

# Performance Report Quarter 2

Dorset & Wiltshire Fire and Rescue Service

Swindon Local Performance & Scrutiny Committee

01/07/2018 - 30/09/2018



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

## Swindon

### Priority 1: 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?

Action Code	Action Name
1.1.1.37	How are we working with our partners in Swindon to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p><b>Progress comment:</b></p> <p>The local safe and well advisors are working closely with a number of agencies to try and generate further high risk safe and well visits. Some recent activity has been with the Avon and Wiltshire mental health teams (Swindon Memory Service). During June and July, the Memory Service linked once more with Westlea Fire Station to host a six-week group session for members of the community with early onset of dementia. The course also informs the carers of what is available to them through community services including safe and well visits.</p> <p>The Group Manager continues to represent the service at Swindon PREVENT board. Over the last nine months the majority of watches within the area has received Prevent training from Swindon Borough Council (SBC) Community Safety Manager. The Group Manager also attends the Swindon Community Safety Partnership board which assists in information sharing and ensuring we are reaching the most vulnerable and hard to reach community members. In September we met with colleagues to discuss the reporting structure into the partnership. It is likely in the future that we will provide data which is linked to Anti-Social Behaviour as this is a key area of work for the partnership. This will mean we will provide data on a quarterly basis around our deliberate fire setting. The partnership will then look at preventative measures to reduce these incidents. This may mean further funding for intervention tools such as Salamander.</p> <p>In August we met with Turning Point, the new Drug and Alcohol treatment provider commissioned by SBC. We discussed ways in which we can have referral streams to their clients to ensure their safety from fire. As they also cover the Wiltshire area we have passed this contact through to the central prevention team to ensure a coordinated response.</p> <p>We also have a link in with the Domestic Abuse Strategy Lead in SBC. This has been a useful link for those at risk from fire setting due to domestic abuse. Visits to these sites continue to be carried out by our Safe and Well advisors. We continue to deal with referrals made through Multi Agency Risk Assessments Committee with regards to threats of arson. This work will be carried out in conjunction with our partners. Additionally, this information is placed within our mobilising system so that crews are aware of the issues prior to attending.</p> <p>Local managers and safe and well advisors continue to work with the local authority in regard to the migration fund for the Broadgreen area. In August the main phase of our work was completed. All houses had had a leaflet and knock on the door. During the project the team along with Environmental Health Officers from SBC had visited over 70 properties and fitted in excess of 150 smoke detectors and Carbon Monoxide detectors. We feel this is a positive step to making properties and people safer in the home. At present further work is being undertaken by the project team to see if this work could be spread wider across the Swindon area. On the 26th September Green Watch Stratton organised a team building day with a Group from SBC Troubled Families. During the event they had input from safe and well advisors on how they could assist the service in referring their clients for safe and well visits as part of their programme for the families.</p> <p>A watch from Westlea have also looked at further opportunities to reach the most vulnerable members of the community. The watch presented to First City Care who provide carers out in the community. Following the visit, we have started to see a steady stream of referrals from the company. Additionally, to the above, another watch is making further progress in referral streams from Swindon Carers and Swindon Down Syndrome Group. This is in the early stages but one that needs to progress due to the potential risk to that community from fire.</p>	

