

Performance Report for 1st Quarter

Dorset & Wiltshire Fire and Rescue Service

Dorset Local Performance & Scrutiny Committee

01/04/2018 - 30/06/2018



DORSET & WILTSHIRE
FIRE AND RESCUE

Dorset

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
1.1.1.35	How are we working with our partners in Dorset to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p>Progress comment: 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 scheduled to take place this autumn.</p> <p>Work continues to be updated with risk information held on the premises and sites in order to better plan for incident response, where possible using partner agencies expertise and data. Work is ongoing specific to 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>	

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

Actions

Action Code	Action Name
1.1.5.11	How are vulnerable people in Dorset 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 2 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 are able to supply them with fire retardant bedding, extension leads, fire detectors or deaf alert systems. 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 Dorset area undertook 862 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>We have also attended the following:</p> <ul style="list-style-type: none"> • The Weymouth and Portland Health and Wellbeing sub-group as well as the sub-group in East Dorset to look at loneliness and isolation. • Weymouth Carers Event at Weymouth Library, which provided a good opportunity to network. • Provided a Safe and Well Talk to residents of Homechester House, a sheltered housing complex in Dorchester, where we have had several cooking incidents in the past. • Sherborne Better Balance Group, which continues to provide an excellent source of referrals with the most vulnerable and is a great partnership. • The Ferndown Conservation - We have taken the opportunity to explain our new eligibility criteria for referring clients. The Community Mental Health Team were also present, so we were also able to liaise with them about a number of mutual clients. • Bridport Coffee Morning at Foylebank Residential, we discussed their fears following Grenfell with regards to the 'stay put' policy. • Beaminster Parent/Carer Talk at Mountjoy School. • Bridport Library Carers Event. 	

We also provided support to Weymouth Fire Station's Open Day and assisted with the organisation of the day and managed the Blue Light Simulator.

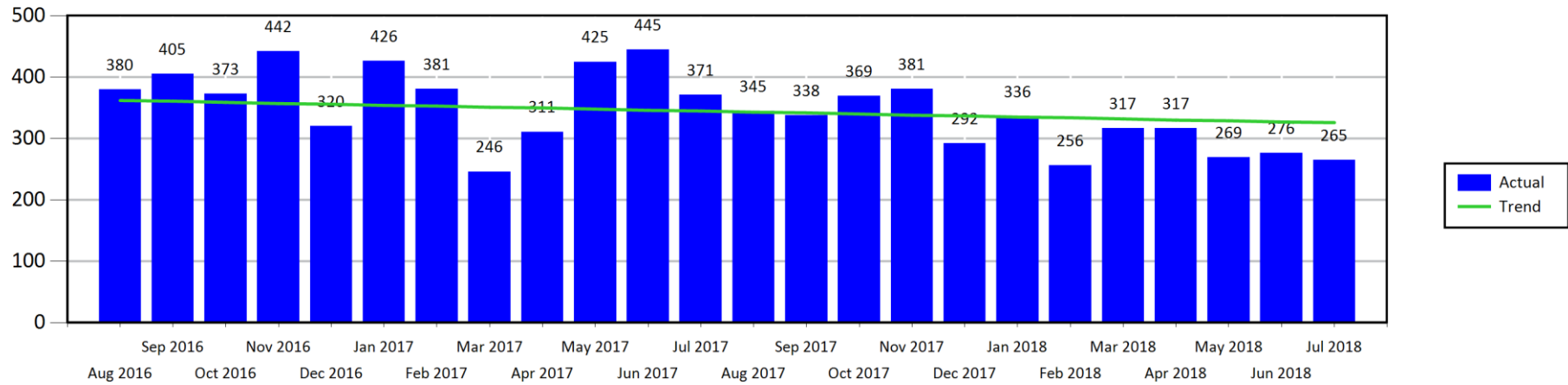
Fire crews will receive a delivery of heat detectors to enable them to start fitting one in every kitchen when attending a Safe and Well visit. This will enable those that meet our eligibility criteria to be better protected within their home. Crews will now have access to carbon monoxide (CO) detectors, which they can provide if they feel that the occupier requires one and doesn't have the means to purchase their own. We are working with Dorset County Council to see how we can provide a quicker and more efficient service to those that are hard of hearing within Dorset. We are in negotiations to become a 'trusted partner', which would mean that our advisors are able to carry out the hearing assessment and then fit the appropriate alarm immediately.

Case study evidencing - We visited an elderly couple in West Dorset, one had restricted mobility, a tumour which they were awaiting surgery on, their partner was blind and had a hearing impairment. They lived in a thatched, Grade 2 listed property which was in very poor state of disrepair with collapsing ceilings and damp. There was no hot water and insufficient heating was causing health problems. The couple were also carrying out high risk cooking practices, had escape routes blocked and had no smoke or CO detectors. It was also identified that there was possible malnutrition and a lack of maintenance of personal care.

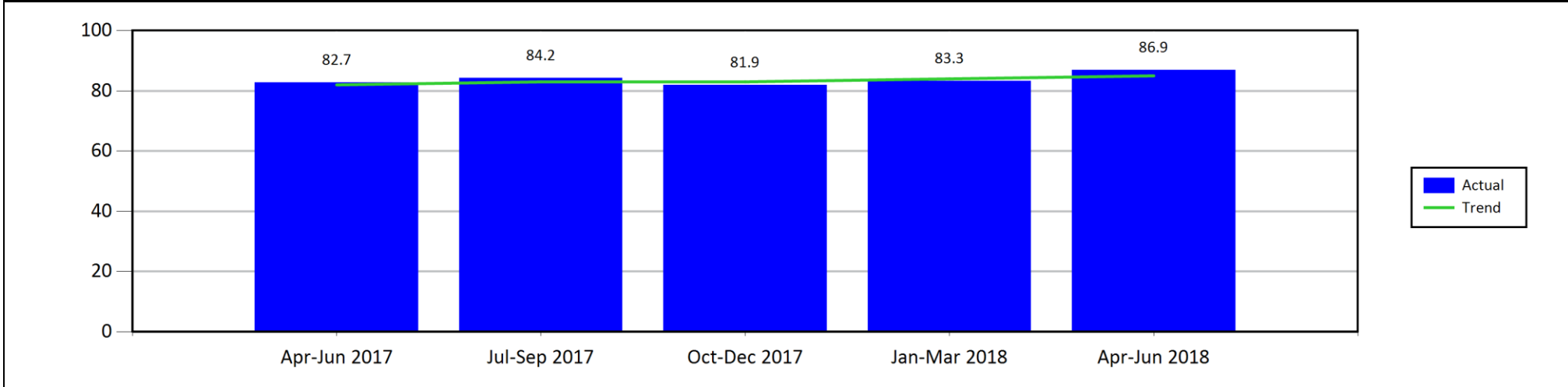
We completed an initial Safe and Well Visit to reduce the risk of fire and to safeguard. Six smoke alarms and a CO alarm were fitted. A Safeguarding referral was put forward to Adult Services and Environmental Health and we also suggested in the Safeguarding referral that Dorset Healthy Homes be contacted to obtain advice and support.

Key Performance Indicators

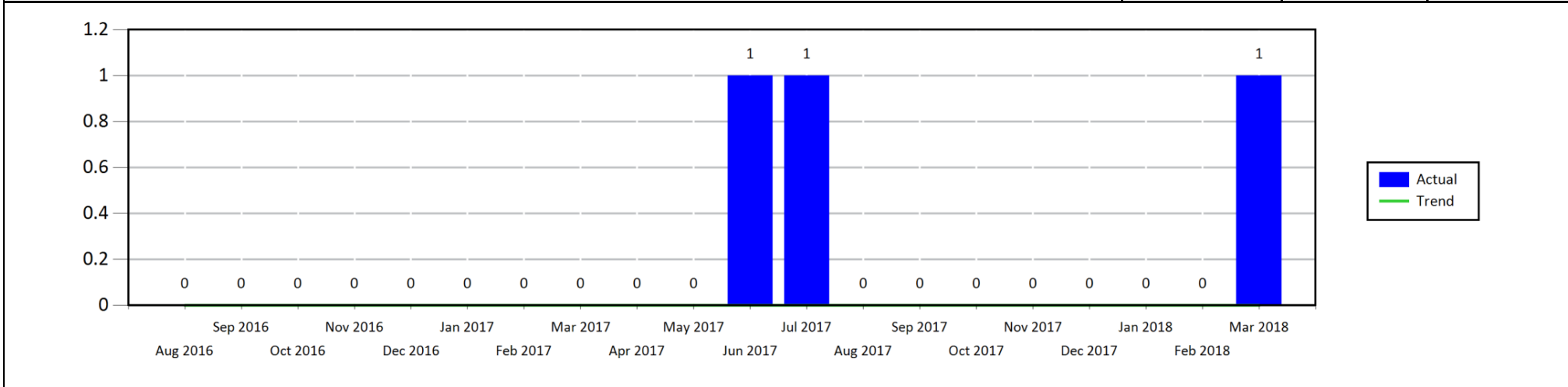
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Dorset County Council	Month	Jul 2018	265



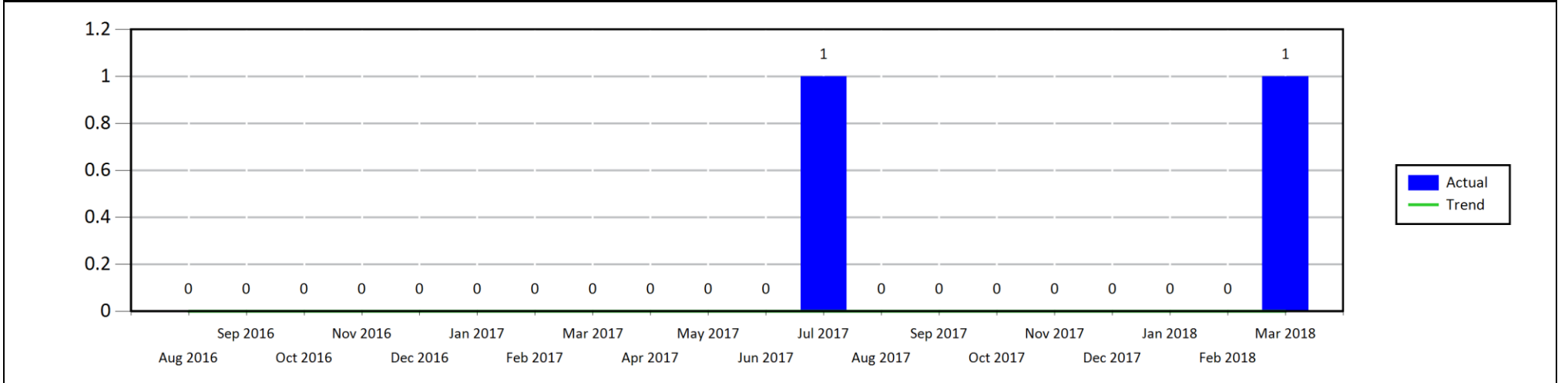
KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken to high risk households in Dorset	Quarter	Apr-Jun 2018	86.9%



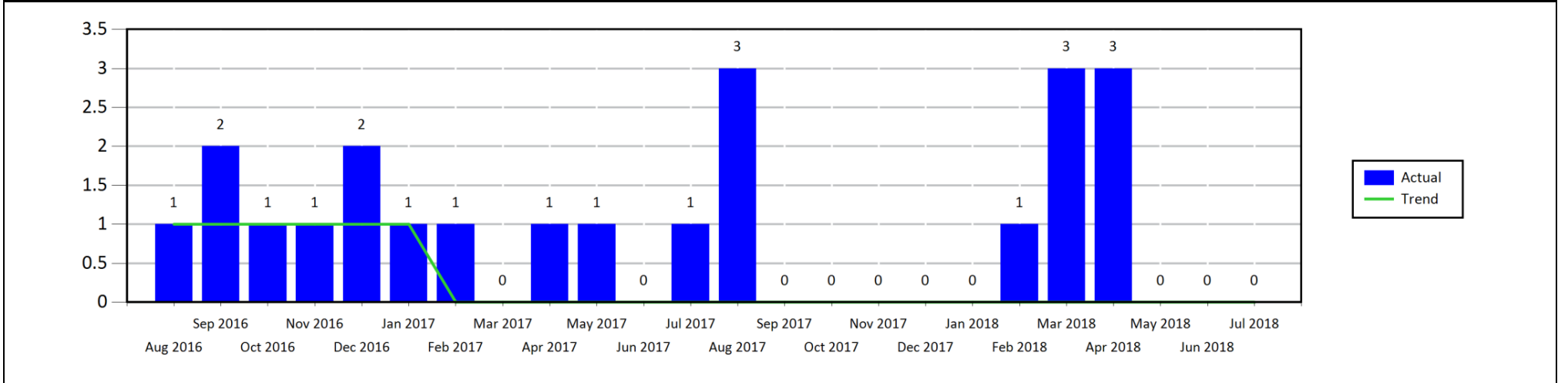
KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Dorset County	Month	Mar 2018	0



