actively involved in Health and Wellbeing Boards and their respective delivery groups. We continue to work closely with partners to determine areas where we can add value, especially through the on-going development and delivery of our Safe and Well visits. This is a partnership referral process that signposts vulnerable people to appropriate services across the public and voluntary sector. Our success is linked to our ability to gain access to vulnerable people through our Safe and Well visits, which is reflective of our brand and positive reputation within our communities.</p> <p>We will continue to work at a strategic level to strengthen relationships and generate collective understanding of the potential role we might play in adding capacity to emerging Sustainability and Transformation Partnership (STP) delivery plans.</p> <p>Area Management teams also continue to coordinate work and build on partnership arrangements across the Service's area to see where we can add value and help to protect vulnerable people through active participation in Community Safety Partnerships, safeguarding boards, strategic road safety boards, Drug and Alcohol boards and in supporting the domestic abuse strategies through signposting and our safeguarding arrangements. We have ensured that our Safe and Well advisors have been trained to recognise more complex needs and to understand how and where individuals can be signposted to so that they receive a person centred approach.</p>	

We continue to develop our partnership interaction, for example we have recently carried out joint work with some Bournemouth University media students to produce a safety video for students and have established a link with the Winton Neighbourhood Watch group to promote Safe and Well visits.

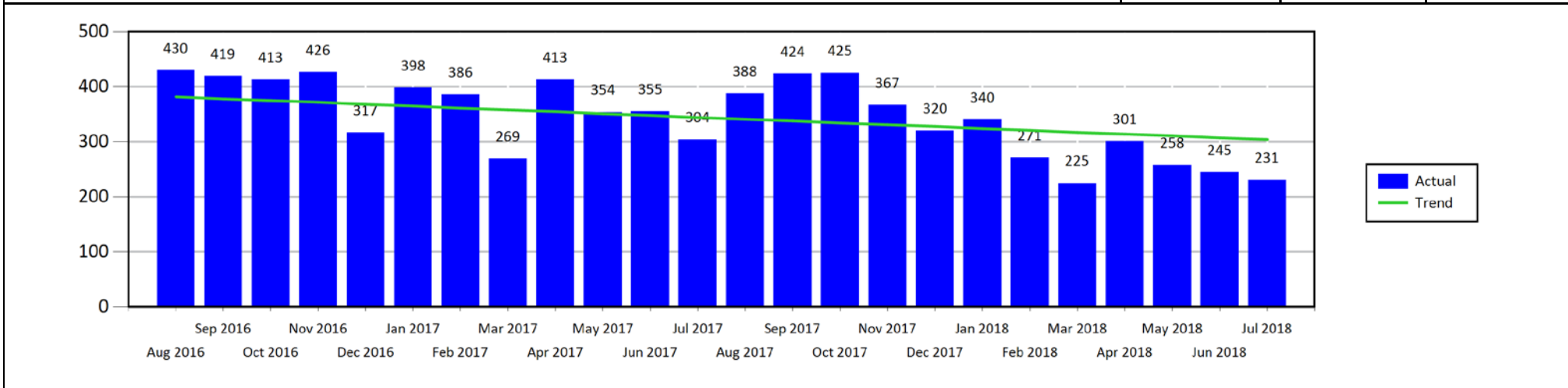
KLOE 2: How are vulnerable people receiving the support, advice and information they require reduce their risk of fire?

Actions

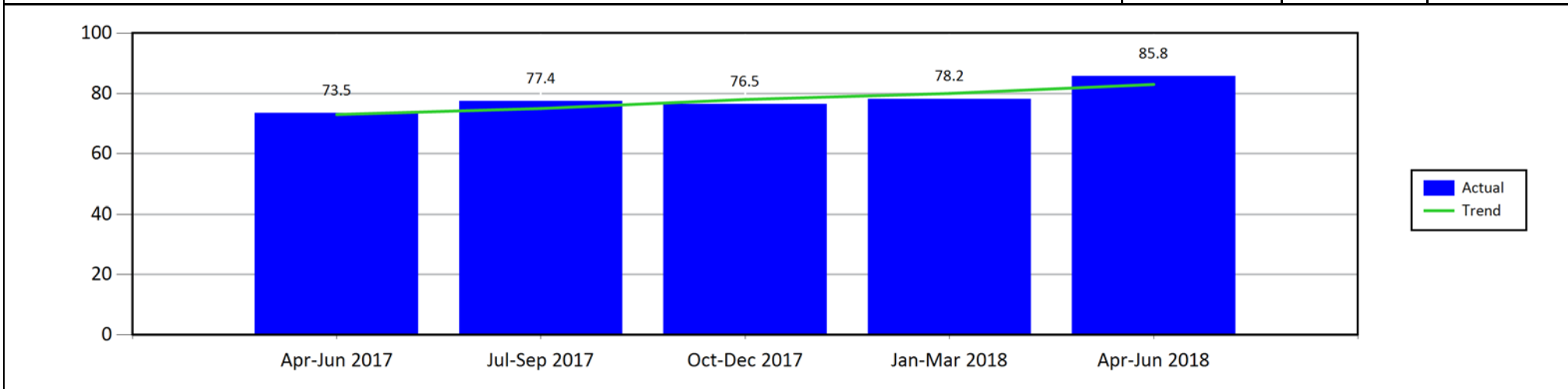
Action Code	Action Name
1.1.5.9	How are vulnerable people in Bournemouth and Poole receiving the support, advice and information they require to reduce their risk of fire
<p>Progress comment:</p> <p>We are committed to making a real difference to the lives of people in Dorset and Wiltshire. Our aim is 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.</p> <p>Safe and Well within Dorset has now been established for over two years and we have a constant stream of referrals being sent through from our referral partners, such as South West Ambulance Service (SWAFT), 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 one 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 • Good practice, such as a night time routine • Identify if a Safe and Independent Living (SAIL) referral might be required. <p>We support individuals with varying needs and can supply them with fire retardant bedding, extension leads or specialist alarm equipment. If appropriate, we spray a fire-retardant spray around the beds and chairs, this ensures that if the individual is smoking in the property and has a history of not disposing of cigarettes properly then they will have extra protection.</p> <p>In Quarter 1 Bournemouth and Poole area undertook 804 visits.</p> <p>The team have identified that some referral partners don't seem to be making as many referrals. They have all been emailed to remind them of our eligibility criteria and how to make referrals. Our team are also actively visiting local groups and are looking at key Flu Clinics where appropriate referrals might be gathered.</p> <p>Fire crews will receive a delivery of heat detectors to enable them to start fitting one in every kitchen when attending a Safe and Well visit. This will enable those that meet our eligibility criteria to be better protected within their home. Crews will now have access to carbon monoxide (CO) detectors, which they can provide if they feel that the occupier requires one and doesn't have the means to purchase their own.</p> <p>A meeting has also been scheduled with Poole Borough Council to encourage them to allow us to become 'trusted partners' and assess individuals in need of a deaf alert system. This would enable a smoother process for fitting these alarms to this vulnerable group. 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>	

Key Performance Indicators

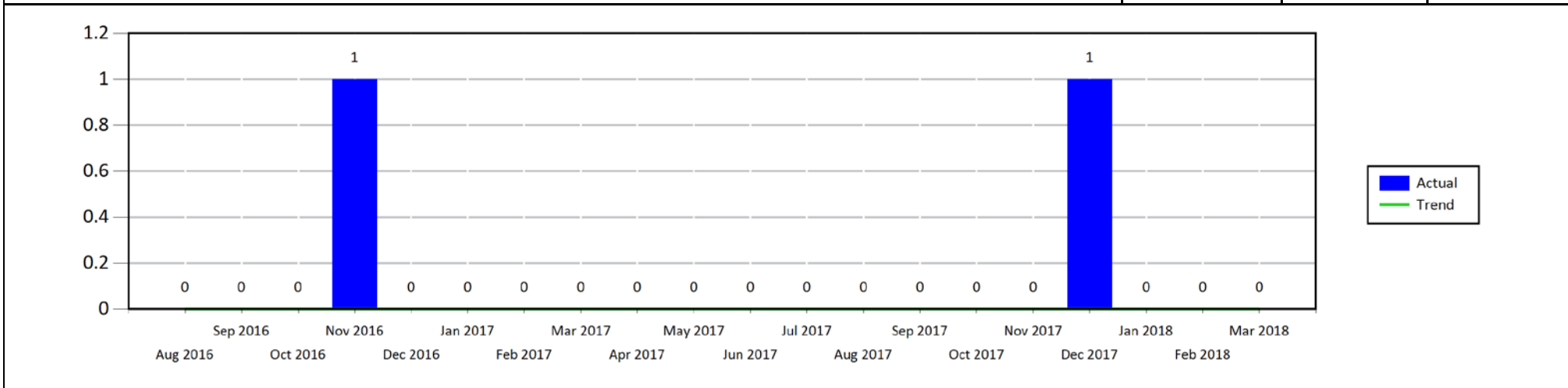
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Bournemouth and Poole Borough Council	Month	Jul 2018	231



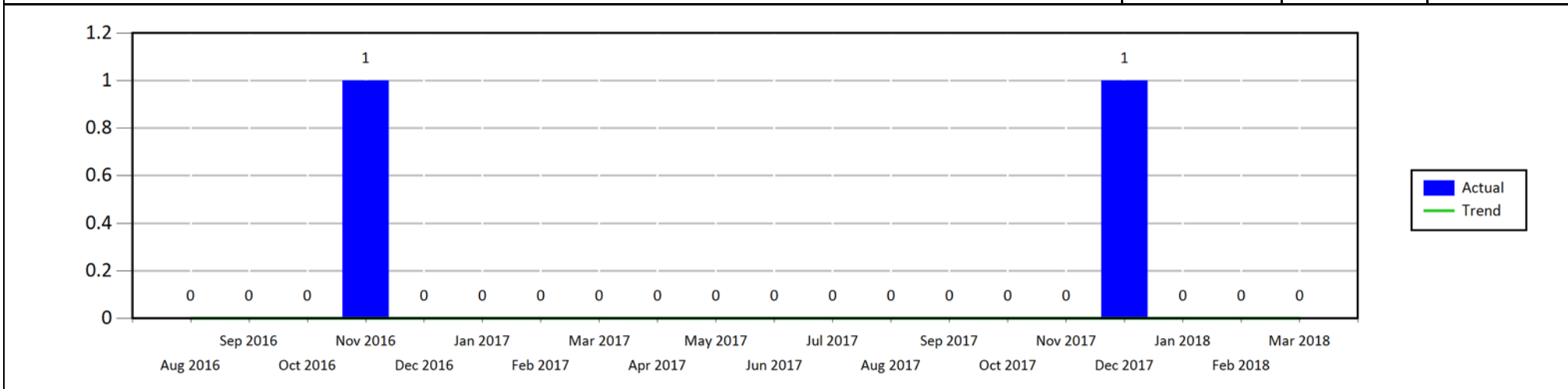
KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken to high risk households in Bournemouth and Poole	Quarter	Apr-Jun 2018	85.8%



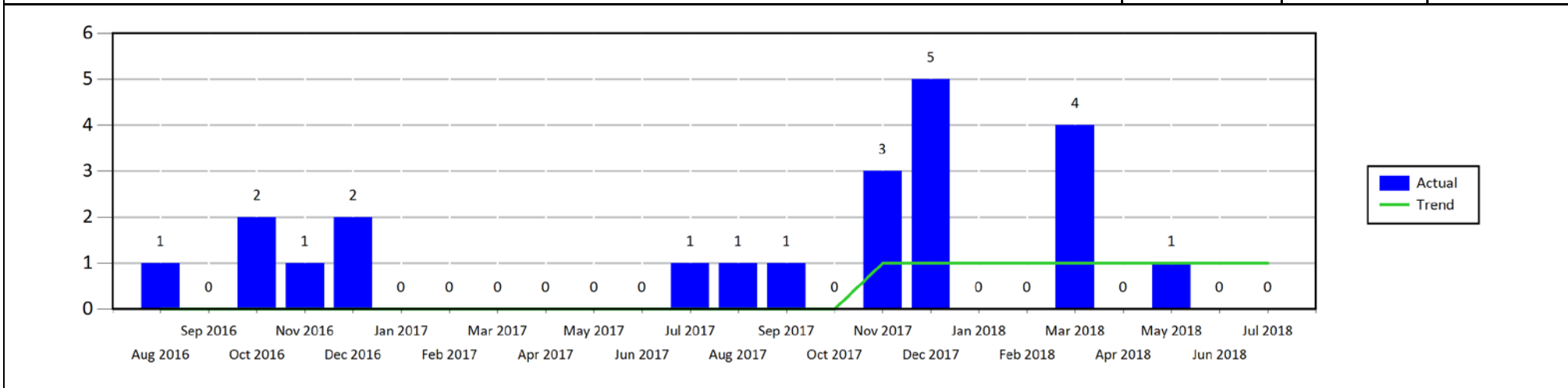
KPI Title	Period	Time Frame	Period Actual
PRE01- Number of fire related deaths - Bournemouth and Poole Borough	Month	Mar 2018	0



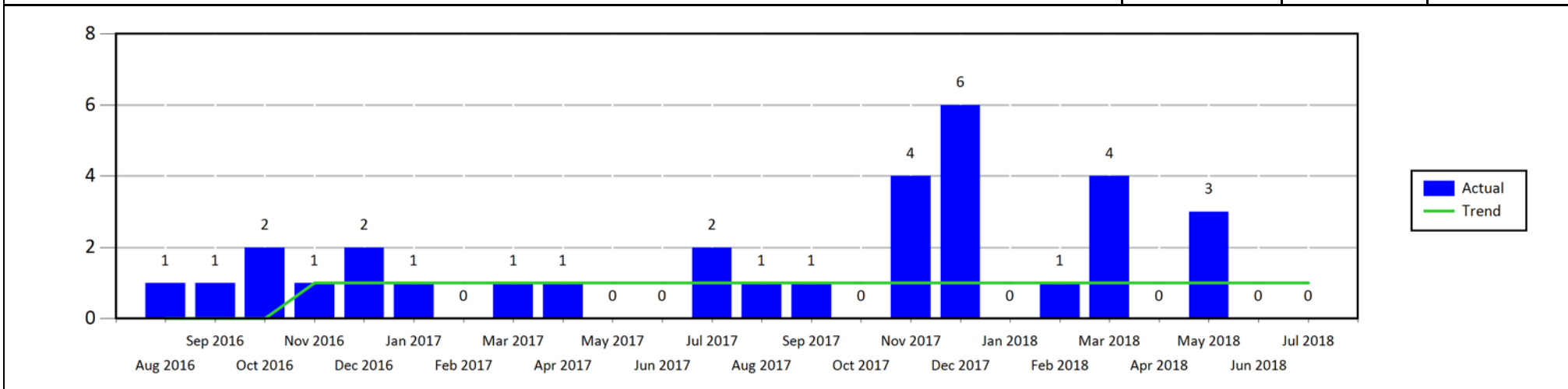
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Bournemouth and Poole	Month	Mar 2018	0