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

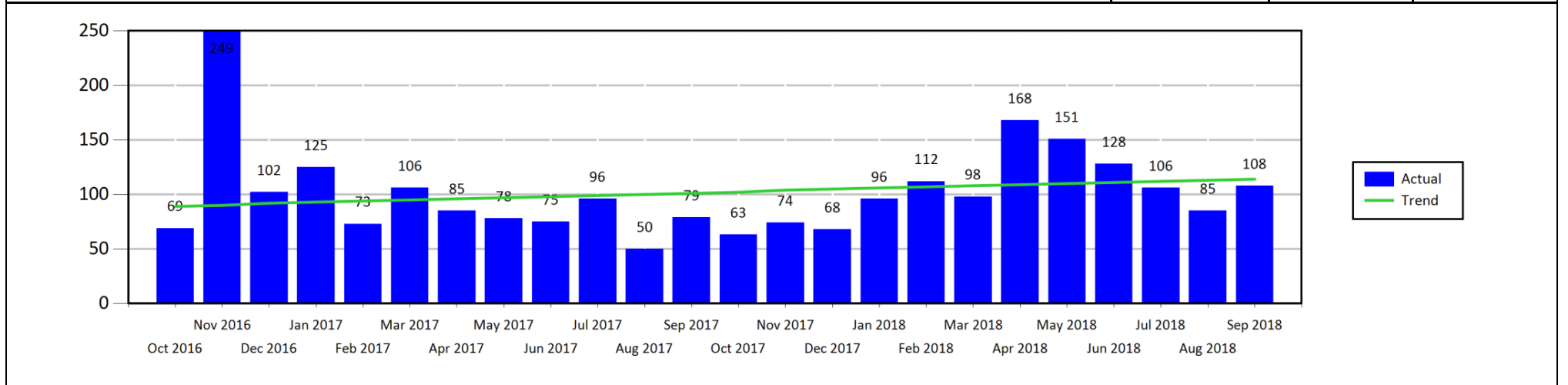
Action Code	Action Name
1.1.5.13	How are vulnerable people in Swindon receiving the support, advice and information they require to reduce their risk of fire
<p><b>Progress comment:</b></p> <p>Volunteer Recruitment is ongoing, in September we had no new volunteer applications, however an Induction day was held for new volunteers and was attended by five new volunteers for the Swindon area. Volunteers attended one event in September which was for the Emergency Services Show held at Cotswold Airport. They assisted the prevention department with setting up and packing away, as well as engaging with the public and assisting with children looking at various displays and fire appliances.</p> <p>There have been no new applications received from potential volunteers in September. All existing volunteers have now been allocated a specific role as a volunteer, for example Safe Drive Stay Alive Assistant, and will be handed over to the relevant department for them to utilise. The review work recommendations are being implemented gradually and will assist with monitoring of information, engagement, communication and overall effectiveness of volunteers, which hopefully will be well received across the departments.</p> <p>Swindon based Advisors work closely with Environmental Health and Housing Officers by carrying out joint visits when attending properties. They have received training and are aware of the processes in place through the Safeguarding Adults Guide for staff produced by SBC for cases of hoarding and self-neglect. The Clutter Image Rating Scale is used to determine the level of hoarding and where necessary Advisors signpost to other agencies and alert the Safeguarding Co-Ordinator of any concerns.</p> <p>Wiltshire area now have an agreed protocol in place for all partners and Safe and Well Team Leader is actively trying to get this replicated in Swindon. Due to some extreme cases that Advisors have dealt with, de-contamination kits are being issued to all Advisors which is now complete.</p> <p>Safe and Well Advisors identified four community engagement events in the Swindon area, and attended the following events: Chilton Gardens, Friendly Club, Memory Service at Westlea Fire Station and a stand was set up in the foyer area of Great Western Hospital for a morning. The first three events generated four new Safe and Well Referrals, and the stand at Great Western Hospital. Various Flu Clinics have been attended by crews and S&amp;W Advisors.</p> <p>Currently available as part of the Safe and Well Visits with Advisors. The following resources for vulnerable occupants: Fire retardant bedding and spray, Winter Warmth Packs, Heater Loan Scheme, Extension Leads, Deaf Alerts</p> <p>Our teams visit households to fit smoke detectors and heat detectors and provide information to make them aware of potential risks in their home. The visit normally lasts 1 hour and covers areas such as:</p> <ul style="list-style-type: none"> <li>• Electrical safety</li> <li>• Cooking safety</li> <li>• Making an escape plan</li> <li>• What to do in the event of a fire</li> <li>• Keeping children safe</li> <li>• Good practice, such as a night time routine</li> </ul> <p>We have prepared for the forthcoming winter months by obtaining some Winter Warmth packs from Age UK which Advisors can issue to people they identify living in a cold home.</p>	

We can support individuals with their varying needs and were able to supply them with fire retardant bedding, a winter warmth pack, extension leads or deaf alerts. If appropriate we can spray a fire-retardant spray around the beds, chairs etc, this ensures that if the individual is smoking in the property and has a history of not disposing of cigarettes etc properly then they will have extra protection.