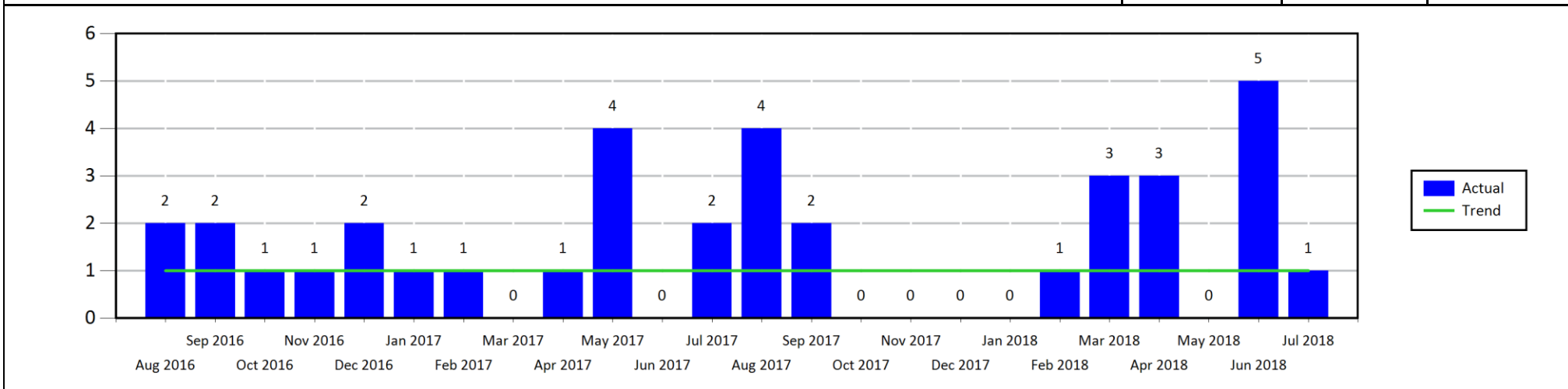
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Dorset County Council	Month	Mar 2018	0



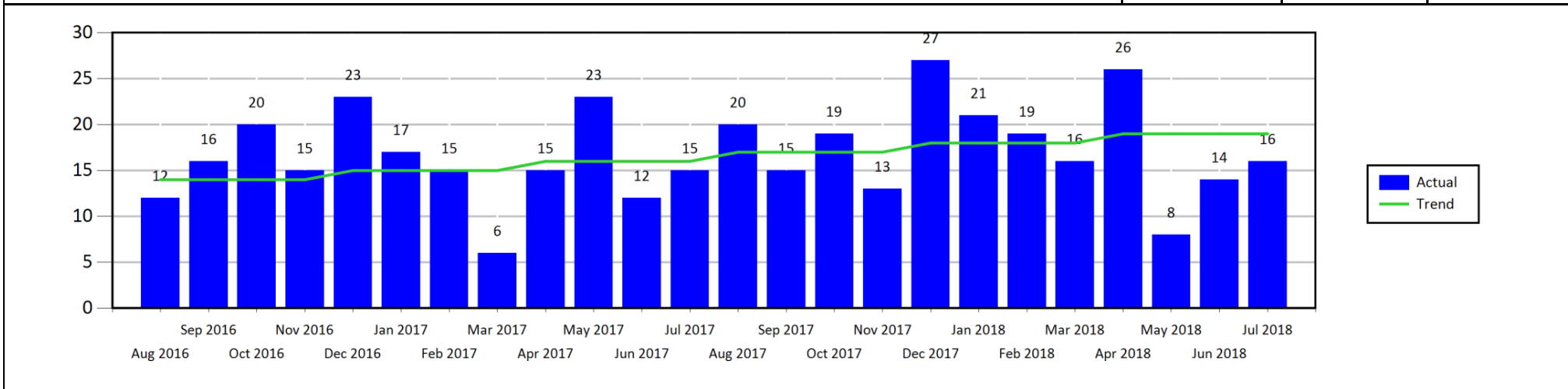
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Dorset County Council	Month	Jul 2018	0



KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Dorset County	Month	Jul 2018	1



KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Dorset County	Month	Jul 2018	16



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
1.1.6.12	How do we deliver our safety education to children, young people and communities in Dorset, helping them build safer and healthier lives?

Progress comment:

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 Dorset 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.

There are four SPARC courses planned for the 2018/2019 financial year although dates are to be confirmed, the locations will be Dorchester, Weymouth, Blandford and Christchurch. An enquiry has also been received from Bridport Enterprise Supporting Training Ltd with the potential of delivering a SPARC course for their Aspire Project, which supports young people with mental health issues and those who are unemployed. A meeting took place in July to discuss this further.

We have a planned SPARC course being delivered at Dorchester Fire Station in September in partnership with Ansbury, a Dorset based charity that provides specialist careers advice and support for young people aged 16-25 who are not in education, employment or training. This course has been commissioned as a result of a successful course already delivered to the same Charity in Hamworthy during May 2018. Young people receiving support from Ansbury living in the West Dorset area will be engaging in the five-day course with the aim of developing their confidence and employability skills.

The 2018 Dorset Fire Cadet programme is currently running from Blandford Fire Station. The current cohort consists of 12 young people aged 14-16 from the North Dorset area attending weekly sessions. Five female cadets and seven male cadets are completing the 20-week course and all enjoying the opportunities provided for them to develop personal skills and learn about the role of the Fire and Rescue Service. The cadets have completed both their theory assessments linked to the BTEC Award and the practical assessment where they are required to overcome an operational scenario. One of our cadets is a graduate of a SPARC course we delivered in May 2017 which was delivered for young carers and young people lacking confidence and self esteem. James (name changed) enjoyed the week-long course so much that when he heard about the Cadet programme applied immediately. James has learning difficulties, mainly dyslexia but has worked hard to complete the BTEC assessments and staff have supported and adapted assessment methods to ensure he is able to achieve.

Three of the Cadets are representing DWFRS when we host this year's Tri European Fire Cadet Exchange. Staying at Lulworth Cove Youth Hostel, our French and German Fire Cadet partners arrive on Thursday 26 July to take part in Fire Fighting and local cultural activities before departing on Sunday 29 July. In addition, two Cadets were nominated to represent DWFRS at the High Sheriff of Dorset's events. The two were nominated by staff due to their exceptional attitude, behaviour and leadership skills over the past 20 weeks. The Cadets will attend a minimum of four county events the High Sheriff will be hosting over the year and will promote the services youth intervention activities and carry out tasks required during the events.

The Dorset Fire Cadets Pass Out Parade took place on Monday 6 July at Blandford Fire Station. The 12 young people that commenced the programme in January 2018 are all on course to complete and Pass Out in front of dignitaries, family, friends and DWFRS personnel.

There have been twenty visits to schools, youth groups and adults, this included a special assembly to Milton Abbey School following a request from the school. This request was due to students playing with fire extinguishers and interfering with other fire safety equipment.

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
1.1.7.6	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. The tertiary aim is 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>In partnership, we bid to the Armed Forces Covenant Grant Fund and were awarded a grant of £19,250. The funding is specifically for the production of 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 also delivered Safe Drive Stay Alive to Sir John Colfox Academy and The Beaminster School as well as The Queen Elizabeth School. We are planning the next SDSA delivery for 2018/19, 28 schools are currently on the programme and we have another 15 targeted (Dorset, Poole & Bournemouth) to bring into the scheme. The Dorset area has targeted seven schools and two of the targeted schools have booked. 5630 students are now booked onto the Roadshow.</p>	

2018 stats are January - May

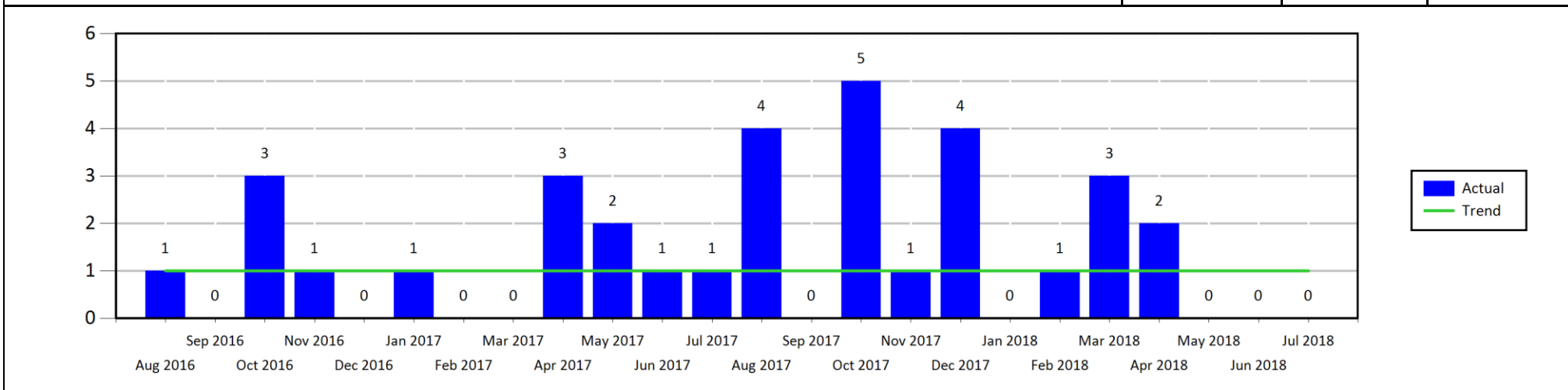
These Stats are for all of Dorset Road Safe area (including Poole & Bournemouth)

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

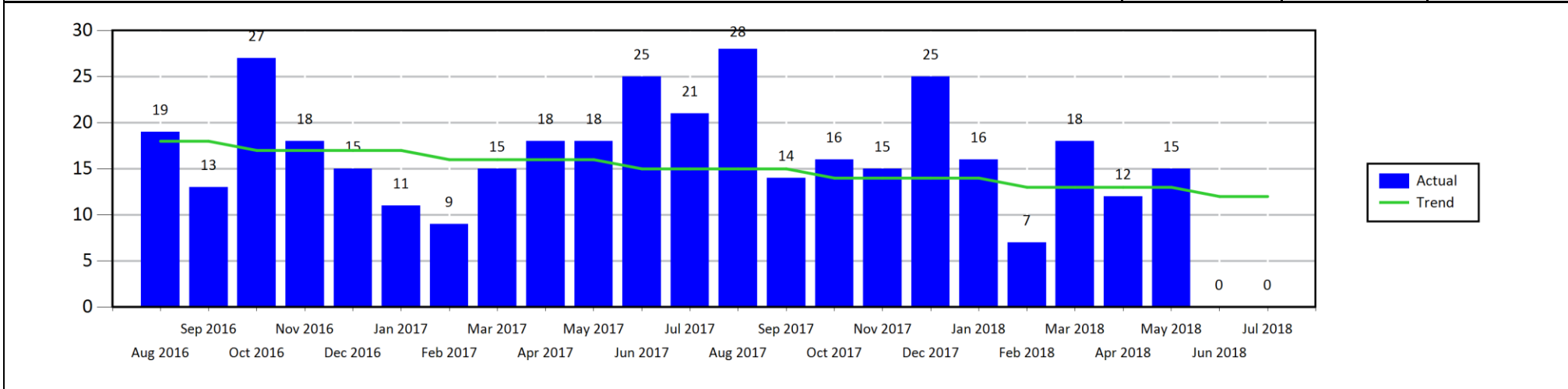
	2015	2016	2017	2018
Killed & Seriously Injured	344	339	316	90

Key Performance Indicators

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



KPI Title	Period	Time Frame	Period Actual
PRE07-Number of people seriously injured or killed in road traffic collisions - Dorset County	Month	Jul 2018	0



Priority: Protecting you and the environment from harm

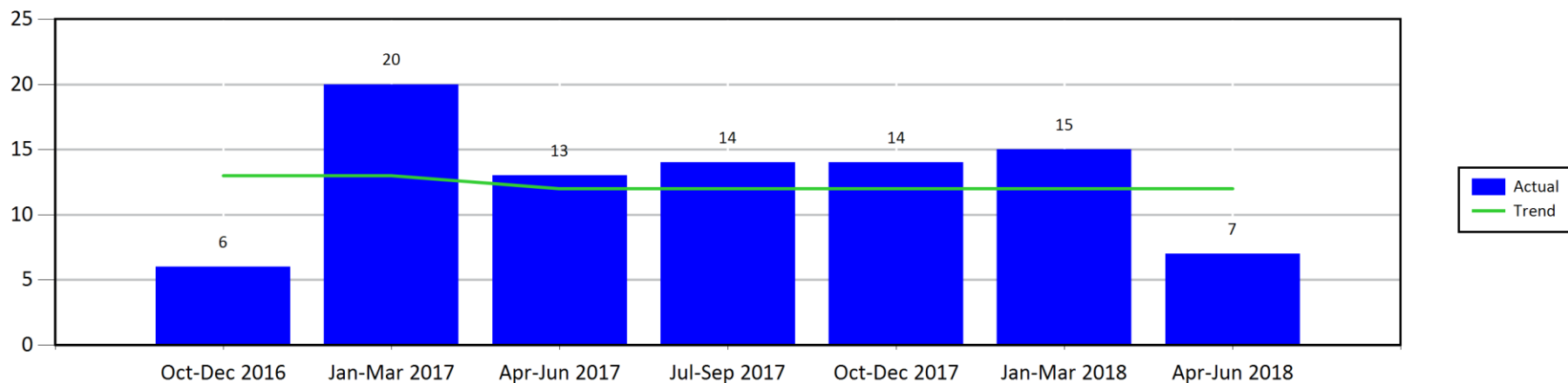
KLOE 5: How are we effectively working with our partners to safeguard the vulnerable people we come into contact with?