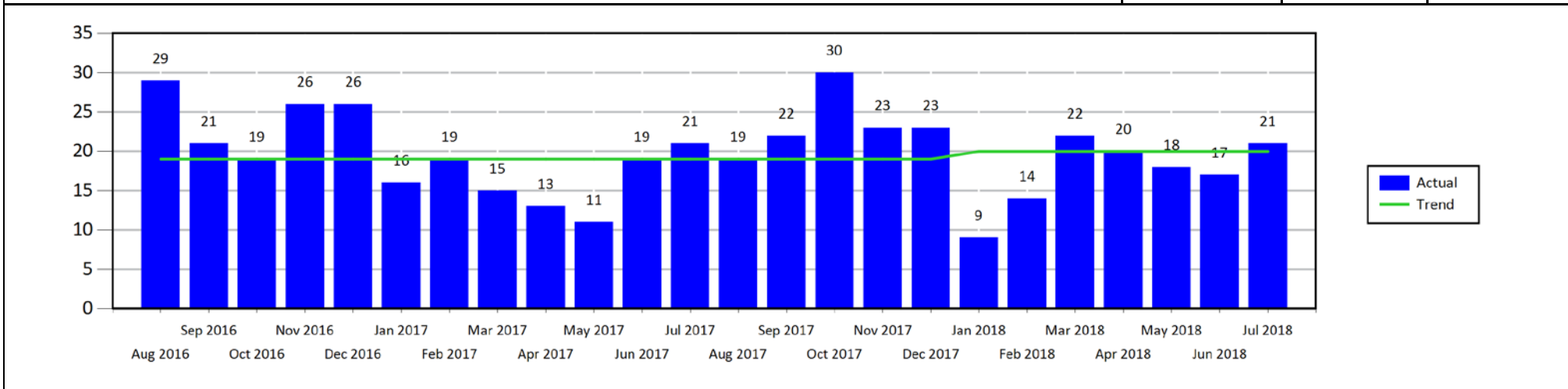
PRE02A-Total number of fire related injuries in accidental dwelling fires - Bournemouth and Poole Boroughs	Month	Jul 2018	0
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KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Bournemouth and Poole Borough	Month	Jul 2018	0



KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Bournemouth and Poole Borough	Month	Jul 2018	21



KLOE 3: How do we deliver our safety education to children, young people and communities, helping them build safer and healthier lives?

Actions

Action Code	Action Name
1.1.6.10	How do we deliver our safety education to children, young people and communities in Bournemouth and Poole, helping them build safer and healthier lives?
<p>Progress comment:</p> <p>Our Youth Intervention programmes provide some of the most vulnerable young people in our service area with personal development programmes to help educate young people in the dangers of engaging in risk taking behaviour. In Bournemouth & Poole this includes Safer People and Responsible Communities (SPARC), an intensive five-day course for young people aged 12-17 who are at risk of offending or exclusion from school. This course provides young people with the opportunity to take part in firefighting activities such as hose running, ladders, learn search and rescue techniques, work as a team to overcome Road Traffic Collision scenarios and aerial and water rescue drills. All activities identify the dangers and consequences of engaging in risk taking behaviour and anti-social behaviour, as well as developing key skills such as communication and team work.</p> <p>Our delivery plan for the 2018 / 2019 financial year includes two SPARC courses being delivered across the Poole and Bournemouth area. In addition to this we are the delivery partner for the Prince’s Trust Team programme. The 12-week personal development programme supports young people aged 16-25 who are Not in Education, Employment or Training (NEET). The participants take part in a residential week, a community project, work experience, CV and interview workshops plus other employability related activities that leads to an Employment, Teamwork and Community Skills Qualification. We will be delivering three cohorts per academic year, all situated in the Bournemouth and Poole area. Working in partnership with Bournemouth and Poole College to draw down funding from the Education and Skills Funding Agency has enabled this programme to be delivered. This personal development programme is nationally recognised and will support the Local Authorities Employment and Skills Teams aim to reduce the NEET population in the two boroughs.</p> <p>A SPARC course was delivered in May at Hamworthy Fire Station for young people aged 16-25 who are not in education, employment or training. The course was commissioned by Ansbury, a charity that provides expert information and advice to young people. Having never worked in partnership with this organisation it was important to plan the outcomes they were looking for from the course and consider the needs of the individual young people attending the programme. After discussions with the staff at Ansbury, it was highlighted many of the young people they were working with had high anxiety levels and lacked in confidence, therefore the aim of the week was to give the young people as many opportunities to succeed as possible. As a result we planned practical, exciting activities including a Water Rescue session which was delivered by the Tech Rescue Team at Poole Fire Station. This type of session has never been delivered during a programme before and feedback from the young people showed that this was the highlight of the week and we cannot thank the Tech Rescue Team enough for their enthusiasm and delivery of such a good session.</p> <p>Despite three young people dropping out of the course over the week a total of seven completed the course and attended the 'Pass Out' in front of friends and family, where all gained the AQA Award in Fire Services Training.</p> <p>Outcomes include:</p> <ul style="list-style-type: none"> - 100% of young people who completed the programme gained a AQA Award in Fire Services Training - As a result of completing the programme, three young people have applied to become volunteers at DWFRS 	

Chloe (name changed) was put forward for the course due to her lack of confidence and lack of trust in people, especially males. Two recent deaths in the family had resulted in Chloe becoming increasingly isolated and angry. During day one, Chloe struggled to build relationships with the other young people and the instructors, however, by the end of day two and after completing the BA session, Chloe was smiling and thriving from being in a structured environment. Chloe's confidence grew and grew throughout the week and despite feeling challenged by the tasks put in front of her, she remained calm and sought support from instructors when feeling anxious rather than putting up barriers and getting angry or aggressive. Chloe is one of the three young people that have now started the application process to become volunteers with DWFRS.

On a review meeting with Ansbury to ensure the course had met their needs, they explained *"The course and instructors exceeded all our expectations. We thought it would good however the experiences the young people took part in and the way the instructors dealt with each individual's needs was amazing. Our key workers cannot believe some of the changes in their young people's attitudes and behaviours in such a short period of time. We would like to thank all the staff involved for providing such an excellent course for our clients"*.

As a result of the success of the course Ansbury have commissioned a second course to be delivered in Dorchester for their young people living in the West of Dorset but would also like to run another course for their Bournemouth and Poole young people in May 2019.

We are now delivering our third and final Prince's Trust Team of the academic year, Team 116. This course is being delivered from the Parkstone Sea Cadet Unit and consists of ten young people from across Poole and Bournemouth. The Team enjoyed a successful residential in Dartmoor and completed a community project where they raised money for materials to build a boardwalk at Upton Heath Country Park.

We have carried out a six month tracking process of young people that completed the Team Programme in December 2017. Out of the six young people that finished the programme, four have entered some form of employment, education or training with the two others remaining NEET (not in education, employment or training).

Where are we going in the future?

A SPARC (Safer People and Responsible Communities) course will be delivered in the Bournemouth and Poole area during Quarter 3 and this will be for young people aged 12-17 who are at risk of engaging in risk taking behaviour. The date and venue are yet to be confirmed.

In addition, we have undertaken twenty-three visits to schools, youth groups and adult talks, this included attending assemblies at Carter Community School regarding deliberate fire setting on heath following recent incidents.

KLOE 4: How are we delivering effective road safety education to reduce the risk of road traffic deaths and injuries?

Actions

Action Code	Action Name
1.1.7.4	How are we delivering effective road safety education in Bournemouth and Poole to reduce the risk of road traffic deaths and injuries?
<p>Progress comment: 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. The tertiary aims are to target all other road safety casualties.</p> <p>We are now represented on all our local Road Safety Partnership meetings in Dorset. DWFRS has representation on the Strategic Group, Road Death Overview Panel, Tactical Group and Education Training and Publicity Meetings. All three DWFRS Road Safety Staff have now qualified as road safety practitioners and as recommended by The National Fire Chief Council have attended both recognised road Safety courses run by the Road Safety GB Academy.</p> <p>Following on from our successful work educating several thousand staff from the British Army in the local area, in partnership, we bid to the Armed Forces Covenant Grant Fund and were awarded a grant of £19,250. The funding is specifically to produce the new road safety film that will be used in the intervention aimed specifically at Armed Forces personnel. The partnership behind the project are the Dorset & Wiltshire and the Devon & Somerset Fire and Rescue Services, The Ministry of Defence with assistance and input from Army HQ's, Naval Command and RAF Air Command. The film will form an integral part of a theatre style road safety presentation which will be delivered to large groups of Navy, Army & RAF personnel. It will be designed to reduce their risk of being involved in a Road Traffic Collision (RTC). This is a national project and the MOD will be expecting every MOD establishment to have this education in place.</p> <p>The film and theatre style intervention will comprise of a coherent but segmented storyline which will be used to link live speakers from the emergency services, family speakers and Armed Forces. The intervention will show the audience that when a crash happens, the impact stretches far and wide and there are numerous agencies involved. As these different emergency services arrive, the film will be paused, and a member of that emergency service will appear on stage to tell the audience about a collision that they have attended. The stories are real and told from the speaker's personal perspective.</p> <p>It is vital that the project follows an evidence-led approach. We are therefore working closely with the MOD road safety professionals and using the most recent data they have relating to RTC involving their personnel. We are also working with members of the Psychology Department from Plymouth University to tailor the intervention to meet the needs of our military audience. We will be evaluating the pilot events to see how effective they are in successfully triggering any necessary attitudinal and behaviour change within the audience towards in-vehicle risk-taking. The format will be based upon the highly effective Learn2Live and Safe Drive Stay Alive (SDSA) presentations and will be developed by specialist staff. Filming will be taking place on Salisbury plain and two DWFRS Fire engines and crew will be in the final film.</p> <p>We supported the Dorset Road Safe launch of the Don't Drink Drive campaign in June and looking forward we are planning the next SDSA delivery for 2018/19. 28 schools are currently on the programme and we have another 15 targeted to bring into the scheme. 5,630 students have already booked in to attend the roadshow (Dorset, Poole & Bournemouth). Of the eight new schools we are targeting across Poole and Bournemouth we have already signed up two, Canford and Bournemouth & Poole College.</p>	

2018 stats are January - May

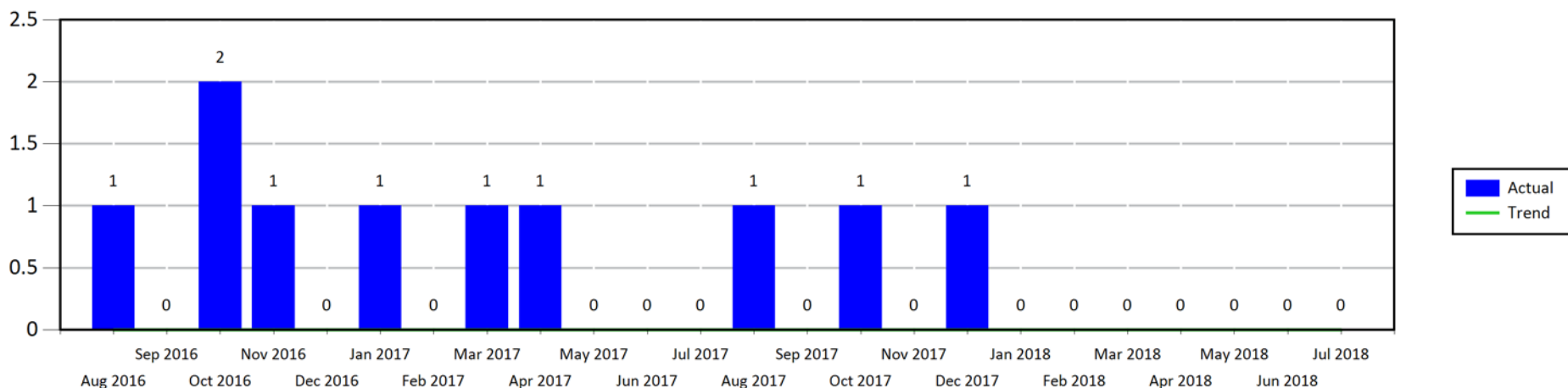
These Stats are for all of Dorset Road Safe area (including Poole & Bournemouth)

Casualties	2015	2016	2017	2018
Fatal	27	16	27	5
Serious	317	1323	289	85
Slight	1433	1233	1263	370

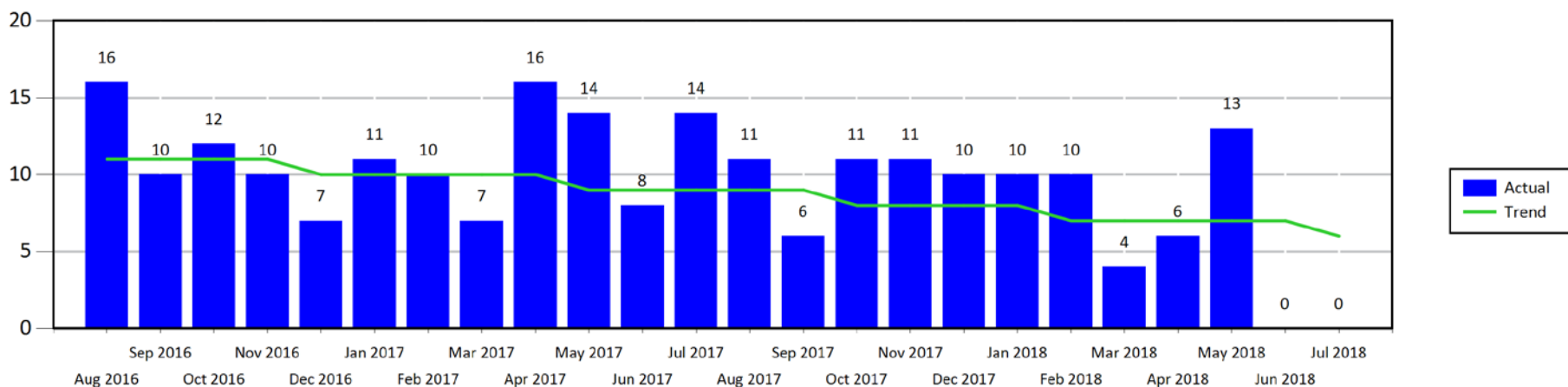
	2015	2016	2017	2018
Killed & Seriously Injured	344	339	316	90