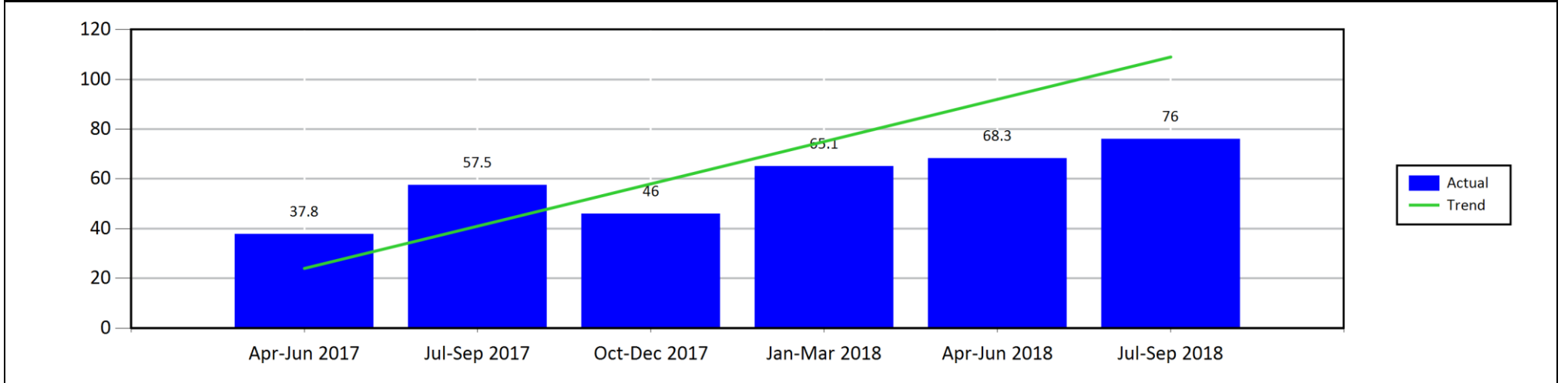
We have oil filled radiators that are available for loan, ten of these have been recently purchased. These are given to people who have no heating and could be waiting for an engineer to fix their boiler. If crews attend a property where they feel the person would benefit from any of the above, they can hand over the information to their Advisor who will follow up the visit and arrange the relevant resources; Winter Warmth packs and fire-retardant bedding and throws are always available for those who need them.

**Key Performance Indicators**

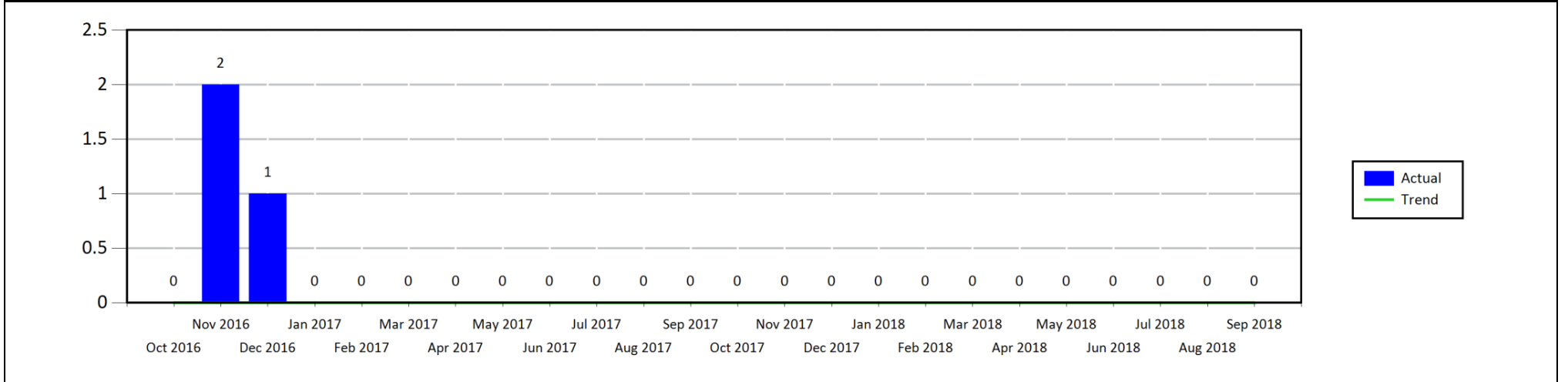
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Swindon Borough	Month	Sep 2018	108



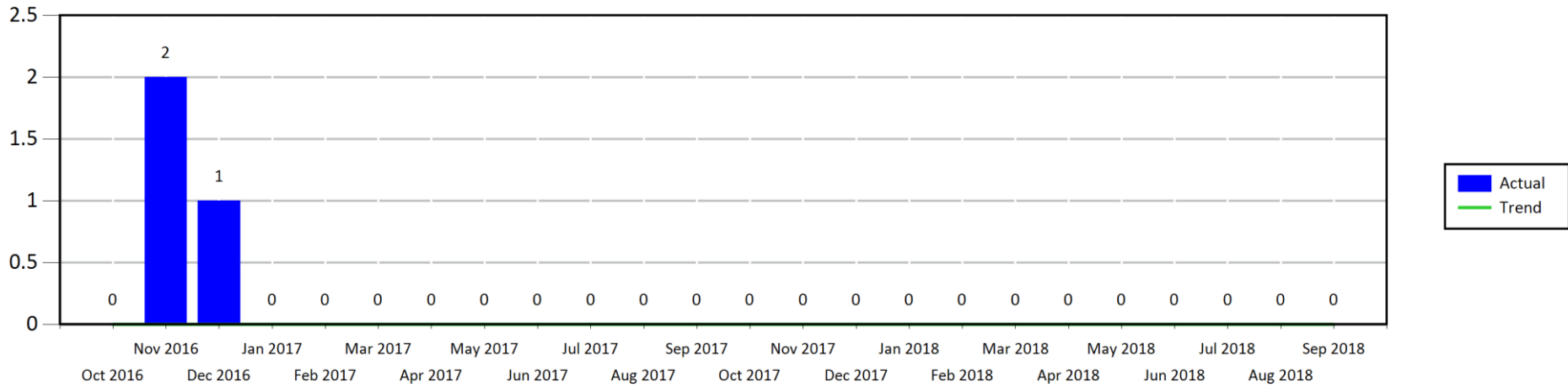
KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken to high risk households in Swindon	Quarter	Jul-Sep 2018	76%