Actions

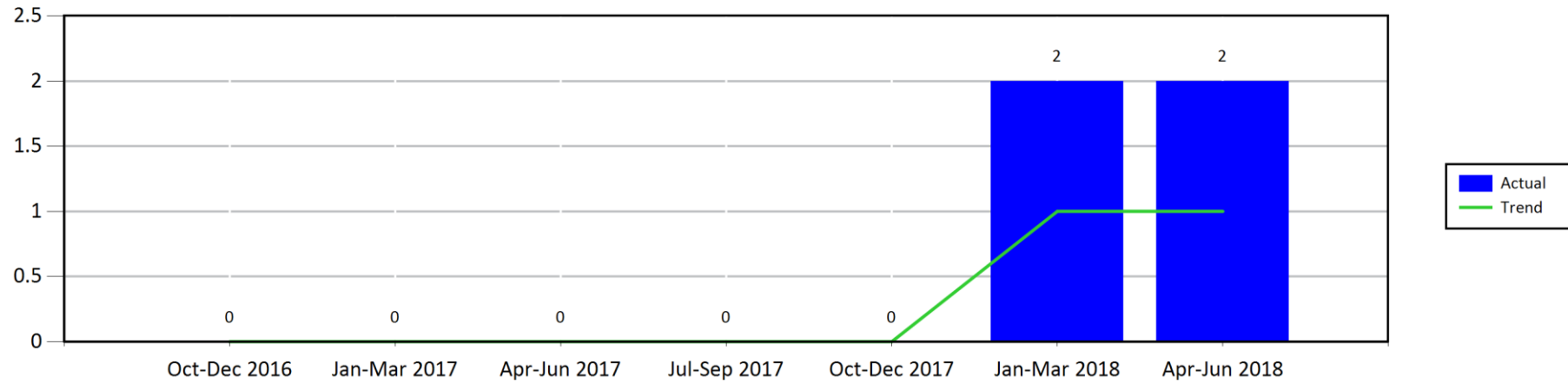
Action Code	Action Name
1.2.1.5	How are we effectively working with our partners in Dorset to safeguard the vulnerable people we come into contact with?
	<p>Section 11 of the Children Act 2004 places duties on a range of organisations and individuals to ensure their functions, and any services they contract 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, GP’s 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 - Dorset County Council Area	Quarter	Apr-Jun 2018	7



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



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
1.2.2.7	How are we providing advice, support and consistent regulation for local business in Dorset 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) and of course, high rise buildings following the sad losses at Grenfell Tower.</p> <p>Our Aim is to:</p> <ul style="list-style-type: none"> • Pursue a positive approach to business support and education aimed at promoting residential and commercial sprinkler systems • Further enhance our effective working practices with partner agencies such as the Care Quality Commission, Food Standards Agency, Environmental Health, Immigration and the Environment Agency. To share intelligence and maximize our impact in reducing both commercial and residential risks. • Address compliance issues in 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"> • 183 Building Regulations consultations • 23 'INS1' Fire Safety Complaints (71% attended within 24 hours following assessment) • 60 Post fire audits • 57 Fire Safety Audits with approx. 50% completed as CFOA Short Audits • 60 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.

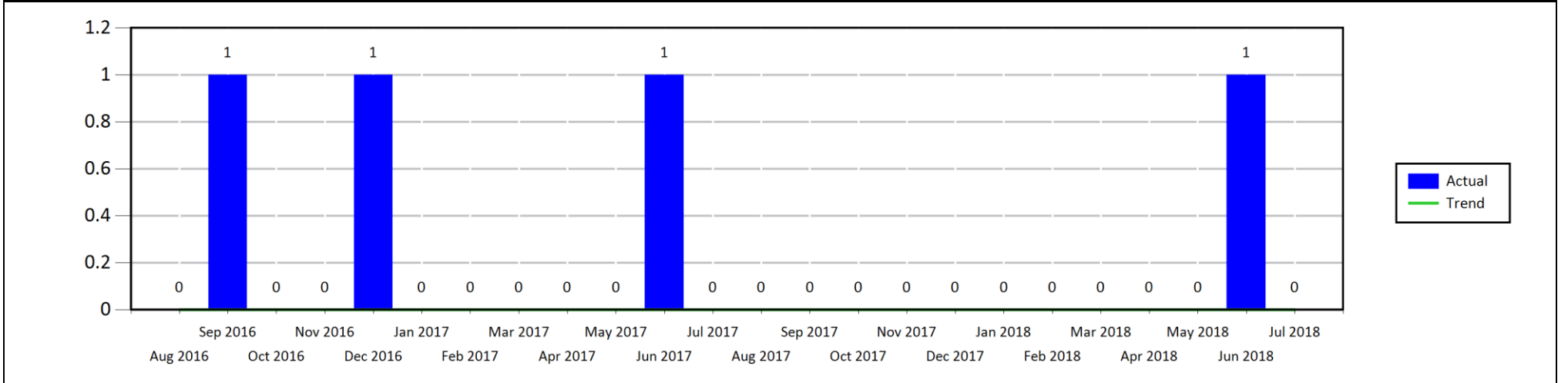
The team promote the Primary Authority Scheme across the Service which supports business growth and consistency of enforcement action. Magna Housing has properties across the Bournemouth and Poole area and is being considered for the scheme. Post Grenfell much of the team's work was dedicated to high rise and supporting building owners through testing times. The south team are continuing 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 will work with Operational crews and partners to expand our activity, where appropriate we will use Prevention teams in blended activity.

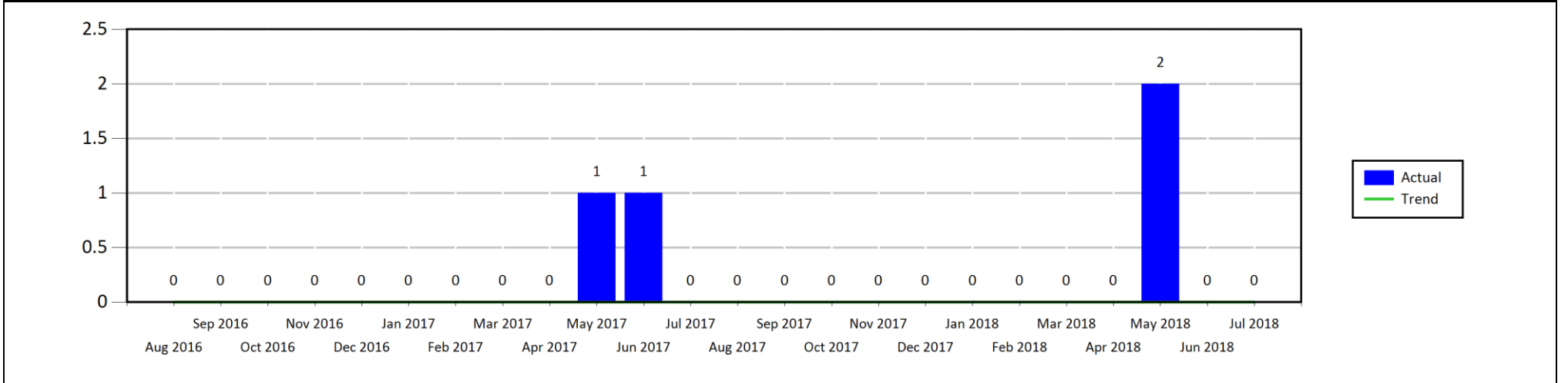
Our multi-agency joint partner work such as Operation Galaxy has resulted in fire safety standards being raised. Our inspectors work closely with Safe and Well teams to deliver home safety advice 'behind the front door' to protect vulnerable people from fire.

Key Performance Indicators

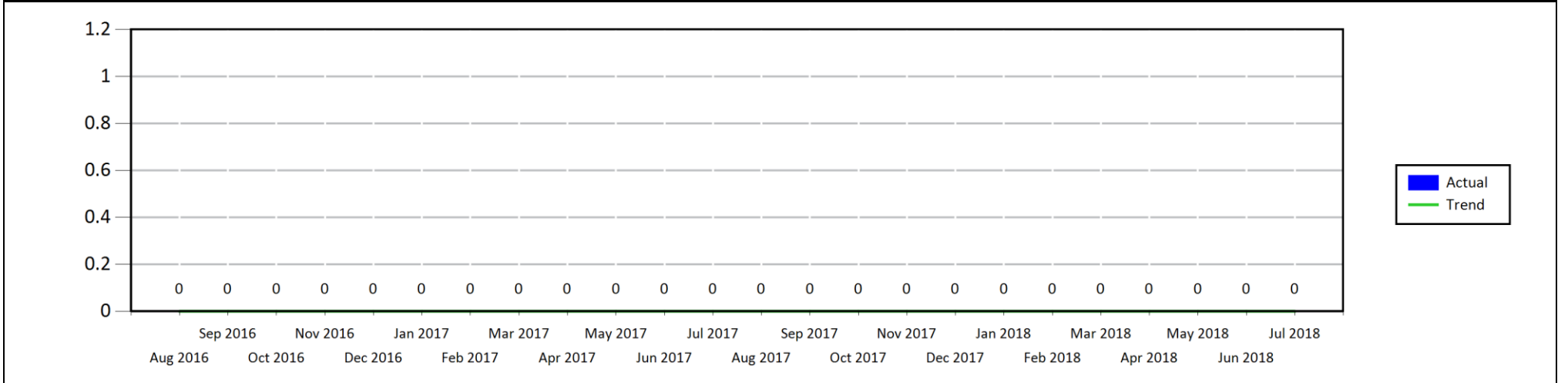
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Dorset (CC)	Month	Jul 2018	0



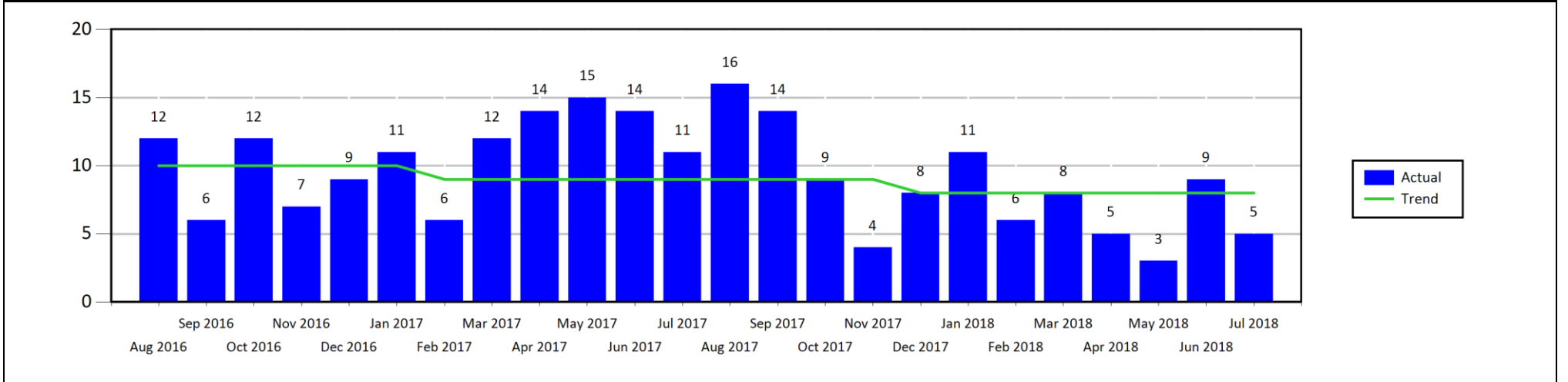
KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Dorset (CC)	Month	Jul 2018	0



KPI Title	Period	Time Frame	Period Actual
Number of prosecutions in Dorset (CC)	Month	Jul 2018	0



KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in non domestic properties - Dorset County	Month	Jul 2018	5