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions-Bournemouth and Poole	Month	Jul 2018	0



KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions-Bournemouth and Poole	Month	Jul 2018	0



Priority: Protecting you and the environment from harm

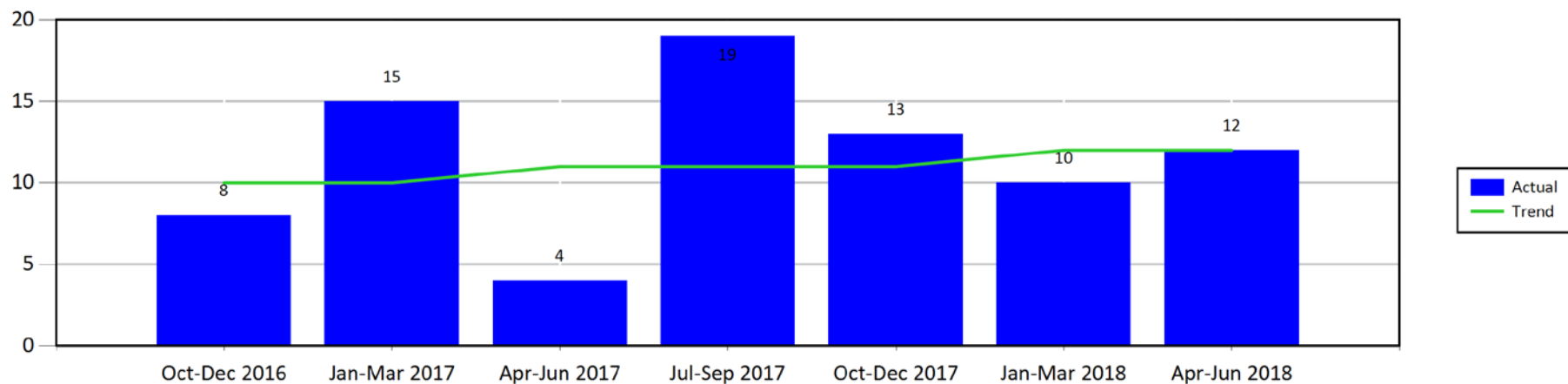
KLOE 5: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

Actions

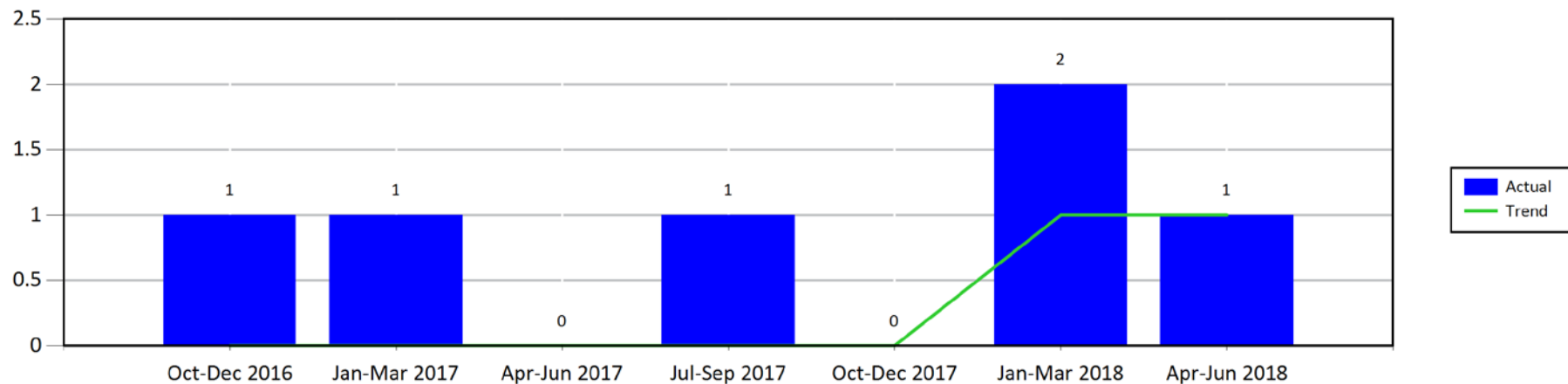
Action Code	Action Name
1.2.1.6	How are we effectively working with our partners in Bournemouth and Poole to safeguard the vulnerable people we come into contact with?
	<p>Section 11 of the Children Act 2004 places duties on a range of organisations and individuals to ensure their functions, and any services they contract out to others, are discharged with regard to the need to safeguard and promote the welfare of children (Working Together, Chapter 2).</p> <p>We have been involved in a Section 11 audit with Wiltshire Safeguarding Children’s Board (WSCB).</p> <p>The review has been carried out in the Wiltshire area, but the learning will reflect across Dorset, Poole and Bournemouth, Wiltshire and Swindon.</p> <p>WSCB are aware that we cover several Local Safeguarding Children’s Boards (LSCB) and are happy for them to have sight of the audit should the LSCB require this for quality assurance of work.</p> <p>DWFRS continue to attend Hoarding and Self-neglect Panel meetings contributing knowledge and experience to complex cases. Following guidance which sets out the shared understanding across key agencies of how we jointly respond to very serious situations of adult self-neglect (being trialled in Poole and Bournemouth and recently being set up in Wiltshire). The aim is to prevent death or serious injury by ensuring there is a shared multi-agency understanding and recognition of issues involved in working with individuals who self-neglect, ensuring effective multi-agency working and practice, agencies and organisations uphold their duty of care.</p> <p>Working alongside:</p> <p>Poole Adult Social Care, Dorset Health Care, Environmental Health, Dorset Police and Poole Housing Partnership plus other agencies when required on specific cases.</p> <p>The Safeguarding Coordinator attends a monthly meeting with other Safeguarding Leads (SL) 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 SL 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>DWFRS continue to work with multi agencies: Receiving referrals from the Police, South West Ambulance Service Trust (SWAST) and Red Cross across Poole and Bournemouth.</p> <p>We make referrals to Children Services, GPs and NHS Teams, Social Services, Police, Community Mental Health (CMHT), Sight and Hearing Teams, Falls Clinics and more.</p> <p>The Area Managers continue to represent the service on the Dorset Safeguarding Board. Area Manager Baker continues to meet with Dorset Police to discuss how, as a service, we can work together to set up an Adult Multi Agency Safeguarding Hub (MASH), across the Dorset, Poole and Bournemouth Area.</p>

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals from DWFRS- Bournemouth and Poole Borough Area	Quarter	Apr-Jun 2018	12



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals from DWFRS- Bournemouth and Poole Borough Area	Quarter	Apr-Jun 2018	1



KLOE 6: How are we providing advice, support and consistent regulation for local business so they can meet their legal fire safety obligations?

Actions

Action Code	Action Name
1.2.2.8	How are we providing advice, support and consistent regulation for local business in Bournemouth and Poole so they can meet their legal fire safety obligations?
<p>Progress comment: Fire Safety teams are committed to working at the heart of local communities. We have a targeted business support programme to audit local and high street businesses to raise awareness of their fire safety responsibilities, to educate and drive up voluntary compliance in fire safety standards.</p> <p>We focus on buildings where there is a sleeping risk and in 2018/19 have targeted Residential Care Homes, accommodation above commercial units and rogue landlords of Houses in Multiple Occupation (HMO).</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 maximise our impact in reducing both commercial and residential risks. • Address compliance issues in HMO and to protect vulnerable people who often reside in this type of housing. Multi-Agency work with Housing and Police. • Promote the Primary Authority Scheme to offer professional and consistent fire safety advice across a broad spectrum of businesses. <p>In this quarter we have completed:</p> <ul style="list-style-type: none"> • 123 Building Regulations consultations • 14 'INS1' Fire Safety Complaints (88% attended within 24 hours following assessment) • 38 Post fire audits • 68 Fire Safety Audits with approx. 50% completed as CFOA Short Audits • 40 Licensing applications <p>Common failings that fire safety inspecting officers find are:</p> <ul style="list-style-type: none"> • The failure to have completed a Fire Risk Assessment • Wedged open or poorly maintained fire doors • Inadequate education of staff in what to do in the event of fire • Poor records relating to weekly fire alarm and monthly emergency lighting tests • Out of date fire extinguishers 	

Teams are progressing with Local Enterprise Partnerships to offer support to a wide range of businesses in fire safety. This will take place over the year at planned events with other teams such as Trading Standards, Environmental Health and Building Control.

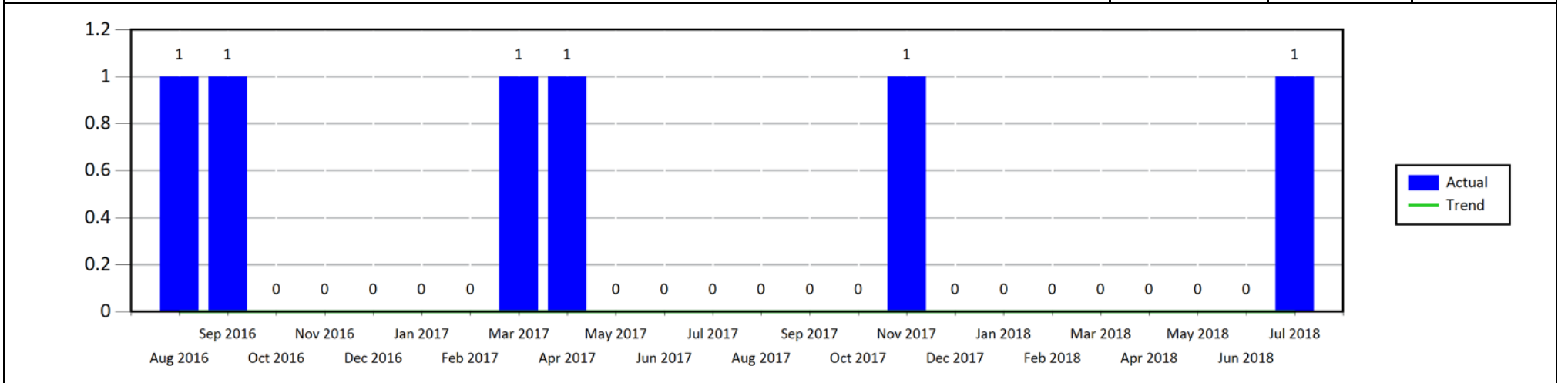
The team promote the Primary Authority Scheme across the Service which supports business growth and consistency of enforcement action. Magna Housing has properties across the Bournemouth and Poole area and is being considered for the scheme. Post Grenfell much of the team's work was dedicated to high rise and supporting building owners through testing times. We will continue to audit every residential care home which has not had an inspection in the last three years.

We will maximise our impact by using new data within Pinpoint to overlay layers of risk data to target commercial buildings at greatest risk from fire. We also work with Operational crews and partners to expand our activity, where appropriate we will use Prevention teams in blended activity.

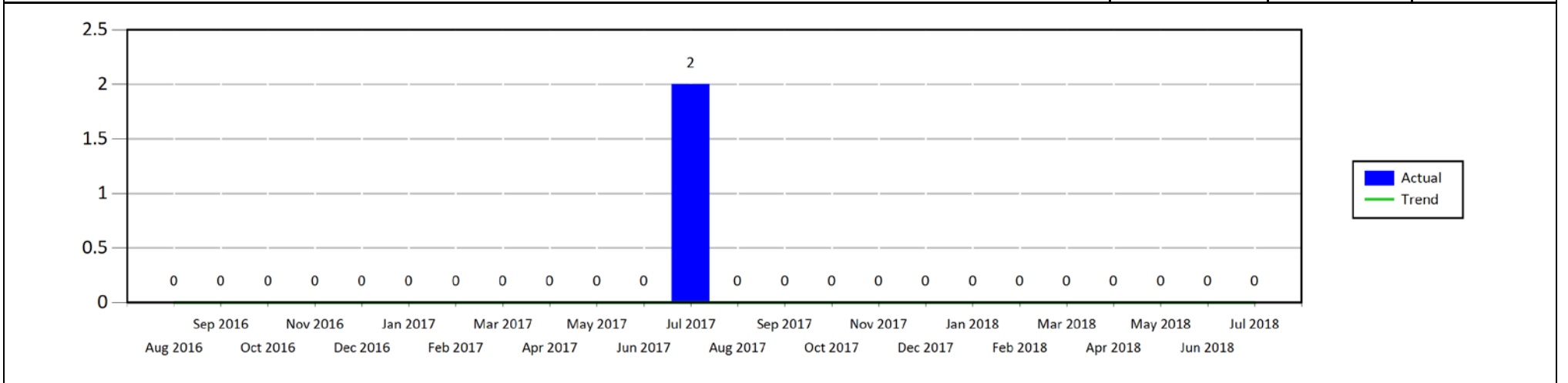
Our multi-agency joint partner work such as Operation Galaxy has resulted in fire safety standards being raised. Our inspectors work closely with Safe and Well teams to deliver home safety advice 'behind the front door' to protect vulnerable people from fire.