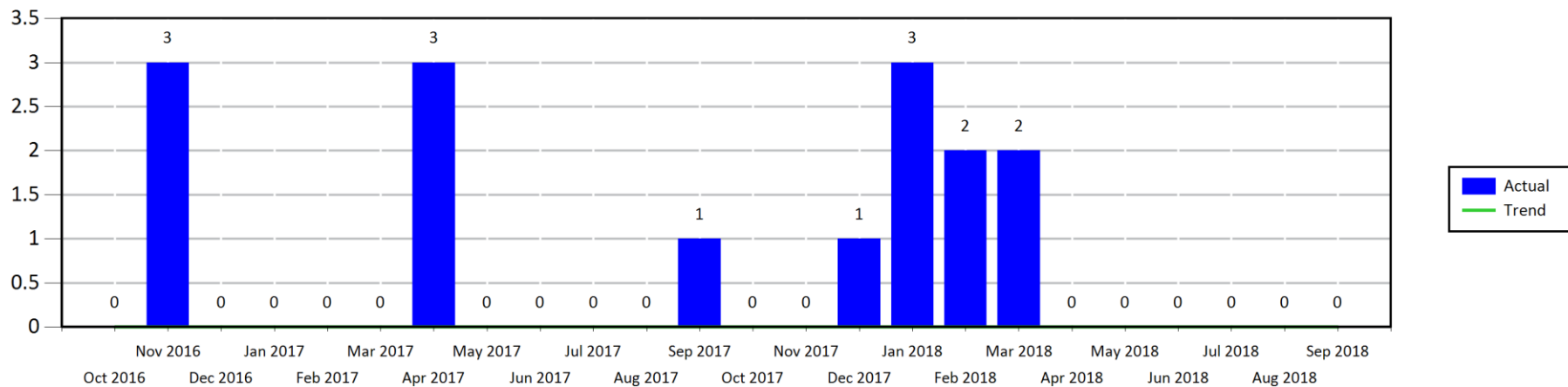
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Swindon Borough	Month	Sep 2018	0



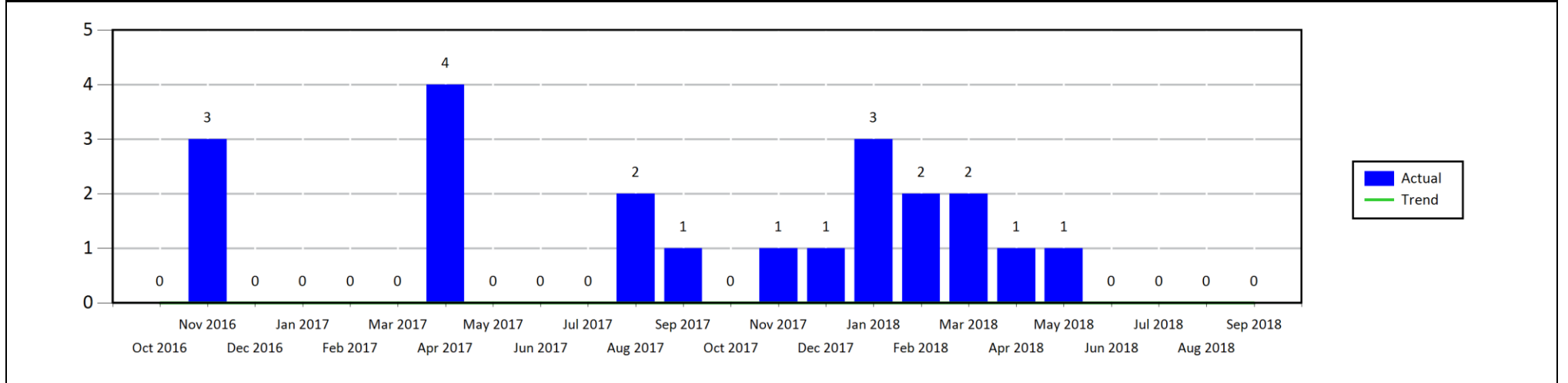
KPI Title	Period	Time Frame	Period Actual
PRE01-Number of fire related deaths - Swindon Borough	Month	Sep 2018	0