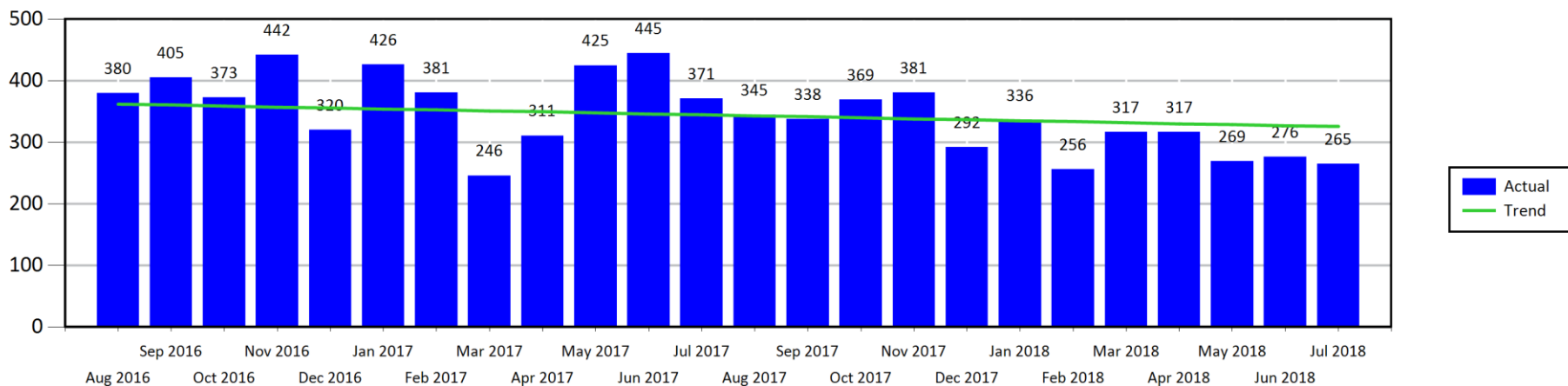
KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

Actions

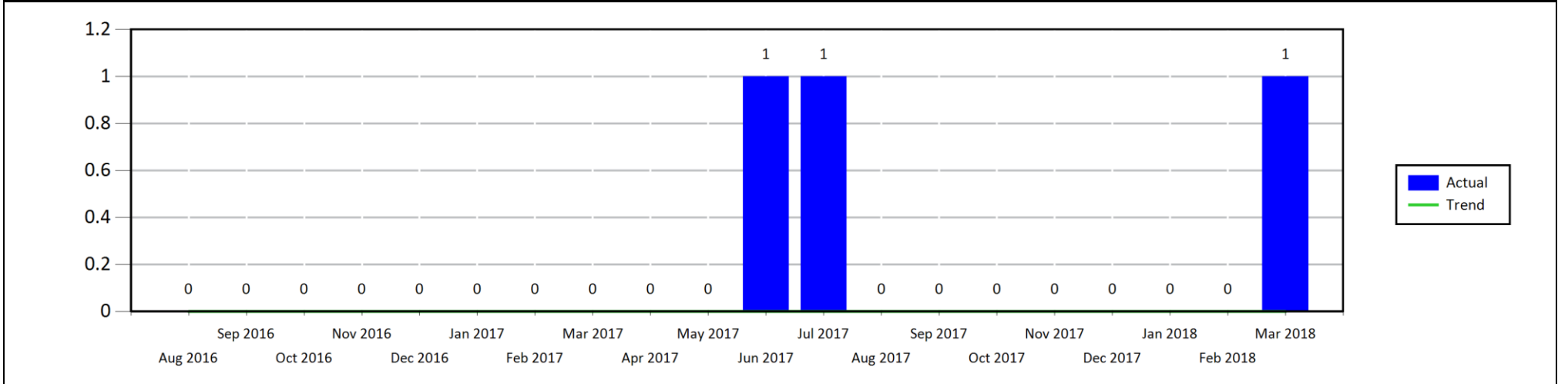
Action Code	Action Name
1.2.3.5	How are we identifying and driving down risk risks to the community, heritage and environment in Dorset?
<p>Progress comment:</p> <p>We have a system and process for identifying and assessing operational and community risk, this is called Site Specific Risk Information. 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/Site of Special Scientific Interest 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 heathland areas to give crews the best possible information to deal with incidents and reduce their impact. Work is continuing to test and validate risk information for Portland Bunkers UK Ltd (to become a top tier Control of Major Accident Hazards site) utilising an upcoming table top exercise in conjunction with the Civil Contingencies Unit and other partner agencies. 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. Following the fire at HMP Guys Marsh, work has been undertaken with HM Prison Service to improve pre-planning and operational considerations at the County's prisons, the lessons jointly learned have been fed up to Governmental level to shape policy and the construction of prison buildings.</p>	

Key Performance Indicators

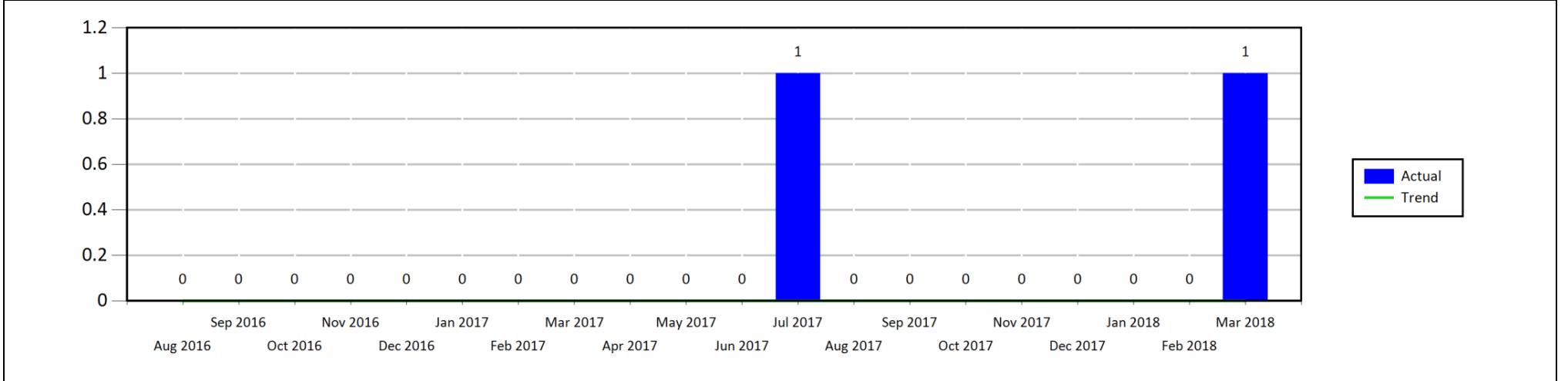
KPI Title	Period	Time Frame	Period Actual
Number of Safe and Well visits in Dorset County Council	Month	Jul 2018	265



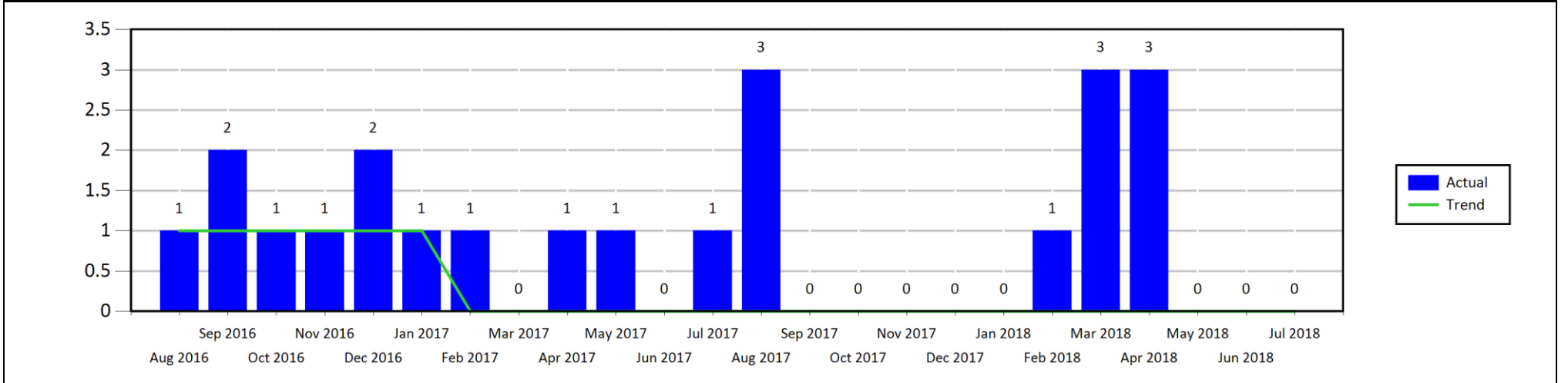
KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Dorset County	Month	Mar 2018	0



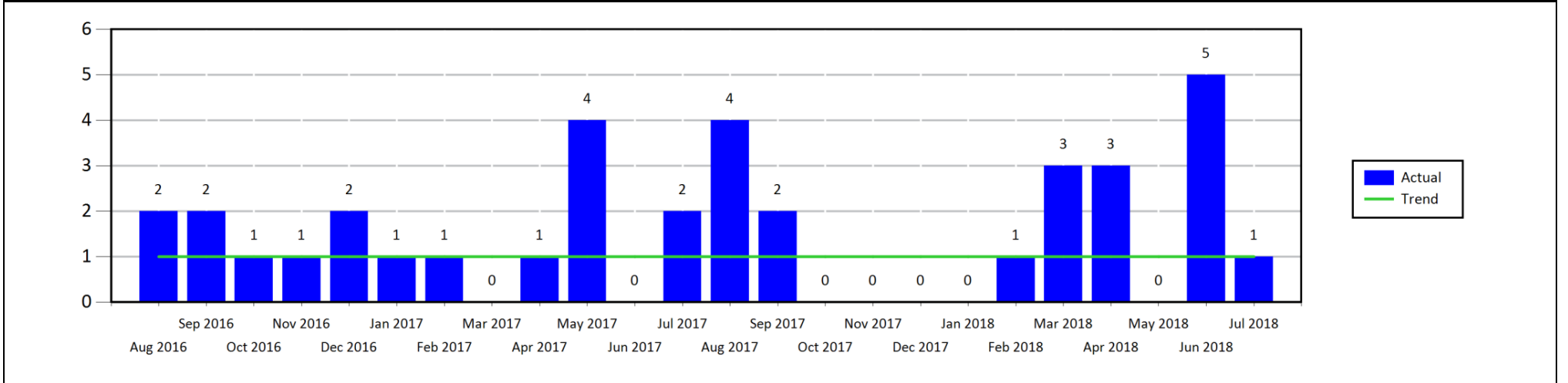
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Dorset County Council	Month	Mar 2018	0



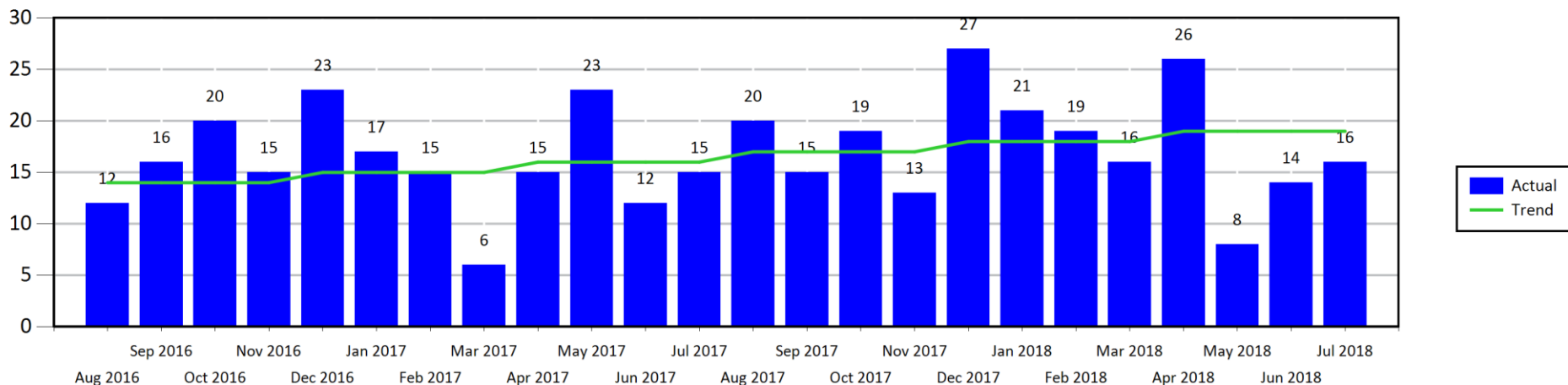
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Dorset County Council	Month	Jul 2018	0