Key Performance Indicators

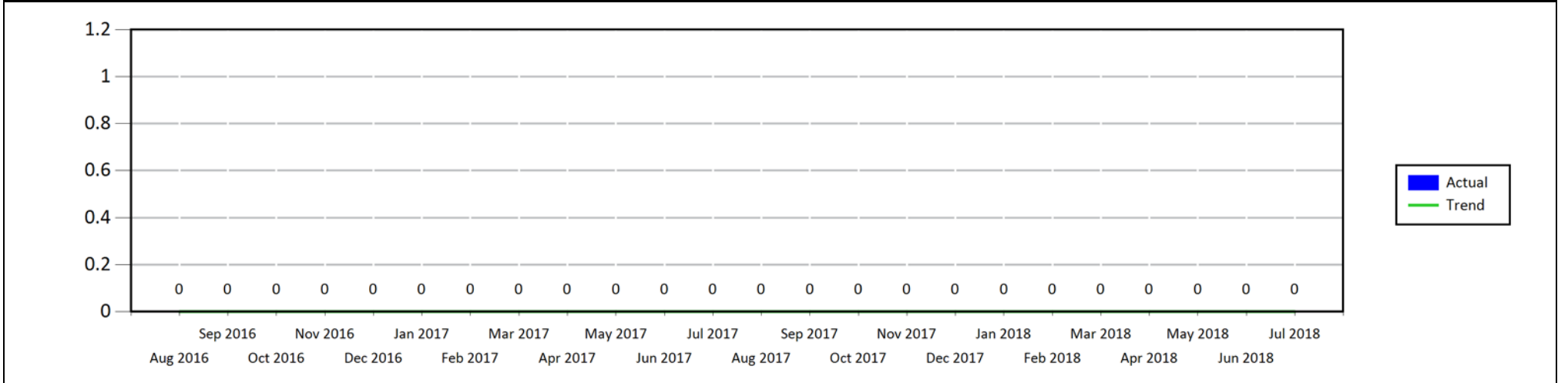
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Bournemouth and Poole Borough	Month	Jul 2018	1



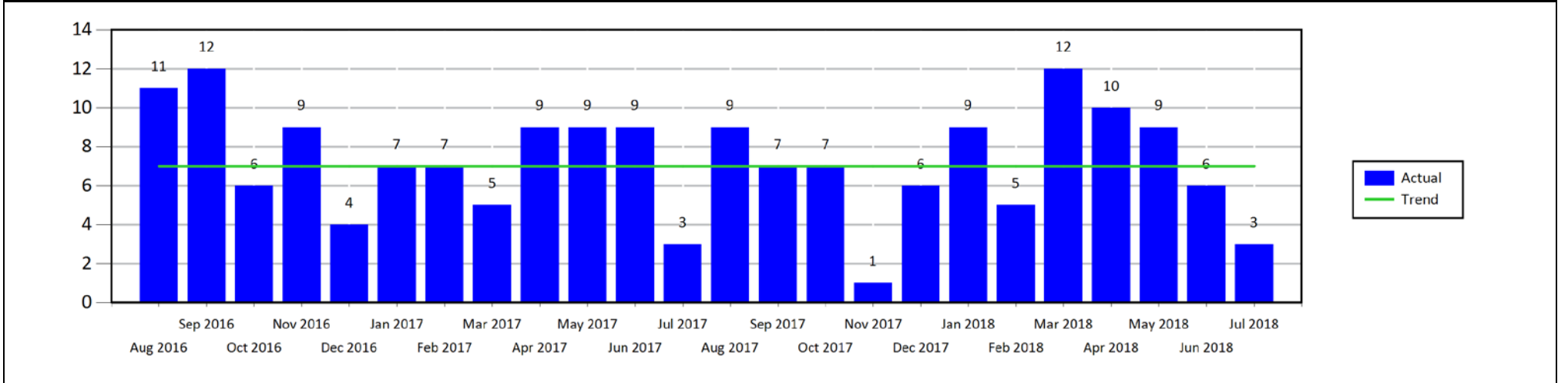
KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Bournemouth and Poole	Month	Jul 2018	0



KPI Title	Period	Time Frame	Period Actual
Number of prosecutions in Bournemouth and Poole Borough	Month	Jul 2018	0



KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in Non domestic properties-Bournemouth and Poole Borough	Month	Jul 2018	3



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

Actions

Action Code	Action Name
1.2.3.6	How are we identifying and driving down risks to the community, heritage and environment in Bournemouth and Poole?
<p>Progress comment: Operational crews continue to gather and review information on key risks within their geographical areas to help ensure that they are prepared for emergency incidents should they occur. The highest risk sites have Site Specific Risk Information (SSRI) produced which is available for crews on mobile data terminals when they attend incidents. This information is regularly audited and updated by crews to ensure it is up to date, accurate and relevant. Station Managers liaise and coordinate with partners and risk owners/occupiers to assist them in producing information and guidance on their risks that is also made available to operational crews. This can include the production of tactical fire plans; salvage plans and environmental protection plans.</p> <p>Area Management teams work closely with the Fire Safety teams to ensure operational crews are made aware of fire safety issues and to ensure work is undertaken with risk owners to reduce their risk of a fire starting and to make sure expected control measures and information are available. Specific work takes place with local authorities and environmental partners on heathland fire safety including wildfire weather predictions and flood working groups.</p> <p>Significant work has gone on within the Bournemouth and Poole Area following the Grenfell Towers fire. This has included the commissioning and implementation of inspections and visits to all residential high rises within the area (around 200 premises) by operational crews and fire safety officers for the higher risk buildings. The area management team and fire safety teams have attended partnership meetings and public meetings to support the communities of Bournemouth and Poole that may be affected by the Grenfell Tower fire and the perceived shift in risk following this very tragic event. This work has been supported strategically by the Chief Fire Officer directly and through the media team and the Service website.</p> <p>As a Category 1 responder we play an active role in supporting Local Resilience Forums that cover our service area. This includes planning, preparing and responding to risks within the community risk register, also actively participate in reviewing local plans that complement generic risk plans. Where this could have an impact on our emergency response, these plans are shared with the Integrated Risk Management Planning Team for inclusion in any reviews of our emergency cover arrangements.</p> <p>We have Mobile Data Terminals (MDTs) which can display chemical, crash, hydrant, mapping and risk data. Messaging and crewing functionality via the Airwave Network was added in 2015 when the Network Fire Service Partnership (NFSP) was activated. MDTs have now gone beyond their original end of life although their functionality remains in place. The Service has developed a replacement plan to make sure that operational crews have access to all the electronic data and risk information they require to ensure safe and effective ways of working are put in place at all operational incidents. This work is being undertaken with an awareness of the impending changes that will be required as part of the Emergency Services Network (ESN) Programme which is the government sponsored replacement for Airwave.</p> <p>A process is in place identifying and driving down risk in our community. Pinpoint and Mosaic (specialist computer modelling software) are used to determine and target those who are most at risk, and prevention and protection resources are prioritised to mitigate individual and community risks that sit outside our response standard areas.</p>	

We are re-inspecting Sites of Special Scientific Interest (SSRI) for any buildings of note and carrying out /renewing SSRIs for all high-rise properties across the two boroughs. We use our Community Fire Risk MIS System to identify Grade 1 and 2 Star listings status.

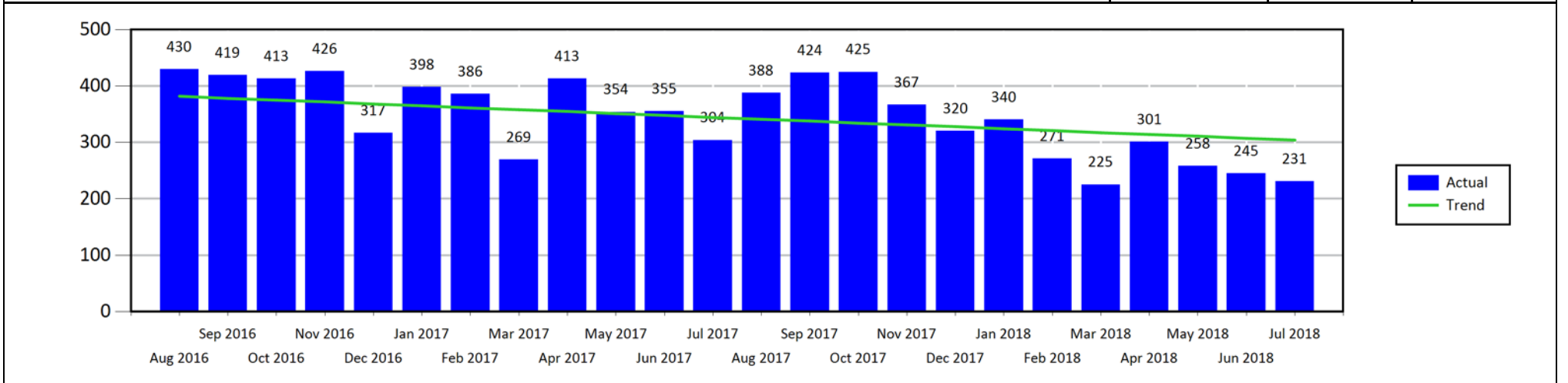
We continue to maintain effective links with developments in our area and respond to local consultations, for example, the review of the Poole Local Plan and the Boscombe community plan, to ensure that we have an influence on how proposed developments may impact on DWFRS resources in the future.

Sites of special scientific interest within the area are being protected through the Urban Heath Partnership, the service is coordinating heathland patrols at high risk times. We support the operational heathland partnership led by Dorset police. Fire plans have been produced for the heath risk across the boroughs and these are available on the MDTs for responding crews.

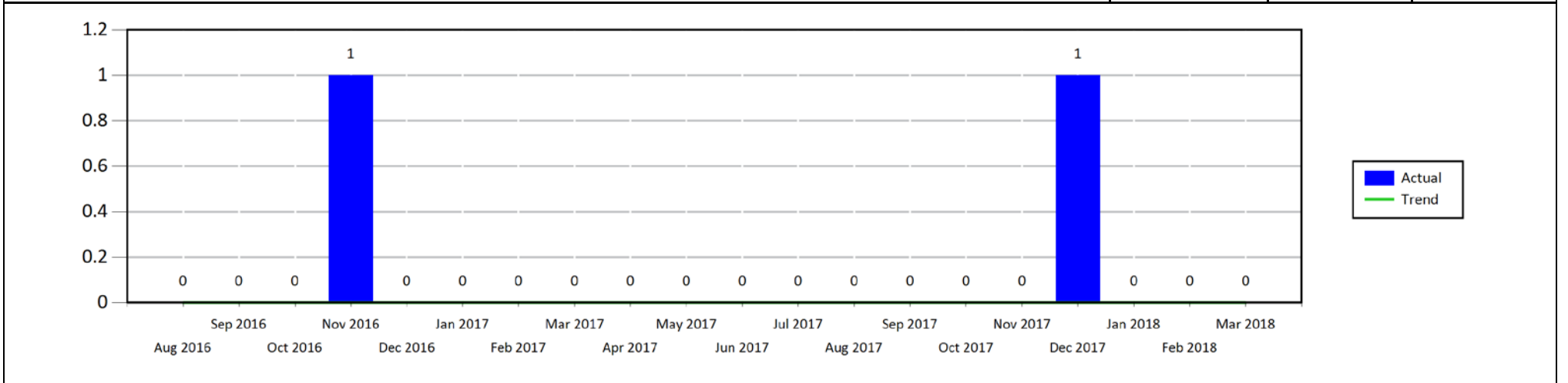
Operation Heathland Group continues to strive to reduce heath/wildfire risk in the local area and the Poole Island Group continues.

Key Performance Indicators

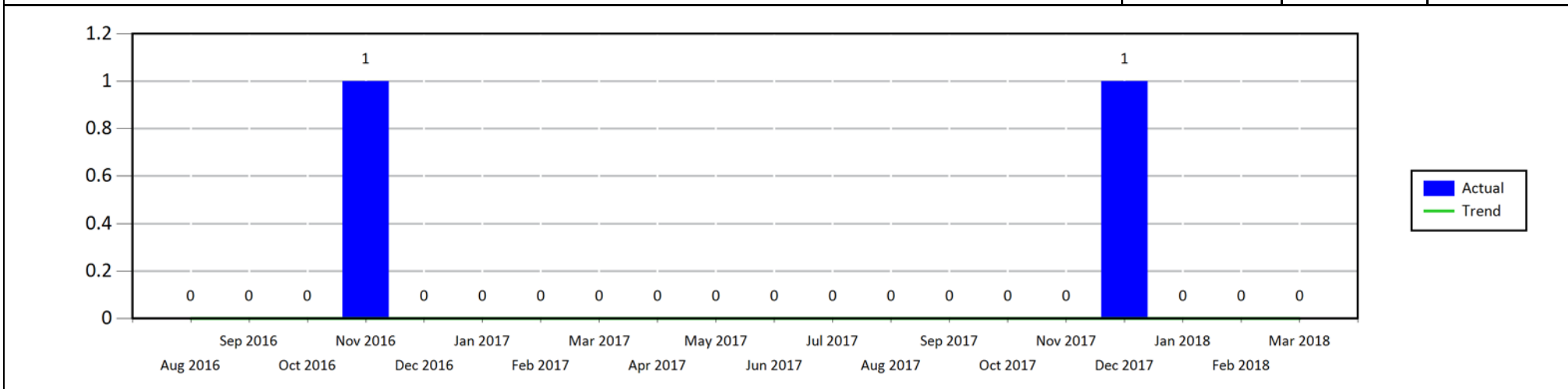
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Bournemouth and Poole Borough Council	Month	Jul 2018	231



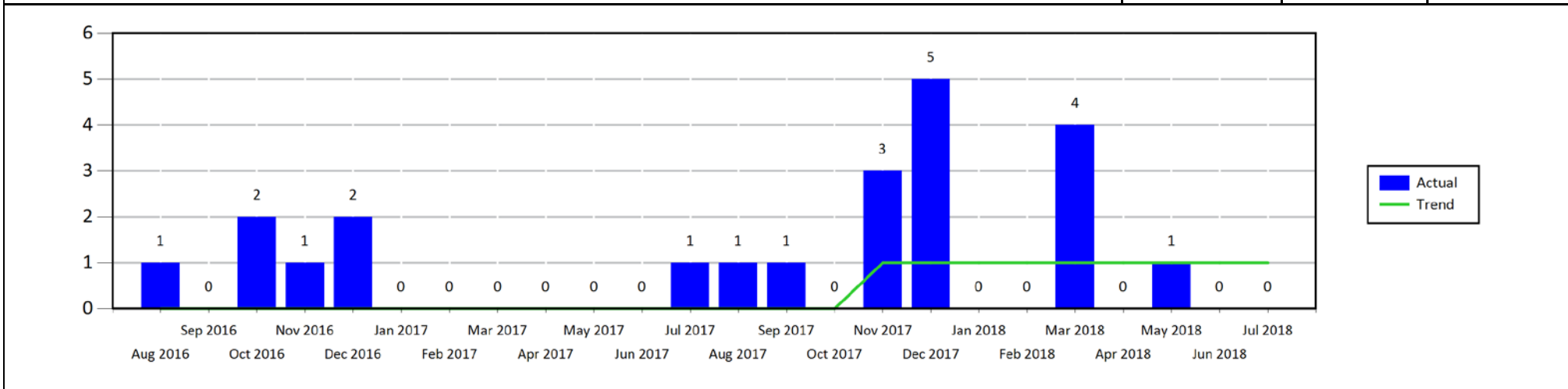
KPI Title	Period	Time Frame	Period Actual
PRE01- Number of fire related deaths - Bournemouth and Poole Borough	Month	Mar 2018	0