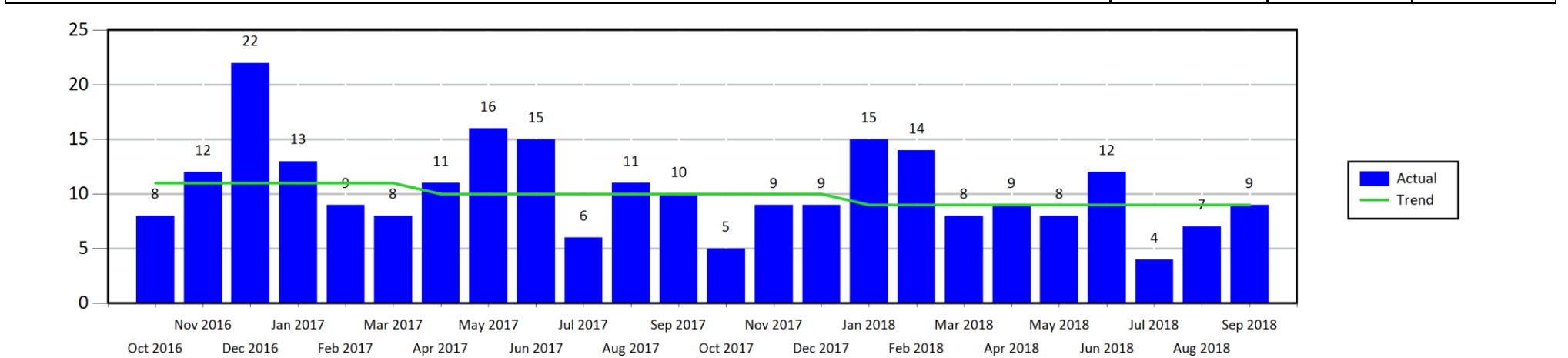
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon Borough	Month	Sep 2018	0



KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Swindon Borough	Month	Sep 2018	0



KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Swindon Borough	Month	Sep 2018	9



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

Action Code	Action Name
1.1.6.14	How do we deliver our safety education to children, young people and communities in Swindon, helping them build safer and healthier lives?
<p>Progress comment:</p> <p>Our Youth Intervention Team deliver a variety of targeted personal development programmes for young people in Swindon. These are primarily Salamander and Fire Cadets. Salamander is an intensive five-day practical course which aims to develop participants personal development skills such as confidence, communication and teamwork through practical firefighting activities such as hose and ladder drills, BA Search and Rescue and RTC scenarios. Those completing the course will gain an AQA Award in Fire Services Training and we work with local partners and commissioners to ensure we are engaging those young people and families at most risk of engaging in risk taking / anti-social behaviour. We deliver a minimum of 8 Salamander courses in Swindon per year.</p> <p>Fire Cadets in Swindon follows the National Fire Cadet Model and runs one evening a week for 38 weeks (follows the academic year). Young people aged 13-18 can apply to become a Fire Cadet and they learn about the role of the fire service and take part in practical firefighting activities. Young people work towards a BTEC Level 2 Award in Fire Services in the Community and the National Fire Cadet Level 1 Certificate. The course ends with a Pass Out display in front of family and friends to celebrate the cadet's achievements.</p> <p>For more information on any of our Youth Intervention Programmes in Swindon please contact Rob Guy, Youth Intervention Manager on 07739 899293 / Rob.Guy@dwfire.org.uk</p> <p>Universal Education:</p> <p>Pre-school/ nursery: this will be self-delivery packages delivered by the pre-school/ nursery staff, available from the website. During school holidays the education officers may be able to visit some nurseries/ pre-schools.</p> <p>Operational crews can help by attending, when possible, as requested to show the children the fire appliance, fire-kit, let the children use the hose, and reinforce the main safety messages.</p> <p>Schools aged 4 – 7 years (Years Reception, 1 and 2): Education Officers target Reception and Year 2 delivering education lesson in schools.</p> <p>Operational crews can help by attending, when possible, as requested to show the children the fire appliance, fire-kit, let the children use the hose, and reinforce the main safety messages.</p> <p>Great Fire of London: The Great Fire of London is a popular topic. The classroom lesson will either be self-delivery by teachers or as part of the Year 2 lesson by educational officers. Operational crews can help by attending, when possible, as requested attending the school and showing the children the fire appliance, fire kit, letting the children use the hose and running the Great Fire of London bucket race. For this you will need the Great Fire of London Bucket set. Contact Sonia Godby.</p> <p>Schools aged seven plus. Education officers will visit year 5/6 children and selected secondary schools and deliver the education packages. Operational crews can help by attending as requested. These will be for events specific to the school and not for standard visits.</p> <p>Daily Mile: Dorset &amp; Wiltshire Fire and Rescue Service (DWFRS) is supporting the Daily Mile in schools. Stickers and certificates are provided to be given out</p> <p>Operational crews can help by supporting schools doing the Daily Mile by attending and running with or supporting the children as they do their Daily Mile.</p> <p>Children and Young People's groups e.g. scouting and guiding and youth groups.</p>	



Operational crews can support by hosting visits by groups to your stations and delivering the activities.