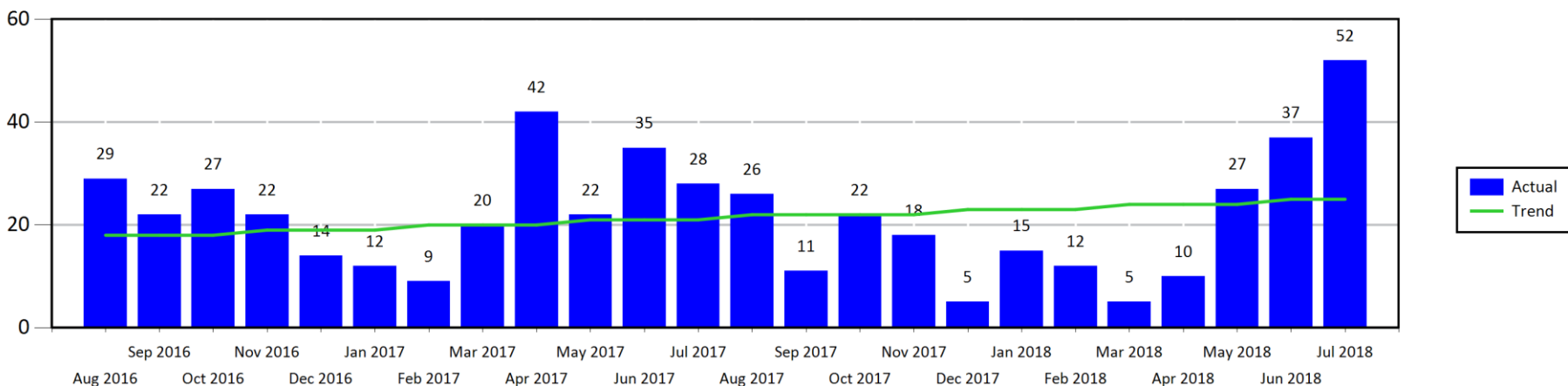
KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Dorset County	Month	Jul 2018	1



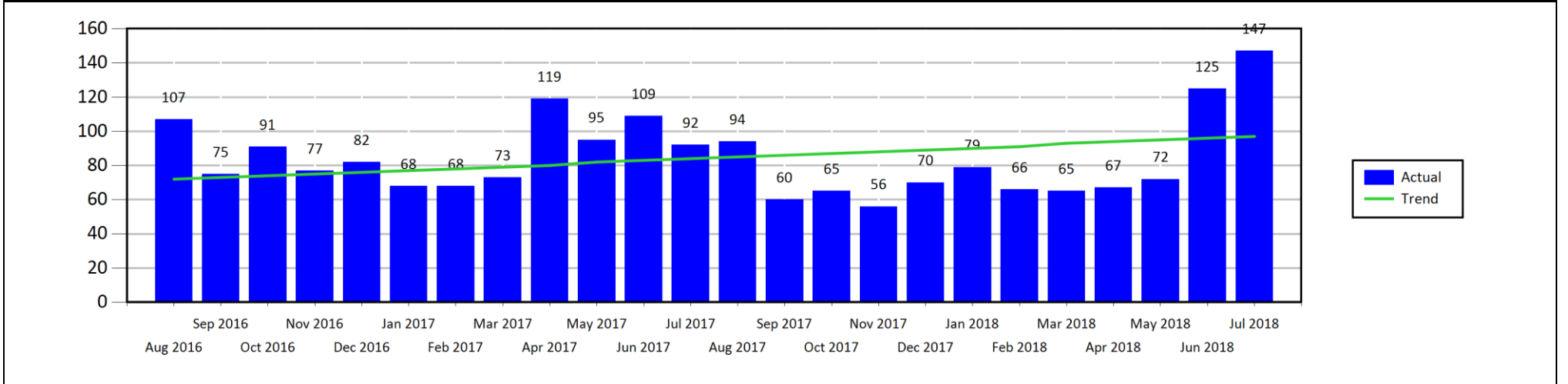
KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Dorset County	Month	Jul 2018	16



KPI Title	Period	Time Frame	Period Actual
PRE05-Number of deliberate fires (primary + secondary) - Dorset County	Month	Jul 2018	52



KPI Title	Period	Time Frame	Period Actual
PRE06-Number of fires - Dorset County	Month	Jul 2018	147



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

Progress comment:

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 the routine planned activities DWFRS has worked closely with partner agencies to deliver a safe Camp Bestival and Bestival at Lulworth Castle, where there are normally up to 30,000 people attending each event (which includes approximately 15,000 children at Camp Bestival) plus up to 5,000 staff and entertainers on site. Unfortunately, due to severe weather (high wind and rain) the organisers decided to cancel the evening of the 29 July, this decision ensured that people could leave the site and move to a place of safety preventing anyone from coming to any harm.

DWFRS had to tackle a very large fire on Ferndown Heath and because of the size of the fire National Resilience Assets were used, this was a High Volume Pump (HVP) based at Christchurch and was so that large volumes of water could be pumped over long distances to tackle the fire. The HVP unit consists of two demountable modules transported on Prime Mover Lorries. Each module consists of two further sub-units, a hose retrieval system and all the associated ancillary equipment. The sub-units carry 1km of hose and there are three on the Hydrosub pumping unit. The speed and effectiveness of firefighting operations ensured that the fire was extinguished quickly and safely.

Staff are working with the Civil Contingencies Unit (CCU) and contributing to the Community Risk Register. Officers have attended meetings of the pan Dorset Prevent Meetings and are an integral stakeholder in the recently formed 'Melcombe Regis Board' which is looking at creating opportunities for improvement in retail, housing, crime, health and environment in the Weymouth area. At the last meeting it was decided that DWFRS would also commit to part of the funding for this initiative. We are currently involved in scoping for options with regards to Houses in Multiple Occupation.

The District Commanders attend the Partnership Coordination Groups (PCG) in Weymouth, Purbeck, North, East and West Dorset. Where appropriate the Safe and Well Coordinator has also attended these meetings to promote the work of the service and to look at how we can support partners. Officers attend the Pan Dorset Early Help board who seek to identify and assist the most vulnerable in the community, focusing specifically on loneliness and transportation. The newly updated Safe and Independent Living (SAIL) process is integral to this partnership approach.

An increased focus on rural crime and disorder is being addressed by Dorset Police Rural Crime Team with Dorset officers included in this approach. The principal of the group is to drive down rural crime, educate farms and businesses in rural areas on crime prevention which includes arson.

Priority: Being there when you need us

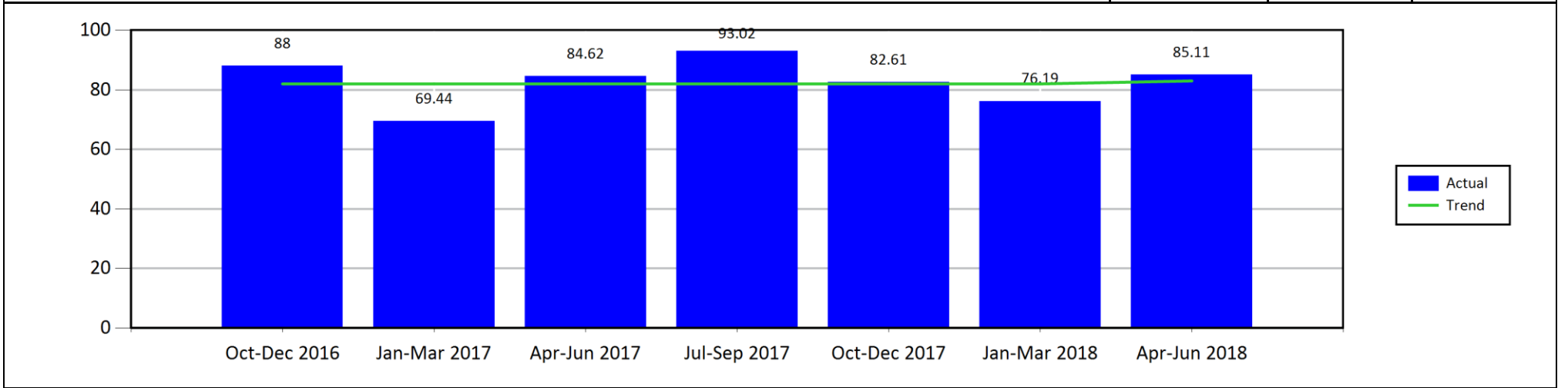
KLOE 9: Are appliances available when we need them?

Actions

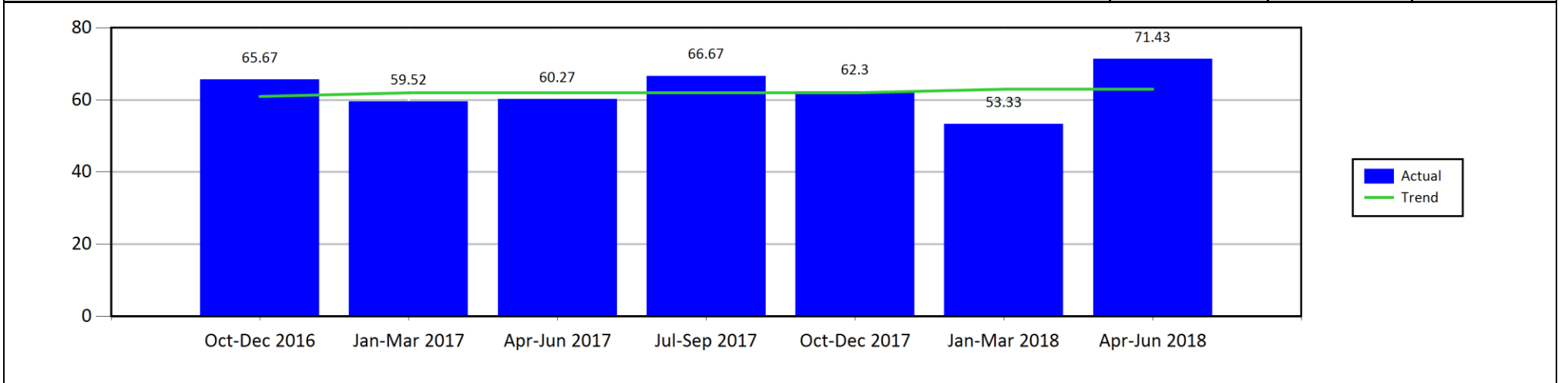
Action Code	Action Name
1.3.1.5	Are appliances available in Dorset when we need them?
<p>Progress comment:</p> <p>Current performance remains high with 82.6% On-call availability for the Dorset area this quarter.</p> <p>This figure remains stable as cover for shortfall is provided by the On-call Liaison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

Key Performance Indicators

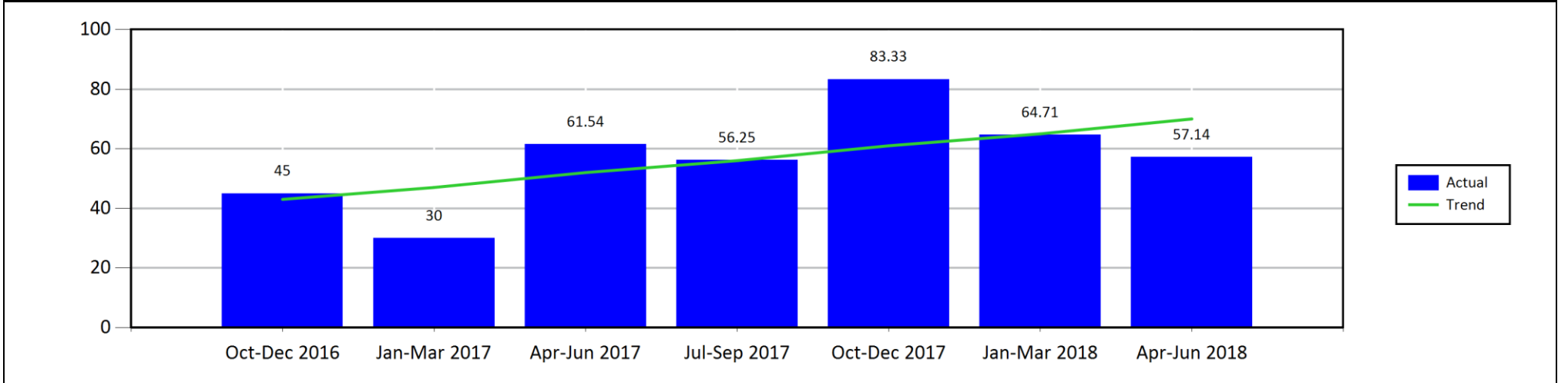
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time Isochrone - Dorset County	Quarter	Apr-Jun 2018	85.11%