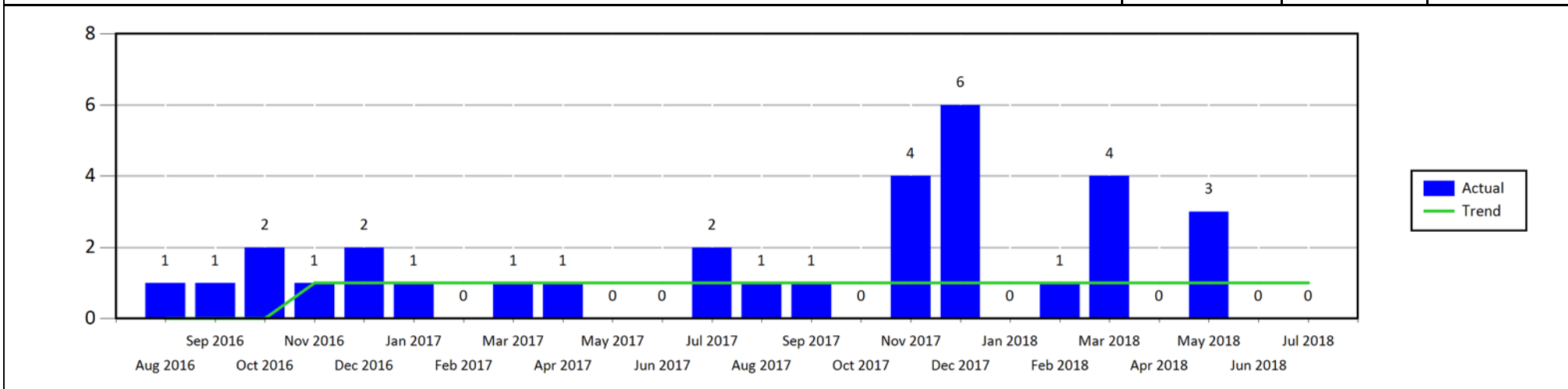
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Bournemouth and Poole	Month	Mar 2018	0



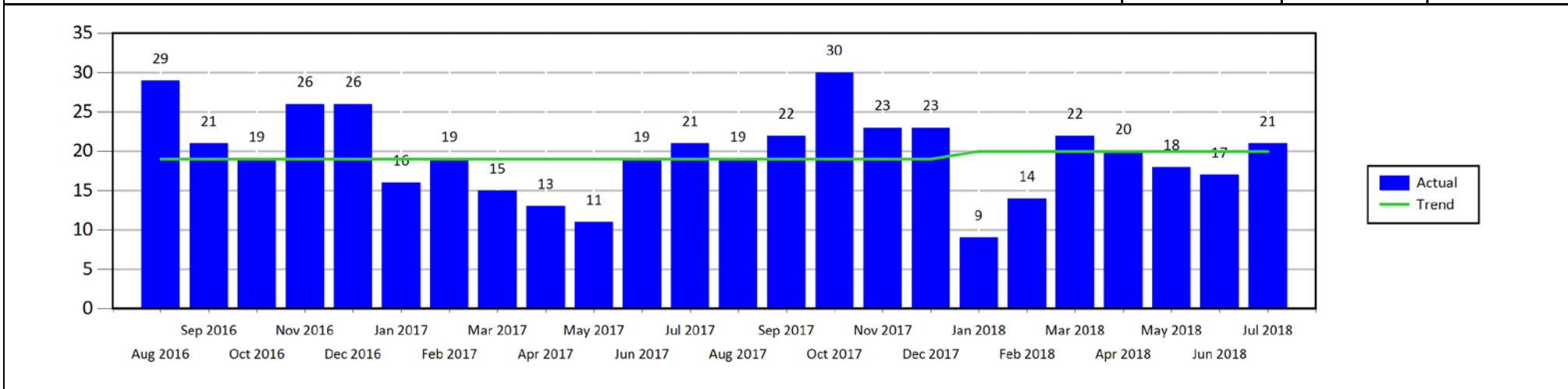
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Bournemouth and Poole Boroughs	Month	Jul 2018	0



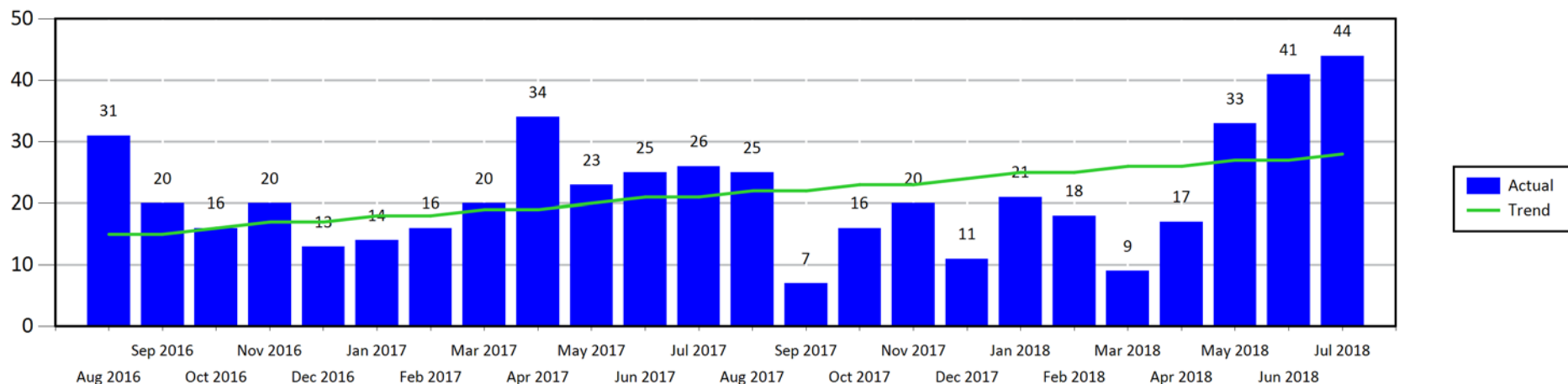
KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Bournemouth and Poole Borough	Month	Jul 2018	0



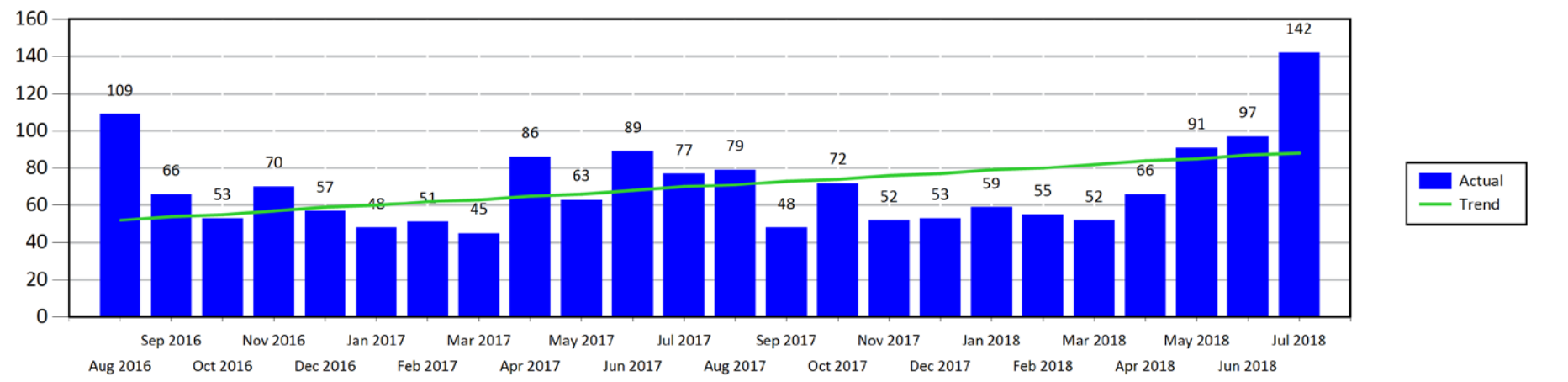
KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Bournemouth and Poole Borough	Month	Jul 2018	21



KPI Title	Period	Time Frame	Period Actual
PRE05-Number of deliberate fires (primary + secondary) - Bournemouth and Poole Borough	Month	Jul 2018	44



PRE06-Number of fires - Bournemouth and Poole Borough	Month	Jul 2018	142
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KLOE 8: How do we effectively support our local resilience partnership arrangements to make sure we can fulfil our statutory responsibilities and improve community resilience?

Actions

Action Code	Action Name
1.2.4.6	How do we effectively support local resilience partnership arrangements In Bournemouth and Poole to make sure we can fulfil our statutory responsibilities and improve community resilience?

Progress comment:

Dorset & Wiltshire Fire and Rescue Service (DWFRS) are a statutory member of the local resilience forum known as a Category 1 Responder under the Civil Contingencies Act and a member of blue light groups in both Dorset and Wiltshire. These groups include members of the Police, Ambulance and Fire and Rescue service, this is a sub-group of the Local Resilience Forums (LRF). A typical meeting includes briefings on the latest threat from terrorism, VIP visits, new operational guidance and training opportunities, followed by debriefs of significant incidents where members are able to discuss from different perspectives and implement changes or make recommendations for improvement. The most significant learning points are raised nationally using the JESIP Joint Organisational Learning (JOL) system.

Community resilience events are held by the local authority and as joint events by members of the LRF to promote the benefits of local level emergency planning, a strong example of community resilience in action is the flood warden scheme run by the Environment Agency with support from partners. This scheme engages local people to act as community representatives, reporting flood information, informing their community and helping prepare for a flooding emergency. Community resilience plan templates are available on LRF and partner websites which help communities understand and assess their risk and make local plans to respond. A key benefit of this process is engagement with responders and establishing an understanding of the realistic response of the emergency services.

Using a team known as the Civil Contingencies Unit (CCU) we contribute to the assessment of community risk based on national guidance. By understanding risk and the priorities for our area, we can understand the impact of emergencies occurring and work with statutory partners to assess the gaps in our ability to respond. Joint plans are created to respond to specific types of emergencies as well as generic areas such as command and control. LRF plans are supported through training and exercising to provide assurance that plans are effective and that the capability to respond is in place. Coordination of messages to the public is carried out through our warning and informing group. Information can be shared securely among partners using the Resilience Direct platform, which holds copies of local plans, and can provide access to mapping.

The LRF Executive have commissioned an independent review into the delivery of the CCU. This review will be in two stages, one to assess the efficiency and effectiveness of the CCU against the deliverables against which it was created; two to review the method of discharging collective and individual duties under the Civil Contingencies Act particularly in light of the potential Local Government Review across Dorset.

Our LRF is overseen and coordinated by a Business Management Group (BMG) and an executive group. Which oversees the work plan and provides strategic or tactical direction. Staff are continuing to maintain competence in water rescue in order to respond to our community need during possible future spate conditions. DWFRS are continuing to carry out Joint Emergency Services Interoperability Programme training with our partners, including Coastguard, South West Ambulance Service Trust, Police and RNLI. 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.

Priority: Being there when you need us

KLOE 9: Are appliances available when we need them?

Actions

Action Code	Action Name
1.3.1.6	Are appliances in Bournemouth and Poole available when we need them?

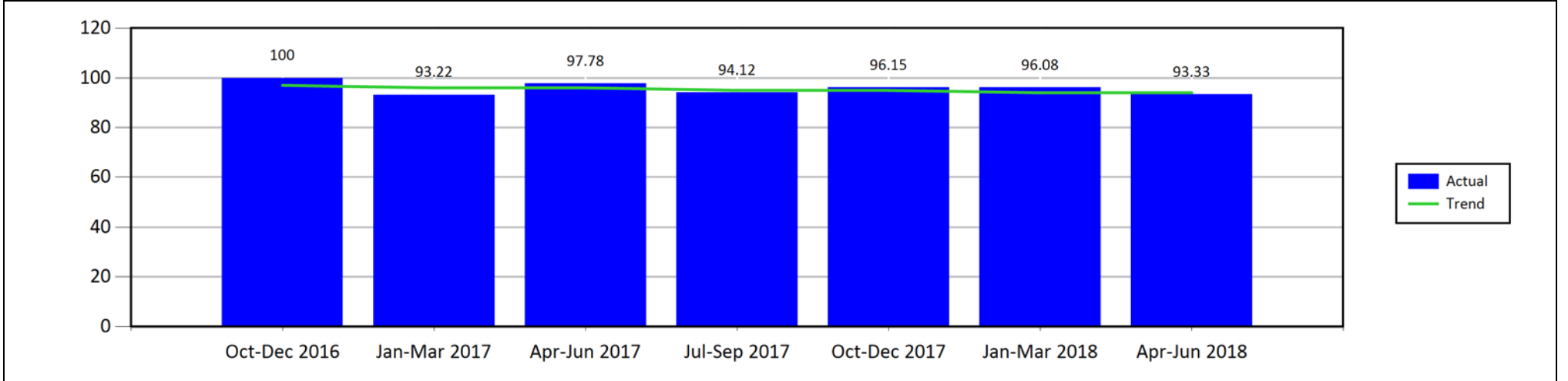
Progress comment:

The purpose of response arrangements is to save life, protect property and also to reduce 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. The corporate target is that on 75% of occasions the first pumping appliance will achieve an attendance time of ten minutes to all premise fires; this response time includes call handling, mobilisation and travel time. The key performance indicators to support this target are ninety seconds call handling, two minutes turn out time for WDS (Wholetime Duty System) or five minutes for on-call with the remaining six and a half or three and a half minutes respectively for travelling to the incident. The standard for the second pumping appliance is thirteen minutes to premises with a sleeping risk e.g. dwellings, hotels, prisons and fifteen minutes for non-sleeping risks. The response standard for RTCs is fifteen minutes for the first pumping appliance. For domestic premises outside of these travel times increased prevention activity is undertaken to reduce the risk of fire. This is achieved through the use of the Pinpoint system which all Safe and Well advisors, on-call support officers and whole-time crews are trained. Whilst the majority of our response standards in areas with wholetime appliances are met the Service continually monitors and seeks improvements in on-call availability to minimise response times. Where standards are not met for an incident within the response time boundaries, each case is investigated to improve performance wherever possible.