Careers talks. Firefighters career talks need to be delivered by firefighters, not education officers. Careers talk requests can be for secondary schools, to allow young people to consider options open to them. Or for younger children as aspirational inputs. Work is planned to create a bank of resources which can be used by operational crews.

Operational crews can support by attending and delivering as requested, when possible.

Other work with children and young people can be undertaken as required, including requests to or generated by operational crews, operational crews can support by attending as requested. Please make your education officer or education coordinator aware of any visits. Adult talks: Adult talks can be delivered by Operational Crews, Safe and Well Advisers, Education Officers and trained volunteers.

Operational crews can support by undertaking adult talks/ visits as required and recording any such activities using CFRMIS or informing Sonia Godby.

Work being developed in 2018/19 includes:

Firefit:

- Self-delivery in schools of a programme of exercise for primary schools. Using the school's equipment, the 6-week programme is focused encouraging children to exercise and eat healthily.
- Delivery by education officers at children's events over the school holidays at leisure centres.
- Firefit delivery by the trained Firefighters, which will be to selected groups when Firefit Firefighters are available.

Drowning Prevention Education:

The Drowning Prevention Education Strategy will be developed and how DWFRS can support this will be investigated and developed. This may involve operational crews in different ways.

Education Officers continue to target specific year groups in each school, Reception, Year 2 and Year 5/6 are the classes we focus on. Each Education officer has a list of schools that they focus on / target each quarter. We visit schools that have children with additional learning needs and physical difficulties (SEND) by request. Secondary Schools, Home educated children are by request and actioned when there is capacity. Prevention Educational Talks for adults will be delivered on a risk analysis basis and delivered by either Education Officers or Safe and Well Advisers / volunteers.

Where are we now – the first quarter

Education delivery totals have been affected by holidays during this quarter-due to SATs and four weeks of Junior Good Citizen. The Education officers are noticing that in the months leading up May National Tests (called SAT's). The Primary Schools spend their mornings doing the formal curriculum covering literacy, mathematics and science to help prepare them for the tests and have not wanted any visits. Bookings have become more difficult to arrange and getting past the School office or business managers have led to Education officers visiting the Schools in person to arrange a fire safety session with year six children. We are considering the reasons why this is occurring now during the summer break review meetings.

We are reviewing those schools that are making it much more difficult for us to visit. We will compile a report after a meeting to discuss the reasons why it is becoming more difficult to get into some primary schools during the Summer holidays, part of which will be some solutions to how we can provide our fire safety sessions that fit in with School commitments and pressures on the curriculum.

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

Some comments from Swindon schools.

- “Very good quality, and age appropriate, children were engaged”
- “Well Resourced, children loved being able to see the fire kit and try on.”
- “brilliant – engaging and informative and thought provoking”
- “class enjoyed the interaction and actions to help the children remember the rhyme” (Stop, drop and roll)
- “one of the best visitors we have had, thank you”

The Junior Good Citizen event is designed to help Year Six students (10 and 11 year olds) avoid putting themselves at risk of accident or injury, by raising their awareness of risky situations where something could happen. It encourages them to respond appropriately to emergency situations and shows how being a ‘good citizen’ can create a safer community. Our Education Officers have run a scenario with an electrical calculator this year. Where the pupils learn about the dangers of overloading sockets and how to understand the electrical loading in the home. Also what is good, safe practise. The emphasis is on the children having an interactive, learning experience before moving from primary to secondary school, then taking home a rule that can help keep them safe and avoid being a statistic (6000 electrical fires in the UK each year). It is a multi -agency event with colleagues from Wiltshire Police, Wiltshire Council, Road Safety and Environmental health, Selwood Housing, and British Railway police, all in a carousel of activities either in a morning or afternoon session. Swindon Celebrated its 30 year anniversary this year and invited guests attended and joined in celebrating with a tea and commissioned special birthday cake.

### 3.Working towards next quarter

The introduction of the new resources to compliment the new lessons for Primary schools. Encouraging children to be healthy and more active through FIREFIT and the DAILY MILE Support material for operational firefighters will be available as activity outline for each age group highlighting areas to focus on. This will be made available for each station. Library visits to provide a story time interactive session with a water safety slant. Also a few leisure centre visit for the children attending holiday club session these are also water safety focused and interactive making the use of the space that are given in the leisure centre.