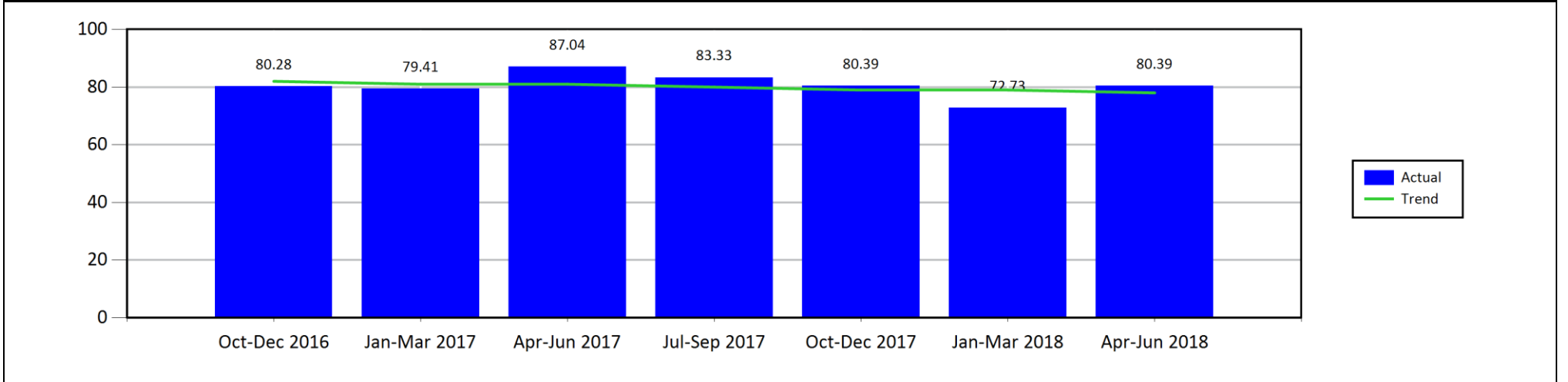
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Dorset Area	Quarter	Apr-Jun 2018	71.43%
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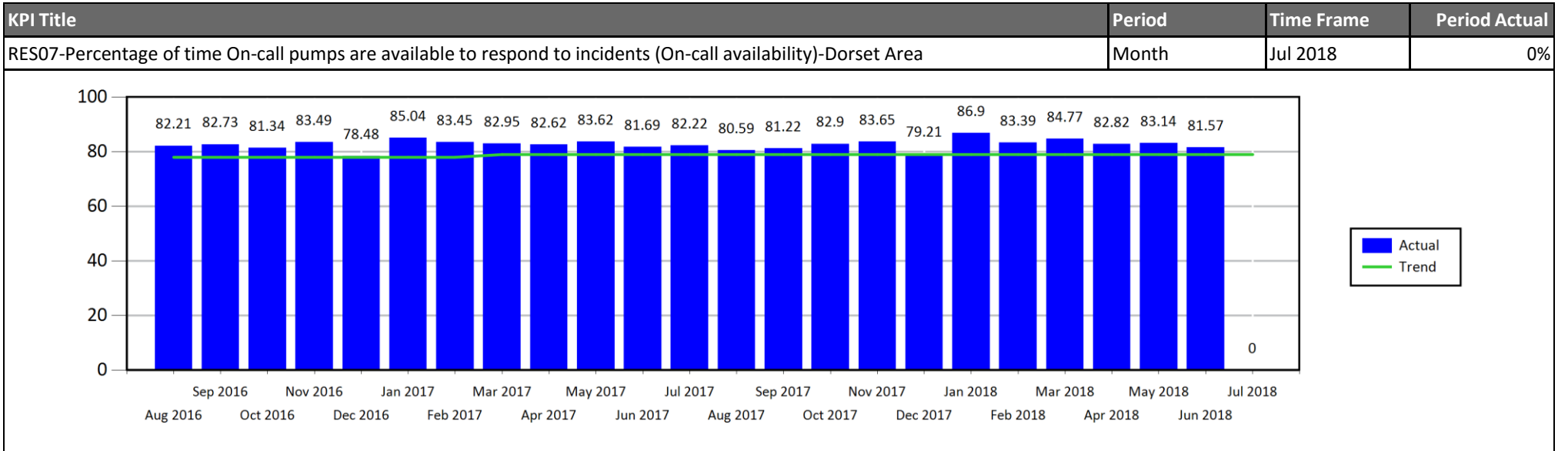


KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Area	Quarter	Apr-Jun 2018	57.14%



RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Area	Quarter	Apr-Jun 2018	80.39%
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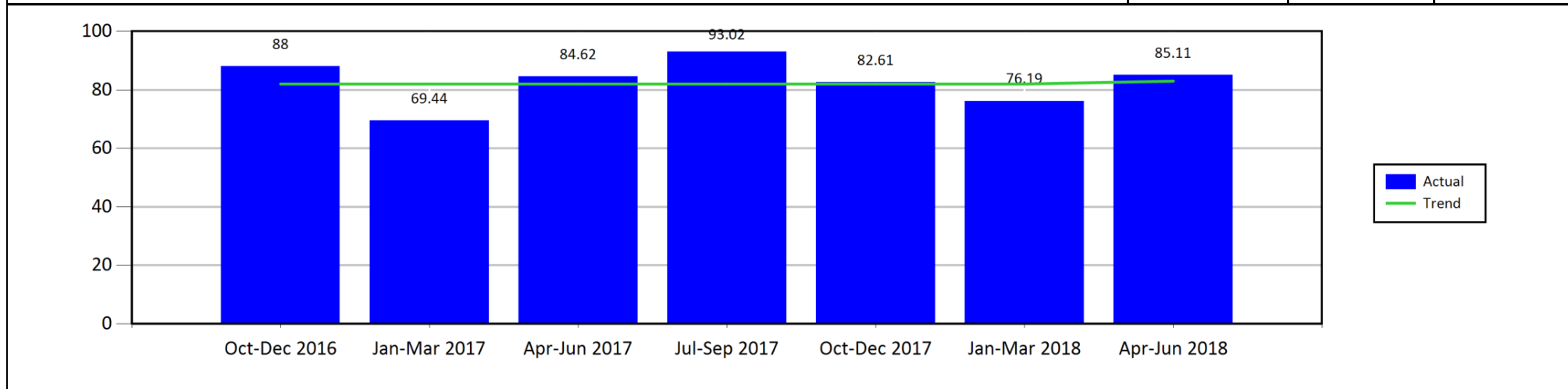
KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

Actions

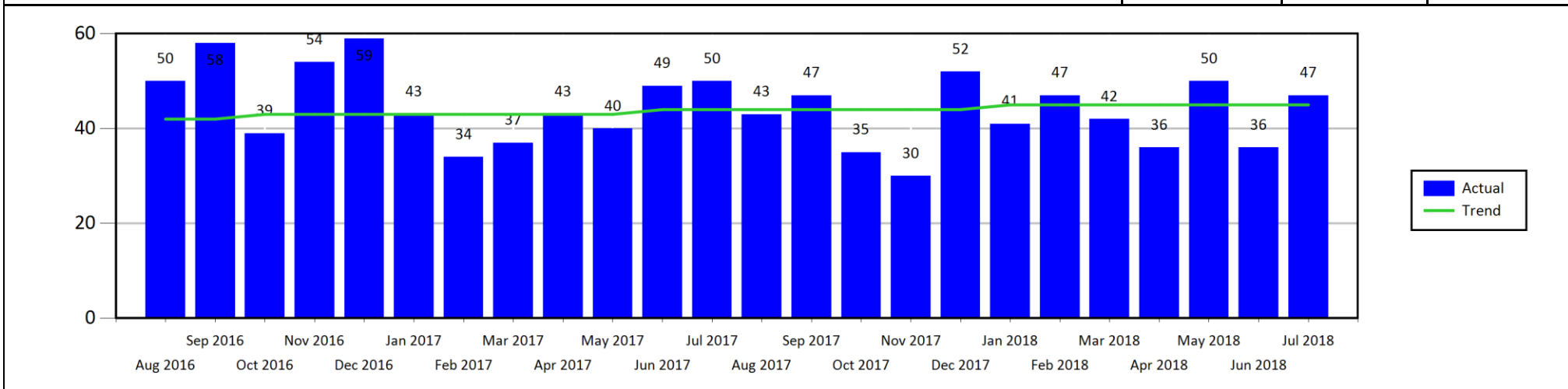
Action Code	Action Name
1.3.2.9	How effective and efficient are our response arrangements in Dorset for dealing with the range of incidents we attend?
<p>Progress comment:</p> <p>Dorset Area's availability and performance against the response standards are good, especially when considered against the backdrop of supporting predominantly rural locations. Current performance to sleeping risks in Quarter 1 is just over 60%, and an improved performance to Road Traffic Collisions achieving just over 87%.</p> <p>Officers reviewed our performance against the service response standards and looked 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.</p> <p>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.</p>	

Key Performance Indicators

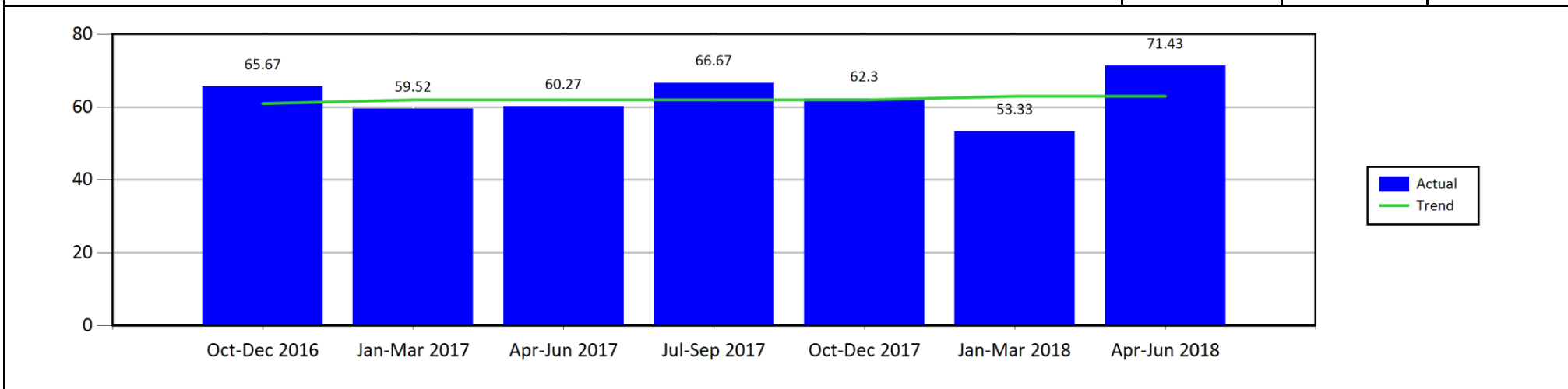
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time Isochrone-Dorset County	Quarter	Apr-Jun 2018	85.11%



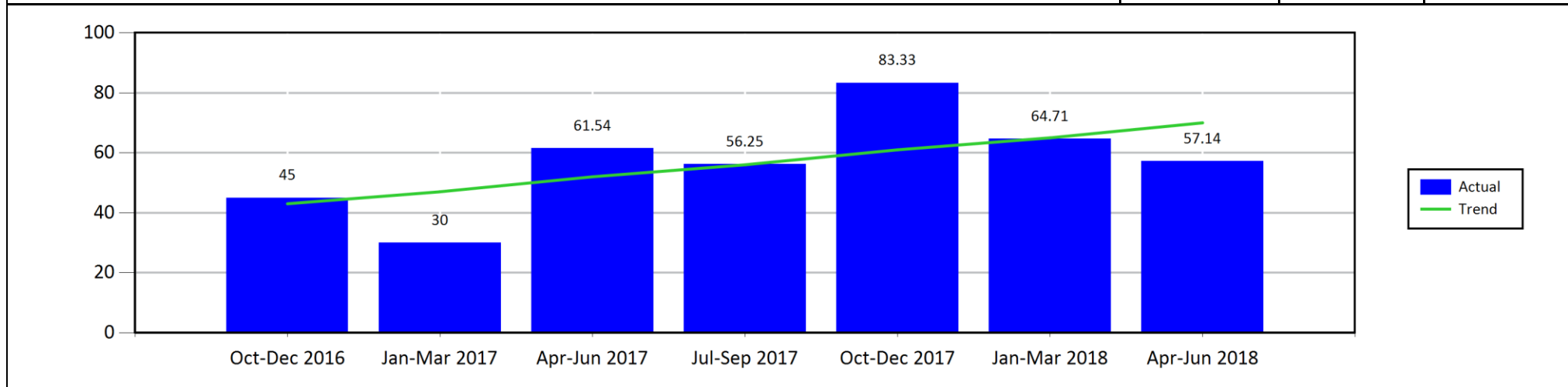
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non-domestic premises-Dorset Area	Month	Jul 2018	47