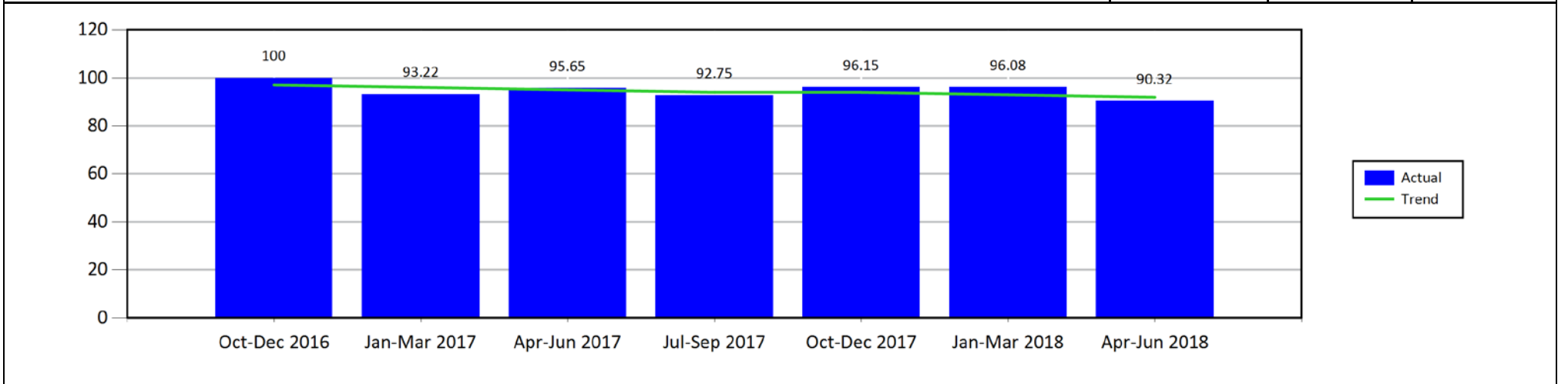
The appliances in Bournemouth and Poole are predominantly crewed by wholetime duty system staff, therefore we have a very high level of availability. We have two pumps crewed by on-call staff at Hamworthy and Poole and a new Ariel Ladder Platform has gone on the run at Westbourne Fire Station during this quarter.

Key Performance Indicators

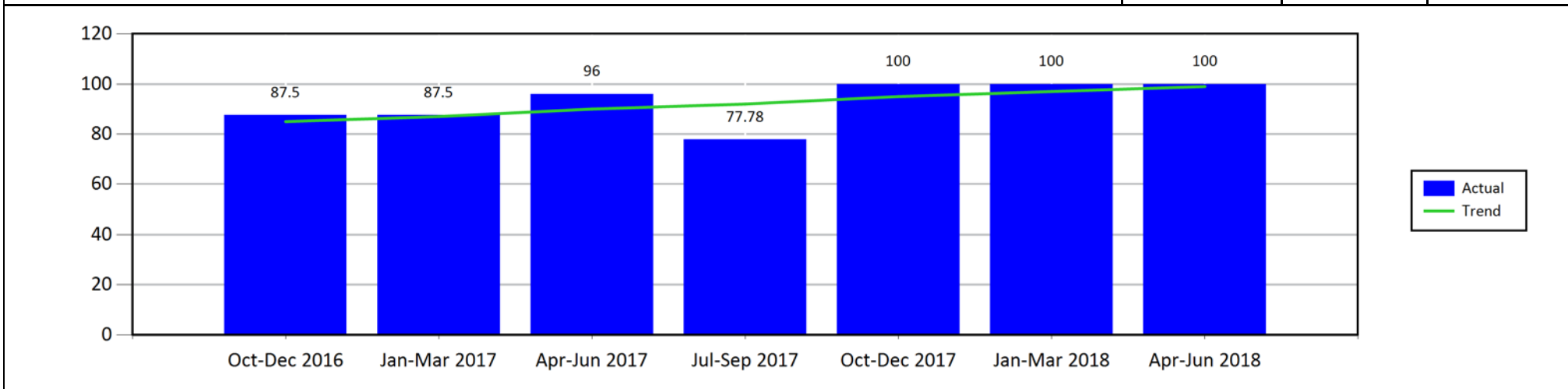
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Bournemouth and Poole Borough	Quarter	Apr-Jun 2018	93.33%



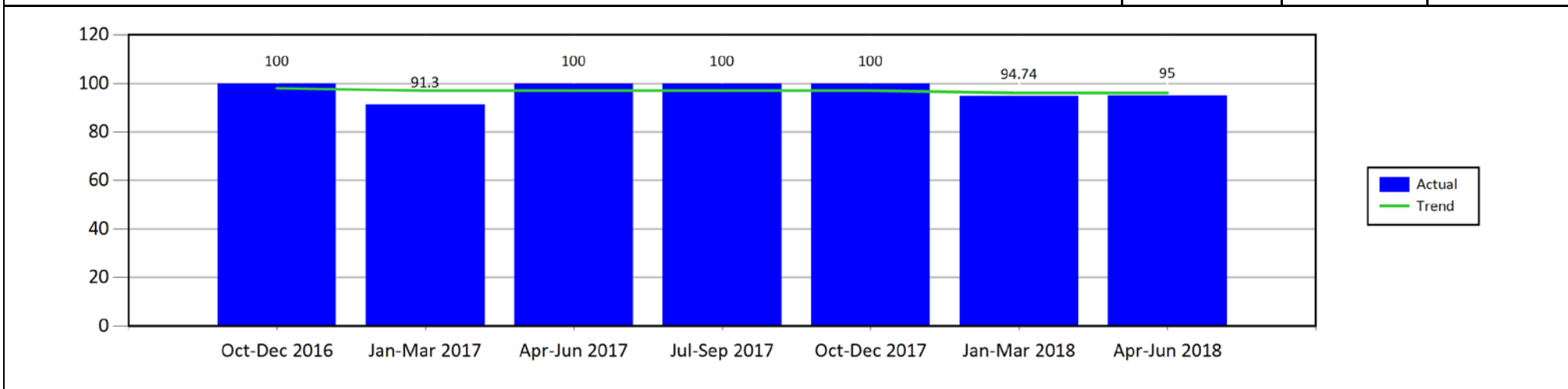
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Apr-Jun 2018	90.32%
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KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Apr-Jun 2018	100%



RES05-Percentage of road traffic collisions where the first appliance met the response standard-Bournemouth and Poole	Quarter	Apr-Jun 2018	95%
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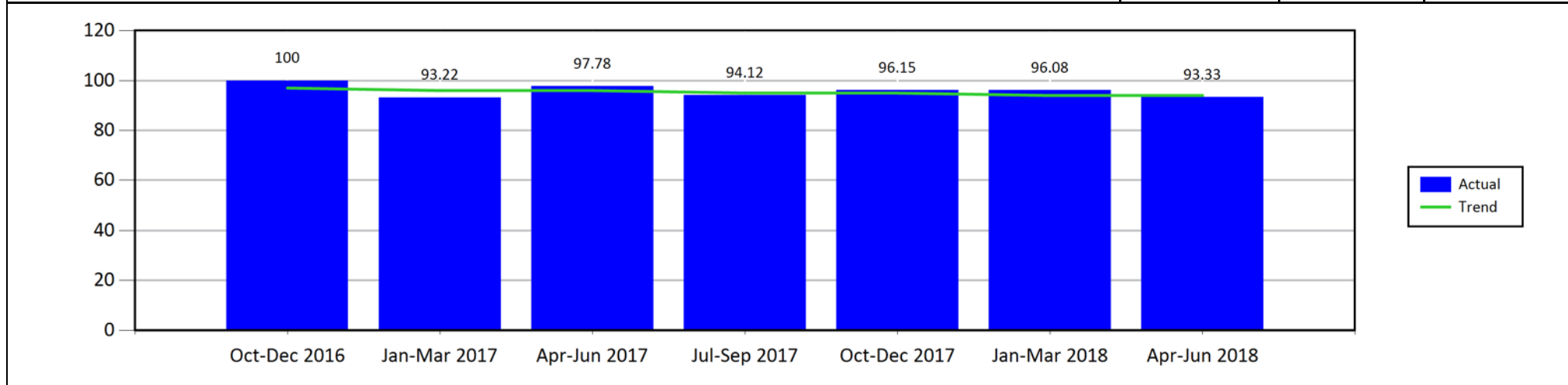
KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

Actions

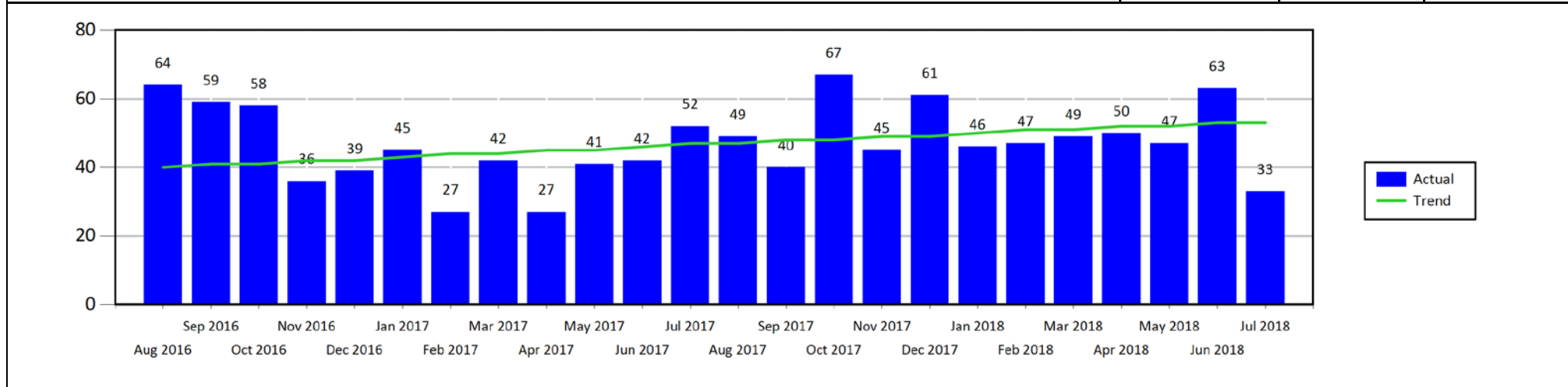
Action Code	Action Name
1.3.2.10	How effective and efficient are our response arrangements in Bournemouth and Poole for dealing with the range of incidents we attend?
<p>Progress comment: The Emergency Response Standards introduced by the Authority are life-focused indicators setting challenging targets for a wider variety of incidents. The first two indicators measure the percentage of properties with a 'sleeping risk' (dwellings, hotels, prisons, caravan parks, etc.) where the first appliance attended a fire within ten minutes from time of call and the second appliance in thirteen minutes. We then look at ten and fifteen for a non-sleeping risk such as commercial premises and the 1st pump to an RTC in fifteen minutes. Due to the crewing arrangements within the Areas, we have a very high level of achievement of performance for the response standards set. Where the standard was not made for an incident within the response time boundaries, each case is investigated to establish the facts, with a view to improving performance wherever possible. We continually meet the majority of our response standards in areas with wholetime appliances.</p> <ul style="list-style-type: none"> • Sleeping risk first pump 90.3% (56/62) - of the six fails, two were outside the travel time isochrone • Sleeping risk second pump 97.8% (45/46) - of the one fail, none were outside the travel time isochrone. If the second pump isn't available or the driver/Officer in Charge lives furthest away from the station, or it's a one pump station we group the incidents in the commentary for the indicator to explain the results • Other buildings first pump 100% (22/22) • Other buildings second pump 92.3 % (12/13) - of the one fail, none were outside the travel time isochrone • RTC first pump 95% (19/20) - of the one fail, none were outside the travel time isochrones 	

Key Performance Indicators

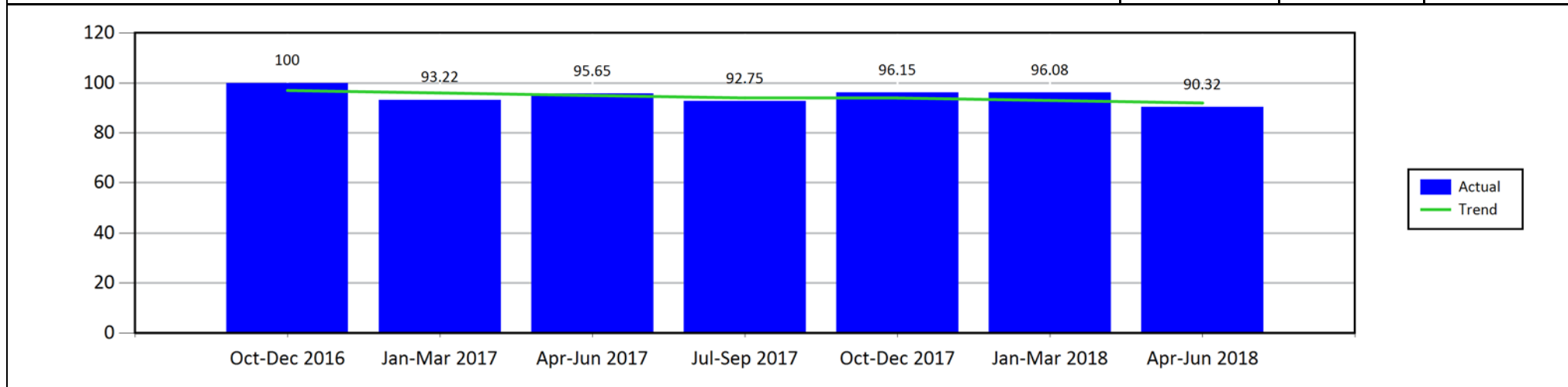
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Bournemouth and Poole Borough	Quarter	Apr-Jun 2018	93.33%