### 4.Evaluation of Education

We have updated the evaluation forms which will take account of the children’s knowledge together with the Teachers feedback accounts to ensure we continue to improve our delivery and keep our delivery up to date and relevant. The forms also have questions that are answered by ticking boxes. Importantly these forms provide the education officers with feedback on their delivery and how valued their visits are. We will continue to build a selection of case studies which will evidence best practice and positive impacts for external partners.

### 5.Potential problems

We do not have capacity to deliver in Key stage three and Key stage four. We have been looking at ways we can manage the request and provide a more robust delivery across these year groups. Many of our fire-setter cases are associated with teenagers. We have only been able to provide reactive limited bespoke sessions when there have been problems in the schools or surrounding area. We are looking into providing a range of education resources via our website and are liaising with the media team currently. We will consider the use of assembly format in Secondary Schools and how this can be made relevant and engaging. Our young people have such an array of visual stimulus that being able to compete with what they are used to may be a huge challenge

Looking forward.

During the school summer holidays, the Education officers will be visiting local libraries to read safety stories, these interactive experiences were a bit success last summer and this year the focus is on water safety to fit in the NFCC drowning prevention strategy.

They will also visit some leisure centres and provide some interactive sessions for children attending the summer school programme.

We are reviewing those schools that are making it much more difficult for us to visit. We will compile a report after a meeting to discuss the reasons why it is becoming more difficult to get into some primary schools during the Summer holidays, part of which will be some solutions to how we can provide our fire safety sessions that fit in with School commitments and pressures on the curriculum.

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

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 Swindon this includes Salamander, an intensive 5-day course for young people aged 12-18 who are at risk of offending or exclusion from School and vulnerable adults from partner organisations. This course provides participants with the opportunity to take part in firefighting activities such as hose running, ladders, learn search and rescue techniques, working 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.

Our delivery plan for the 2018-2019 financial year includes a minimum of five Salamander courses being delivered in Swindon.

In addition to Salamander, a new Fire Cadet Unit launched in Swindon in September 2017. This new unit, based at Swindon Fire Station follows the National Fire Cadet model and follows the academic year allowing the young people to gain a BTEC Level 2 Award in Fire Services and the Community qualification. The course is an even mix of theory and practical and gives the Cadets an opportunity to take part in a variety of community based activities.

Where are we at the moment?

Quarter 2 has seen the first Swindon Fire Cadet programme come to an end for the initial cohort. All 16 of the Cadets who started in September 2017 completed the programme and took part in a Pass Out display in July to demonstrate the skills they had learnt over the previous 38 weeks. All 16 gained the National Fire Cadet Level 1 Certificate and they are awaiting the result of their BTEC Level 2 Award in Fire Services in The Community which is currently being moderated by the Awarding Body.

Two Salamander courses have been delivered during this period also. The first one was for Swindon Down Syndrome Group for their annual course to give the participants an experience in fire-fighting activities and give them opportunity to gain new skills and experiences.

The second was in partnership with Swindon Borough Council for their Family Services programme. A total of 16 participants completed the course with all 16 gaining some form of accreditation including AQA Awards in Fire Services Training, Basic Life Support First Aid, Food Safety Level 2 certificates and NCFE Level 1 Award in Employability Skills.

The families are referred into the course by Swindon Borough Council to get the families working together, communicating more effectively, building confidence and trust but also supporting parents further towards employment.

All participants felt the course improved their confidence and ability to work as part of a team with Charlie (name changed) stating "I've definitely challenged myself this week which has improved my self-esteem. I will take away from this that challenging myself really motivates me and communication and teamwork are important to achieve what I want in the future".

Where are we going in the future?

The new Cadet cohort commenced their weekly sessions during the first week of September. A total of 16 young people aged between 13 and 18 are engaging and getting to know each other through team building activities.

There are three Salamander courses being delivered in quarter three of this year. A course for Young Carers is being held in October whilst November sees another Family Services course in partnership with Swindon Borough Council being delivered and an open access course being funded by Swindon Borough Council where referrals are being invited from Job Centre Plus, local housing associations and Swindon Police's Early Intervention Programme.

In addition, there are several taster days being delivered including a Team Building Day for Swindon Borough Council and for Crowdy Hill School.