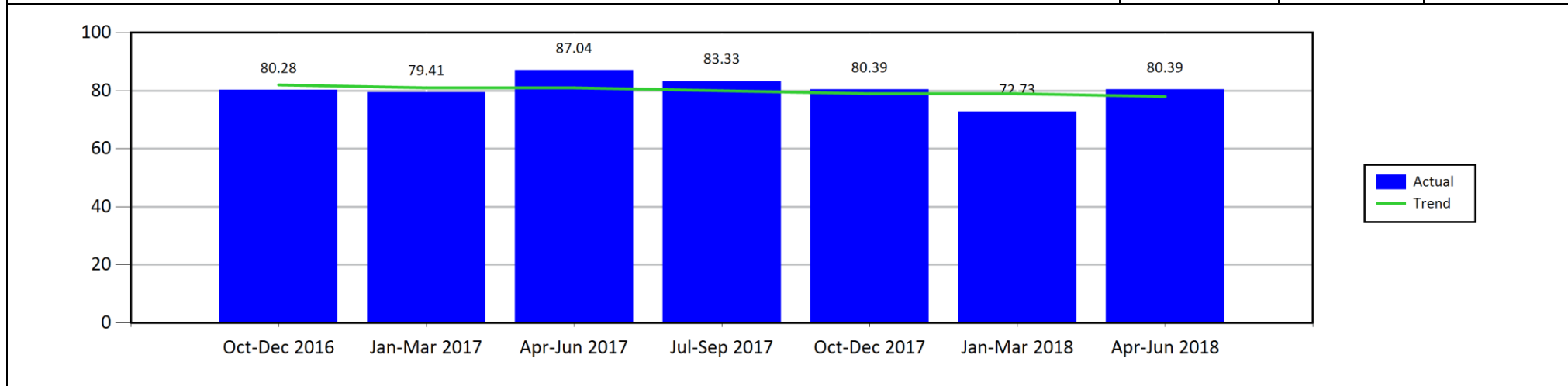
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Dorset Area	Quarter	Apr-Jun 2018	71.43%



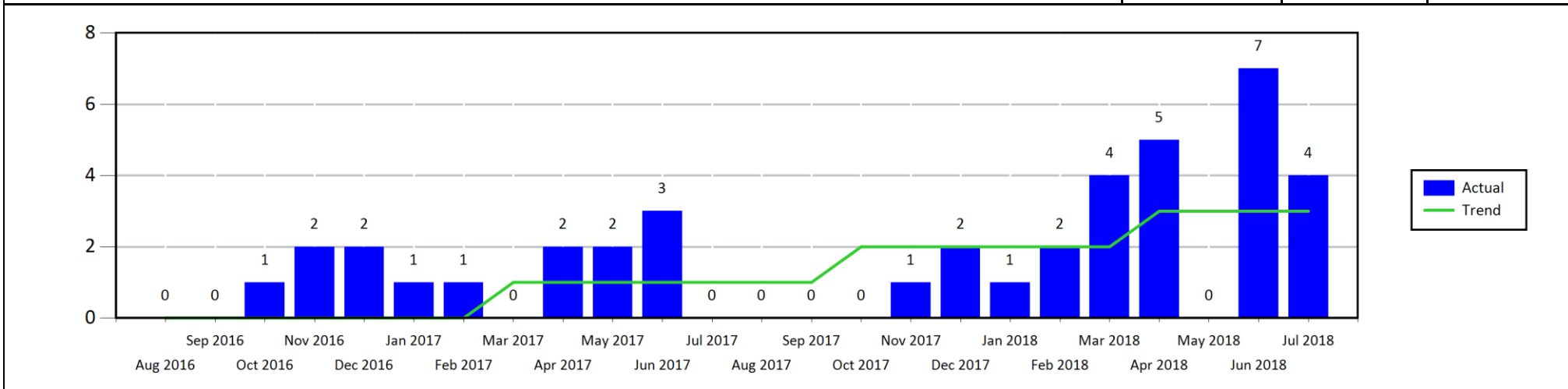
KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Area	Quarter	Apr-Jun 2018	57.14%



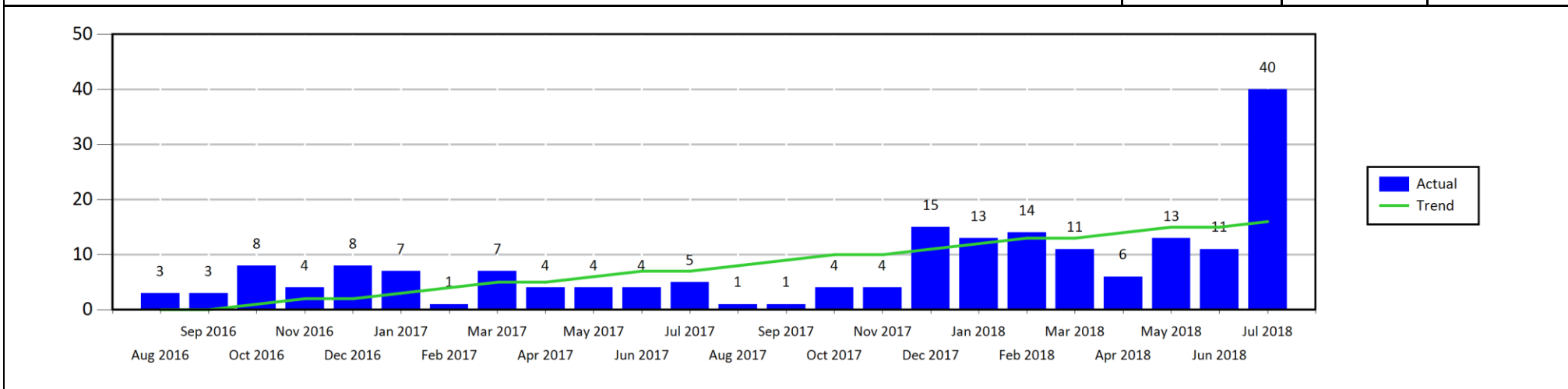
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Area	Quarter	Apr-Jun 2018	80.39%
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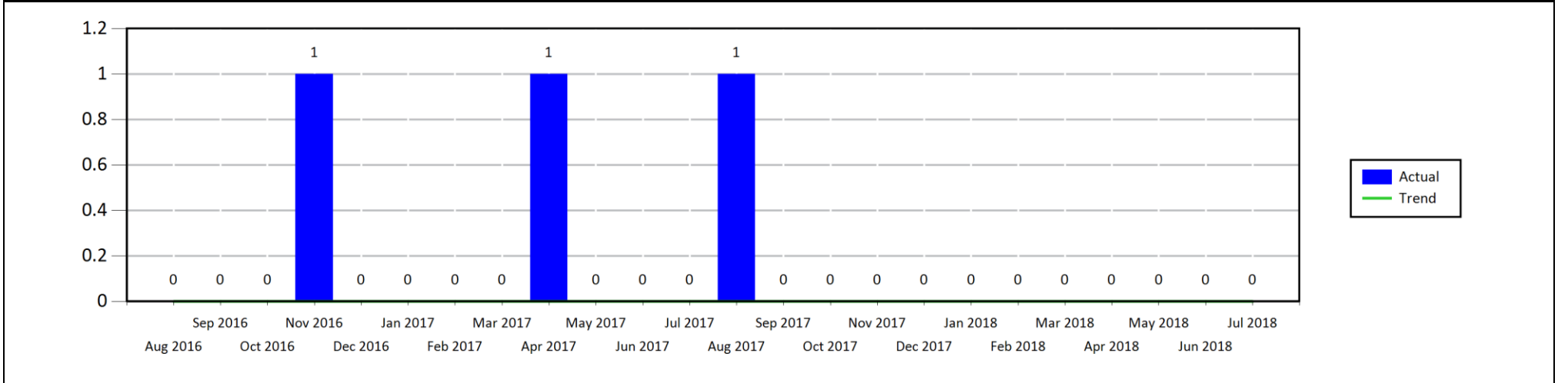
KPI Title	Period	Time Frame	Period Actual
RES11-Number of people rescued at fire related incidents-Dorset Area	Month	Jul 2018	4



KPI Title	Period	Time Frame	Period Actual
RES12-Number of people rescued from RTCs-Dorset Area	Month	Jul 2018	40



KPI Title	Period	Time Frame	Period Actual
RES13-Number of people rescued from flooding-Dorset Area	Month	Jul 2018	0



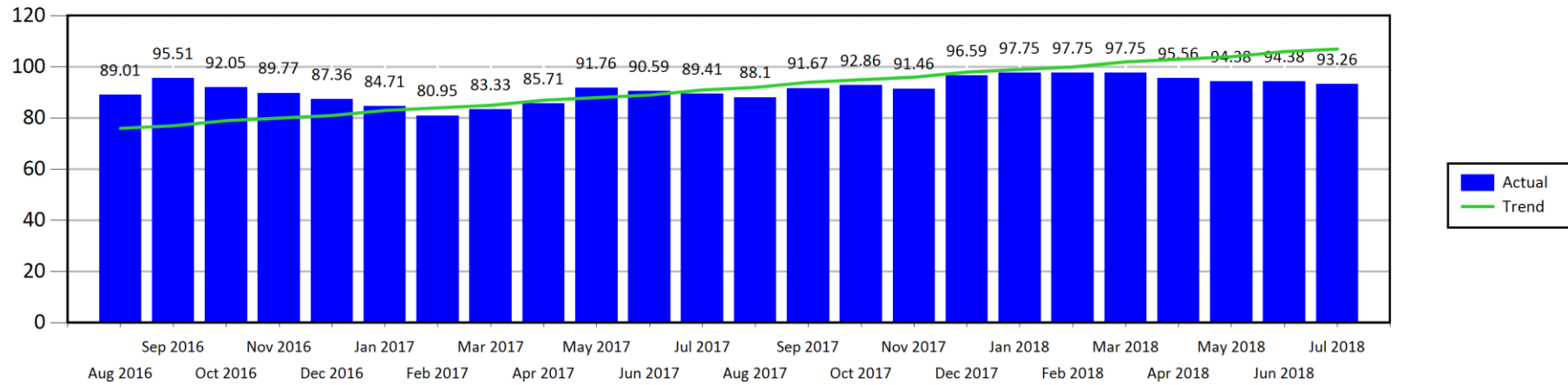
KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

Actions

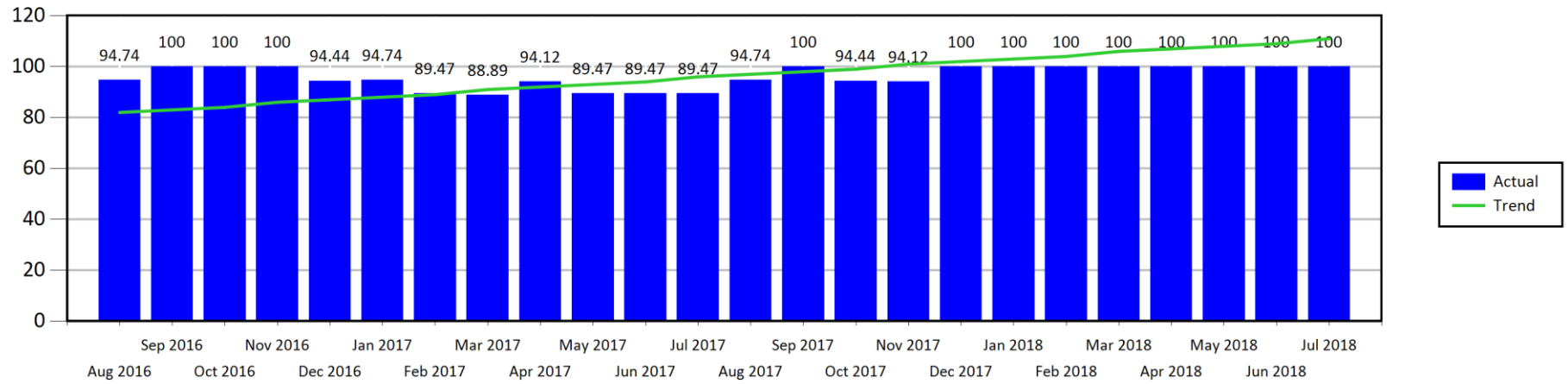
Action Code	Action Name
1.3.3.13	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Dorset?
<p>Progress comment: Extensive work has been undertaken to continue to ensure that all operational personnel are afforded the opportunity to maintain an appropriate level of competence that is necessary for them to undertake their role efficiently, effectively and safely. We proactively manage and monitor our staff's operational competence, including attendance on courses and other events.</p> <p>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 On-call and this includes combined training between stations and district exercises.</p> <p>This supports the maintenance of competence; current levels are 78% On-call, 91% Wholetime Duty System (WDS).</p>	