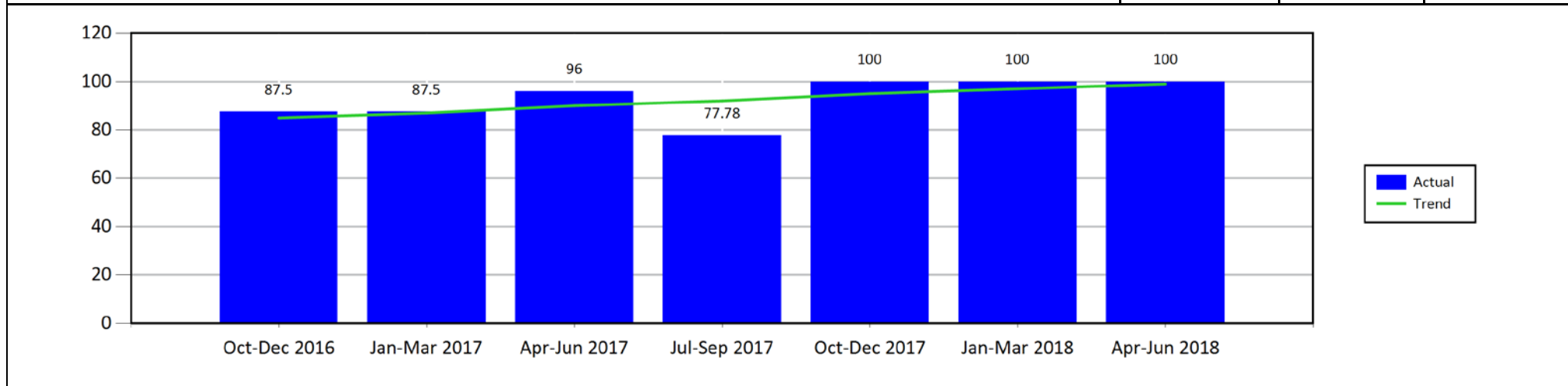
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Bournemouth and Poole	Month	Jul 2018	33



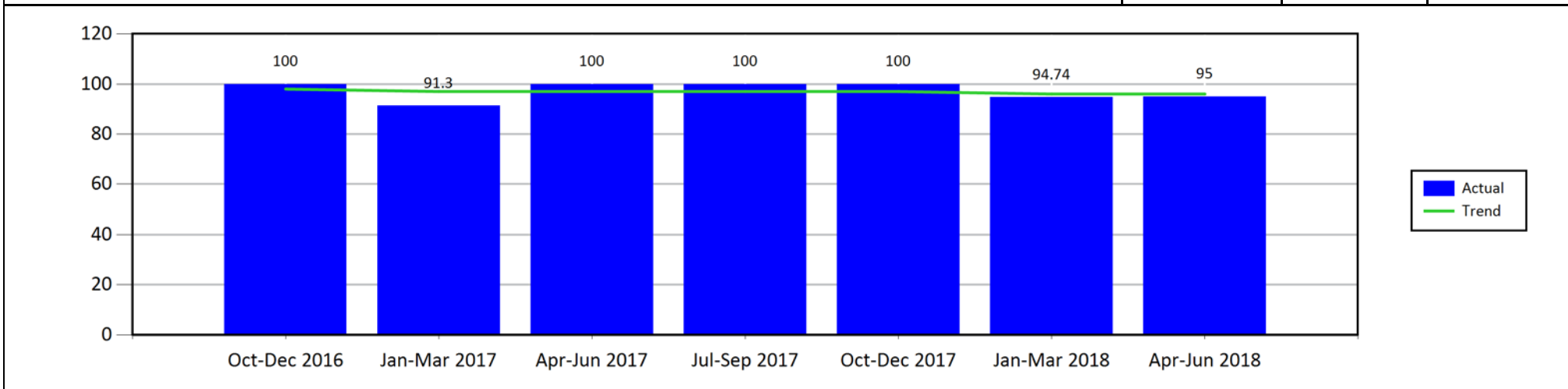
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Apr-Jun 2018	90.32%



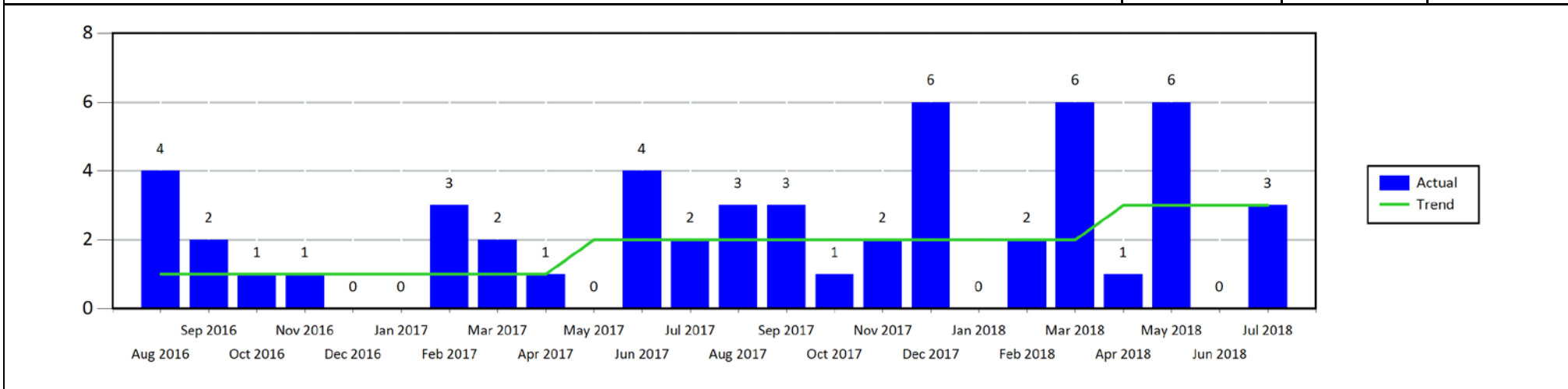
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Bournemouth and Poole	Quarter	Apr-Jun 2018	100%
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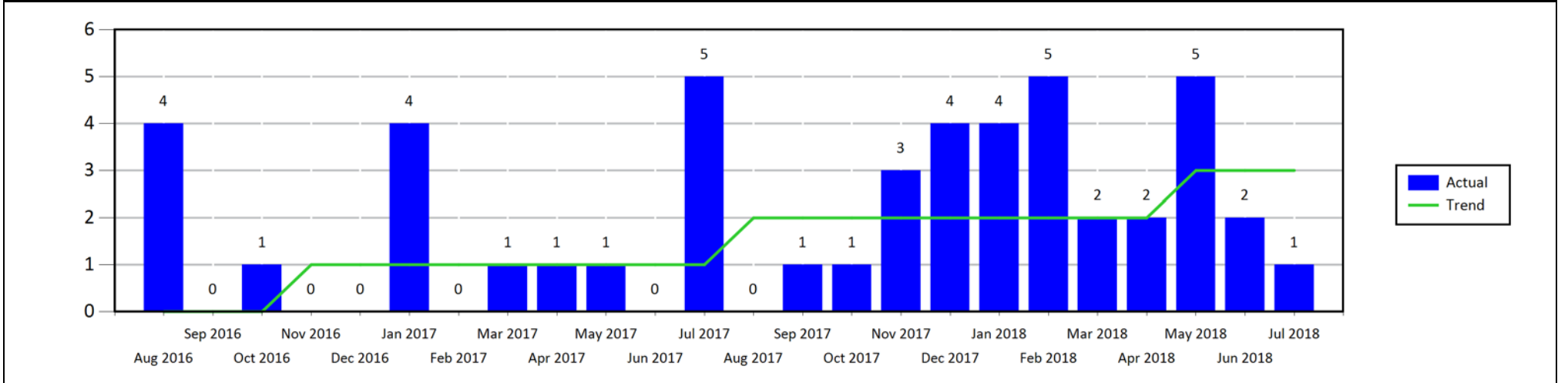
KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Bournemouth and Poole	Quarter	Apr-Jun 2018	95%



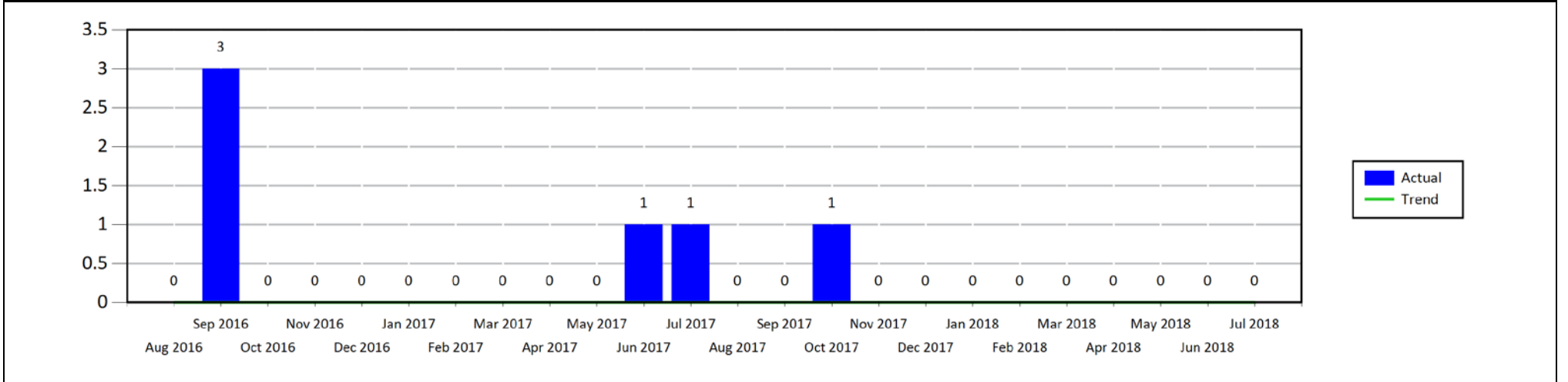
KPI Title	Period	Time Frame	Period Actual
RES11-Number of people rescued at fire related incidents-Bournemouth and Poole	Month	Jul 2018	3



KPI Title	Period	Time Frame	Period Actual
RES12-Number of people rescued from RTCs-Bournemouth and Poole	Month	Jul 2018	1



KPI Title	Period	Time Frame	Period Actual
RES13-Number of people rescued from flooding-Bournemouth and Poole	Month	Jul 2018	0



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
1.3.3.14	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Bournemouth and Poole?

Progress comment:

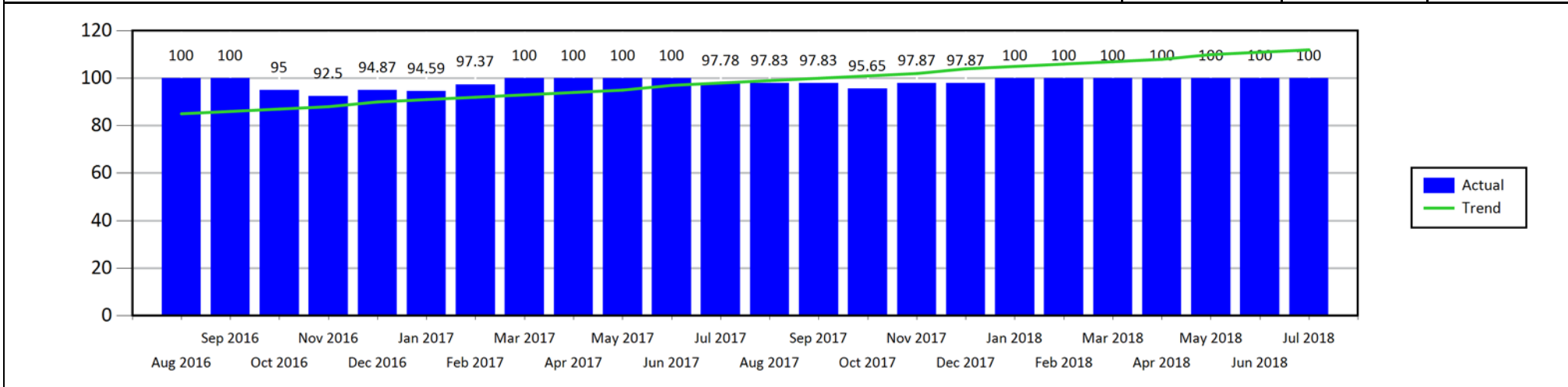
Extensive work has been undertaken to continue to ensure that all operational personnel are afforded the opportunity to maintain an appropriate level of competence that is necessary for them to undertake their role efficiently, effectively and safely.

Operational training has continued to be a key focus of the Bournemouth and Poole group to ensure that all firefighters are competent within their respective roles. 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.

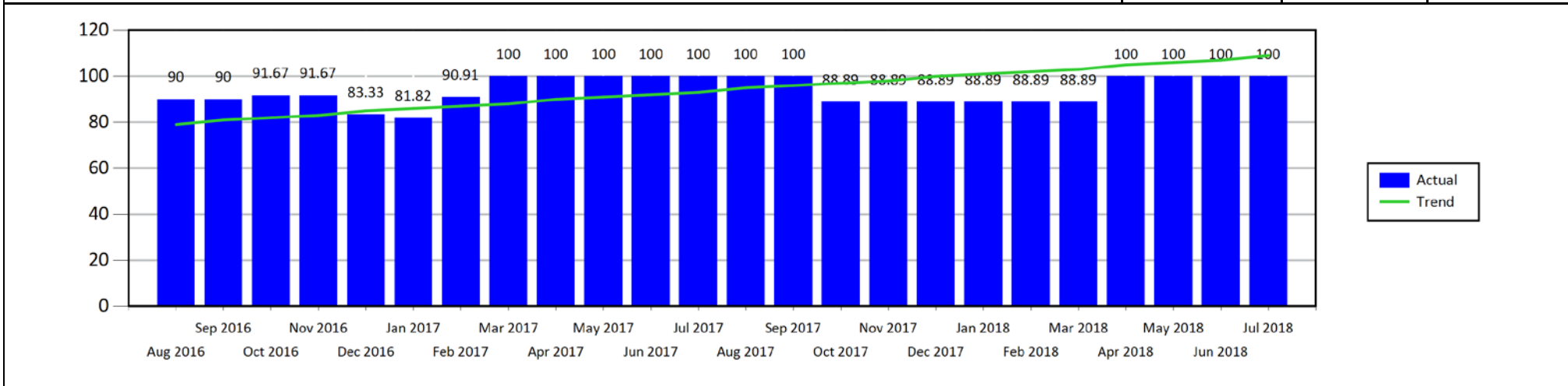
Training continues to be planned quarterly for the on-call staff and this includes combined training between stations and district exercises. This supports the maintenance of competence; current levels are high. The Operational Licence requirements are being managed very well across the area, to ensure that critical skills e.g. breathing apparatus, emergency driving and command are maintained to a very high level.