Key Performance Indicators

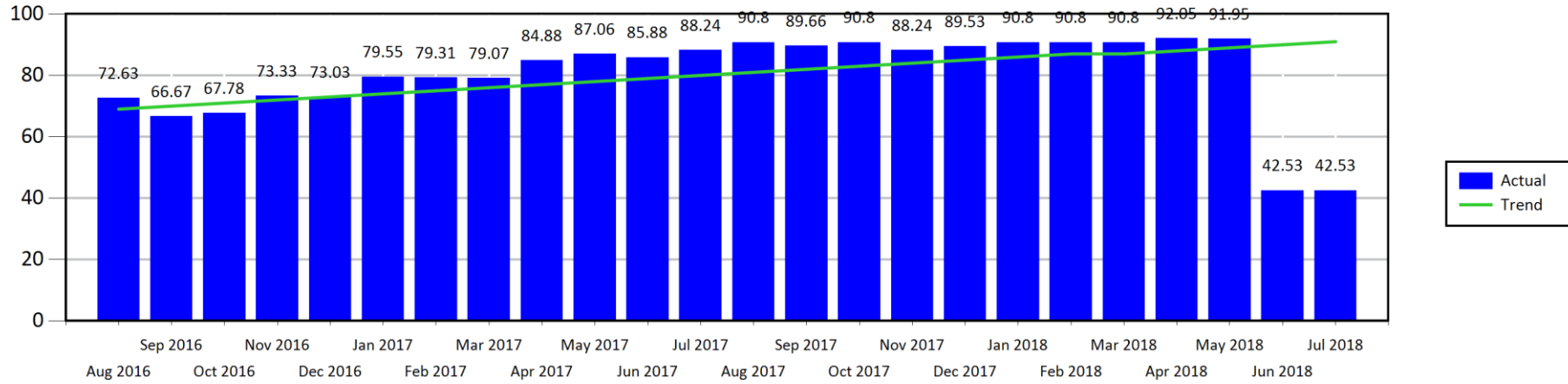
KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Dorset Area On-call stations	Month	Jul 2018	93.26



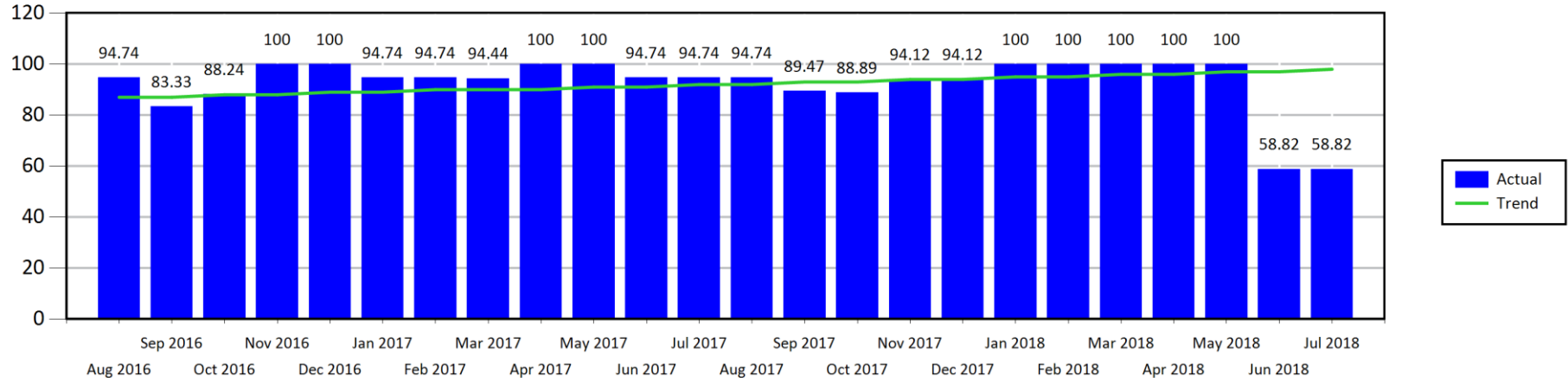
KPI Title	Period	Time Frame	Period Actual
PEO101-Percentage of Operational managers maintaining the Incident Command assessment aspect of their Operational licence- Dorset Area Stations (WT)	Month	Jul 2018	100



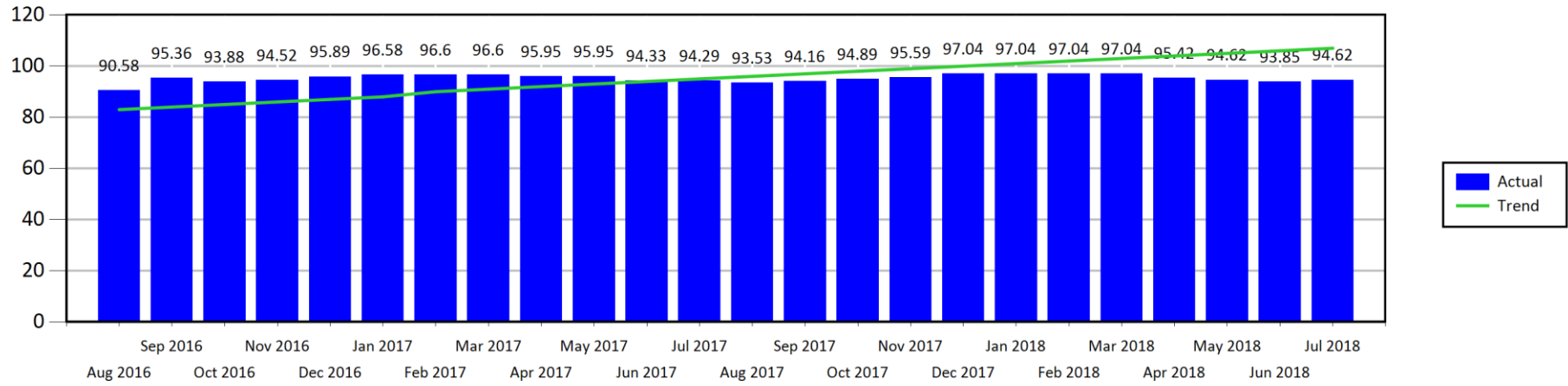
KPI Title	Period	Time Frame	Period Actual
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Dorset Area Stations(On-call)	Month	Jul 2018	42.53



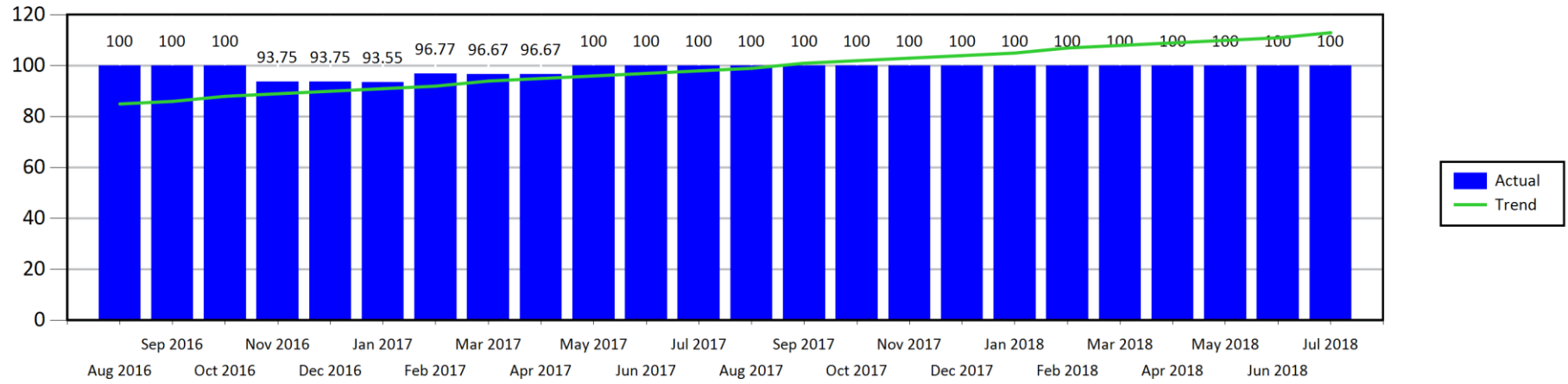
KPI Title	Period	Time Frame	Period Actual
PEO102-Percentage of Operational personnel maintaining the SIM3 aspect of their Operational licence - Dorset Area Stations (WT)	Month	Jul 2018	58.82



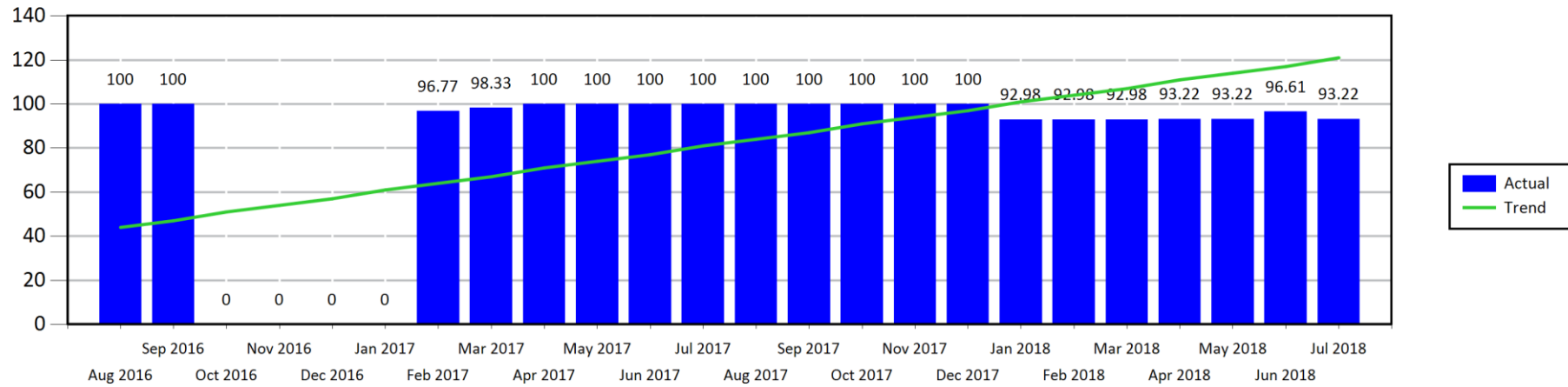
KPI Title	Period	Time Frame	Period Actual
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Dorset Area (On-call)	Month	Jul 2018	94.62



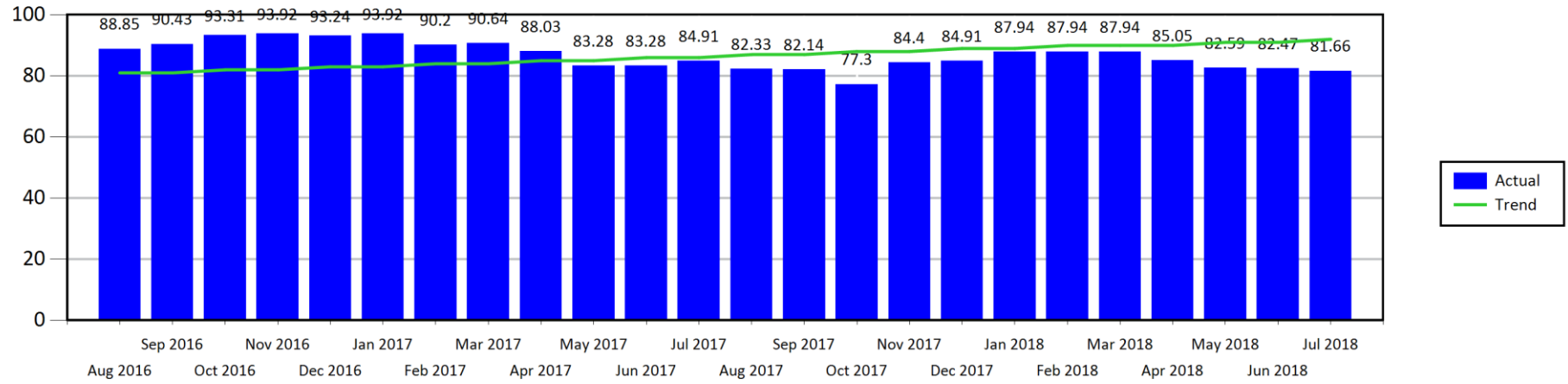
KPI Title	Period	Time Frame	Period Actual
PEO103-Percentage of Operational drivers maintaining the ERD aspect of their Operational licence-Dorset Area Stations (WT)	Month	Jul 2018	100



KPI Title	Period	Time Frame	Period Actual
PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Dorset Area Stations (WT)	Month	Jul 2018	93.22



KPI Title	Period	Time Frame	Period Actual
PEO104-Percentage of Operational personnel maintaining the BA/FBT aspect of their Operational licence - Dorset (On-call) Stations	Month	Jul 2018	81.66



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

Actions

Action Code	Action Name
1.3.4.5	How do we learn from operational and community risk in Dorset; 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, this is in order to mitigate and where possible reduce the risk to the public and firefighters. This has been 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. 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.</p> <p>Furthermore, all personnel participate in incident debriefs immediately after an incident as well as structured debriefs for significant or notable events. These are achieved through command debriefs which are organised by the Area Management Team (AMT) for larger incidents and any operational learning fed back into the Service to attain organisational development and improvement. A multi-agency debrief recently took place following the Major Incident in the Salisbury area, in which many DWFRS crews and officers from across the Service area were heavily involved. There was also debriefs for a significant fire and the Hall and Woodhouse Brewery fire. All of the Dorset Group officers provided regular feedback for incidents through the Operational Effectiveness database to enable effective reporting of notable practice as well as areas of operational improvement.</p> <p>Where, regrettably, we may have had a fire fatality we would hold a multi-agency case conference to determine what if anything could have been carried out better and to better inform how to improve our service along with our partners.</p>	