Key Performance Indicators

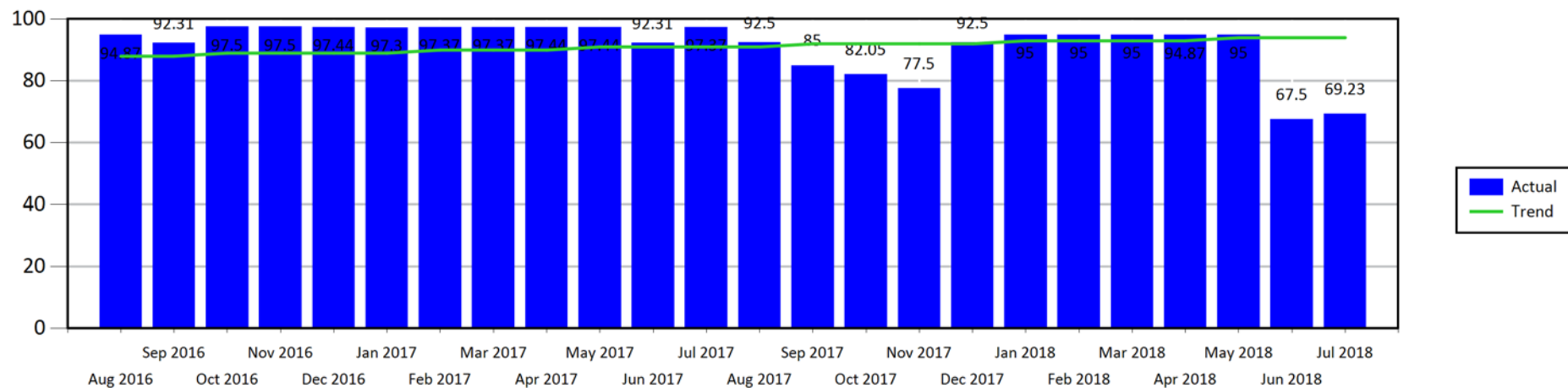
KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Bournemouth & Poole stations (WT)	Month	Jul 2018	100



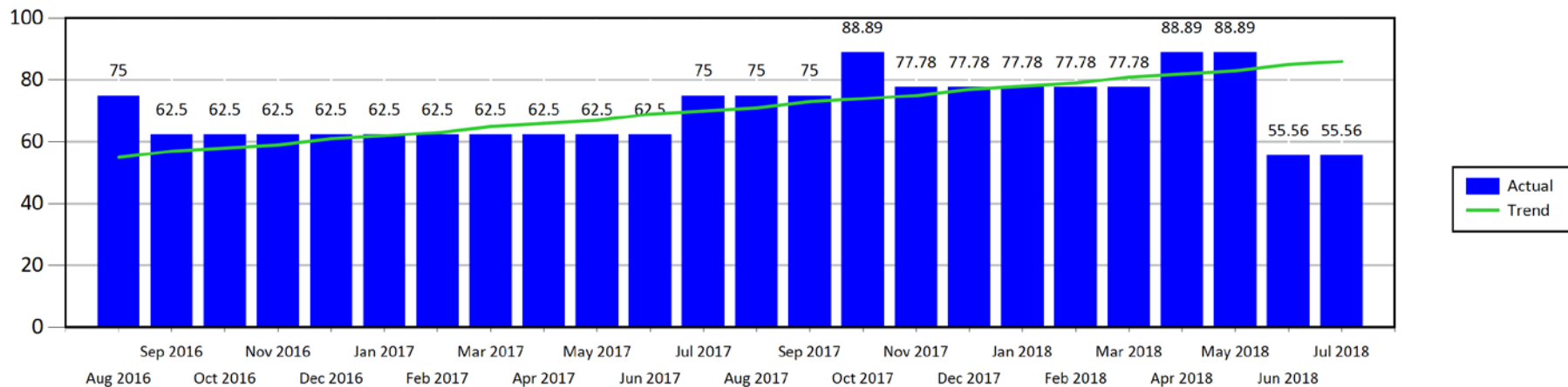
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Bournemouth & Poole stations On-call	Month	Jul 2018	100%
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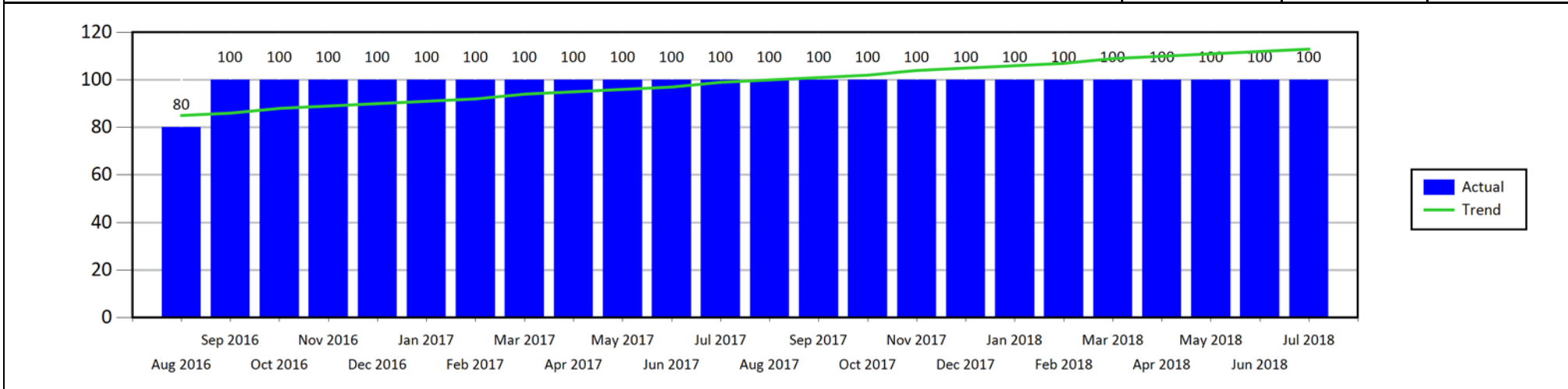
KPI Title	Period	Time Frame	Period Actual
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Bournemouth & Poole Area Stations (WT)	Month	Jul 2018	69.23



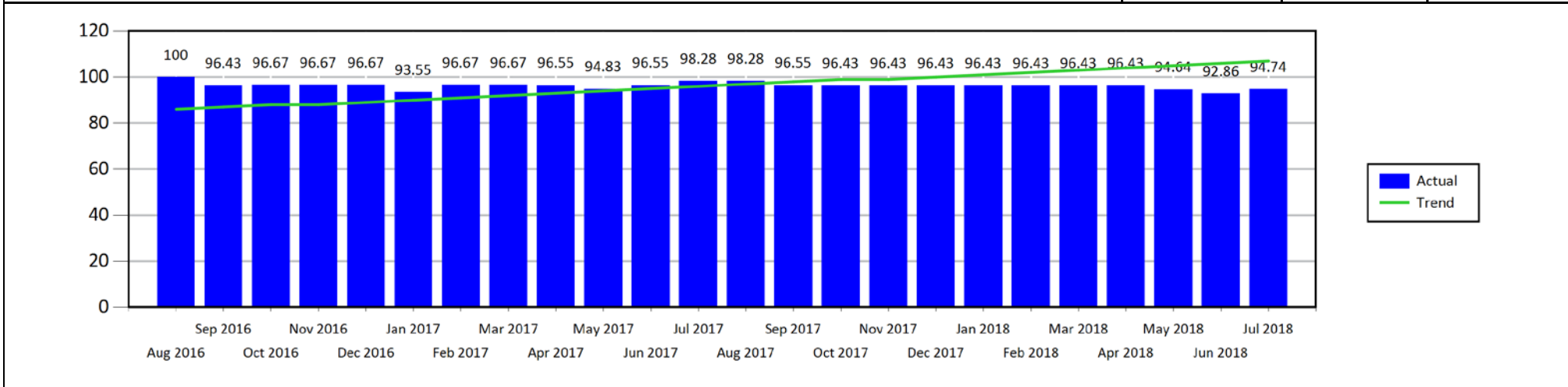
KPI Title	Period	Time Frame	Period Actual
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Bournemouth & Poole Area Stations	Month	Jul 2018	55.56%



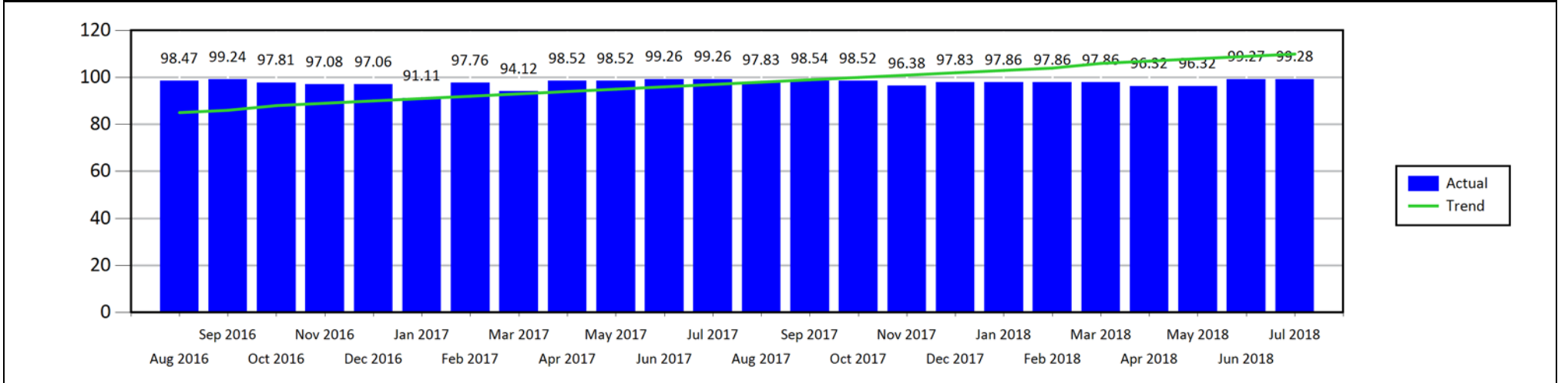
KPI Title	Period	Time Frame	Period Actual
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Bournemouth & Poole Area Stations (On-call)	Month	Jul 2018	100%



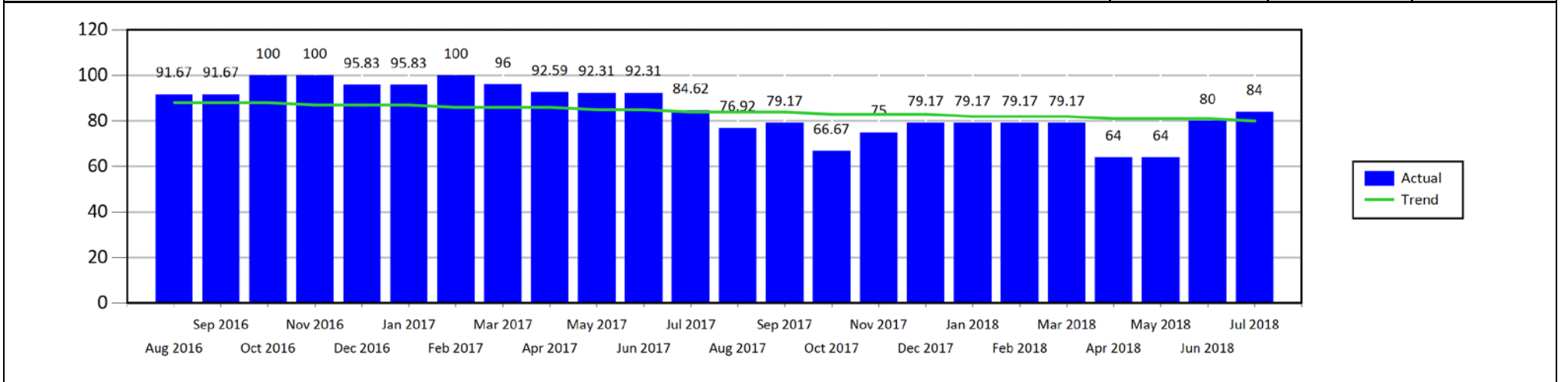
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Bournemouth & Poole Area Stations (WDS)	Month	Jul 2018	94.74
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KPI Title	Period	Time Frame	Period Actual
PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Bournemouth & Poole Stations (WT)	Month	Jul 2018	99.28



PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Bournemouth & Poole Stations On-call	Month	Jul 2018	84%
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KLOE 12: How do we learn from operational and community risk; to improve the response services we provide?

Actions

Action Code	Action Name
1.3.4.6	How do we learn from operational and community risk in Bournemouth and Poole; to improve the response services we provide?
<p>Progress comment:</p> <p>Outcomes from multiple risk identification work streams inform the wider Service of the necessary inputs in order to mitigate and where possible reduce the risk to the public and firefighters. This is achieved by capturing and feeding back learning points and notable practice from operational incidents. This also includes a review of the operational training to meet the risk, provision of risk information to responding crews to ensure consistency in understanding and a review of the weight of response thereby ensuring that the most appropriate vehicles with the correct number of trained firefighters are mobilised in the first instance.</p> <p>Managers are automatically mobilised to a range of incidents to carry out operational quality audits. This learning is utilised to inform future training through directed training, future procedural and equipment changes. Furthermore, all personnel participate in incident debriefs immediately after an incident as well as structured debriefs for significant or notable events.</p> <p>These are achieved through command debriefs which are organised by the Area Management Team for larger incidents and any operational learning is fed back into the Service to attain organisational development and improvement. A multi-agency debrief recently took place following the Major incident for the Snow events in March and for a high-rise property fire that occurred in Bournemouth in April.</p> <p>Significant incidents are debriefed and learning outcomes are fed through the new Operational Effectiveness database. Staff returns have been through these internal systems which are being constantly monitored and are improving.</p>	