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

Action Code	Action Name
1.1.7.8	How are we delivering effective road safety education in Swindon to reduce the risk of road traffic deaths and injuries?
<p><b>Progress comment:</b>  Road Safety Update - Swindon</p> <p>1. What are we trying to do?  The primary aim of our road safety education is to safeguard young people from the physical and psychological harm caused by a road traffic collision. Our secondary aim is assisting the military and business drivers to improve their driver behaviour. The tertiary aim is to target all other road safety casualties.</p> <p>2. Where are we at the moment?  Safe Drive Stay Alive (SDSA) financial support.  Arval LTD (Swindon based) have supplied £1200.  Swindon Council are supply £4,000 (2k per year)</p> <p>3. The last quarter?  Summer is traditionally a quiet period and with very little road safety input from Swindon there have been no partnership road safety events.  We have completed the filming of the new MoD Road Safety Video. The new presentation will be called 'Survive the drive' and will be launched at the MOD's Rose Bowel Awards in October. We will be testing and evaluating the presentation with the Army in November and we plan to have the whole presentation complete and ready for distribution from February 2019.  Swindon SDSA Roadshows took place from the 18 - 20th &amp; 25 - 27 September. 2,500 students attended this year. Warneford School will be attending in December at Marlborough College as we couldn't fit them into the Swindon shows (late booking).  Swindon College failed to turn up for their show. They cancelled on the day and did not anyone know. They had over 300 students booked in. We engaged directly with the vice-principle as a result of this.  Kingsdown &amp; RWB both made mistakes with their bookings only sending half the students. These will be re-booked.</p> <p>4. The Next Quarter?  On the 5 October we will be running a road safety day at PRAXAIR Surface Technologies Ltd, Greenbridge. We will be taking the crashed car and running a SDSA for staff with two shows (10:30 &amp; 13:30). We have also approached them about supporting our schools campaign to which we have had a very positive reply. This is to be followed up after we have run the day for them.  National Road Safety Week 19– 25 November  Theme: Bike Smart – aimed at educating road users on Cyclists and Motorcyclists.</p>	

DWFRS will be aiming to assist the police with an Operation Close Pass in Swindon. Location and date to be confirmed. During operation close pass, police will target drivers not providing 1.5 meters of clearance when overtaking (plain clothes cyclist with cameras). Once pulled in the driver is then handed over to fire for a practical/education section.

DWFRS will also have events in other areas (Wilts & Dorset) during the week.

We will be supporting four Don't Drink/Drug Drive roadshows during December – 10 Dec Swindon, 11 Dec Trowbridge, 12 Dec Salisbury, 14 Dec Chippenham 10-3, resources – crashed car, driving

#### 5. Measuring our outcomes.

The Evaluation of our road safety education

A full report into the Safe Drive Stay Alive Roadshow is available and has been sent to all members of the road safety partnership

Contained within the report is an extensive four-part evaluation. The evaluation forms an important part of our road safety work and is used to ascertain the effectiveness of the education delivered.

The four parts of the evaluation cover feedback from teachers, pre & post roadshow questionnaires from students, a statistical analysis of casualties and finally an external observation and feedback from a professional academic.

A brief summary of results

- Statistical Analysis has shown that since the roadshow started the casualties within the 16-19-year-old age group has fallen by 40% (Wilts & Swindon)
- 100% (89) teachers surveyed agreed that the hard-hitting nature and content of the roadshow was right and essential for the young people.
- The students Pre & Post roadshow questionnaires showed a significant change in attitude toward the fatal four causes of road safety collisions. (Drink/Drugs, Mobile phones, seatbelts, and speed)
- Feedback from Dr Clare Holt has been extremely positive had she has made several recommendations to improve the roadshow.

This evaluation proves the roadshow is a highly effective tool at changing attitudes to road safety and reducing casualties. Furthermore, the endorsement from all the attending teachers and Dr Clare Holt has given us confidence that we are delivering a highly effective educational tool.

#### 6. Where are we going in the future?

Following on from the evaluation we are looking to further develop the quality of our education. An SDSA Development Group has been created with representatives from all road safety partners in Dorset. This group will be using the evaluation results to further improve the education delivered.

This group will make changes to the scripts and presentation format to further improve the communication of messages around road safety. It will also see the implantation of behaviour change techniques to aid in influencing those young people to make better choices.

As mentioned above we will be targeting the school that did not attend this year.

## 7. Barriers/Threats

SDSA has also come under national criticism (Not specifically our roadshow) recently for its hard-hitting nature and that it can do more harm than good. This has been dispelled by our evaluation with the support and comments from the teachers.

Any help or influence that could help us get into the remaining schools would be greatly appreciated.

## 8. Statistics

2018 stats are 4 months only Jan- April

These stats are Swindon Only (Excluding M4)

## Casualties:

	2015	2016	2017	2018
Fatal	6	1	6	1
Serious	68	79	52	25
Slight	519	561	425	172

Motorway 2018 – 0 deaths (could be Wiltshire or Swindon stretch)

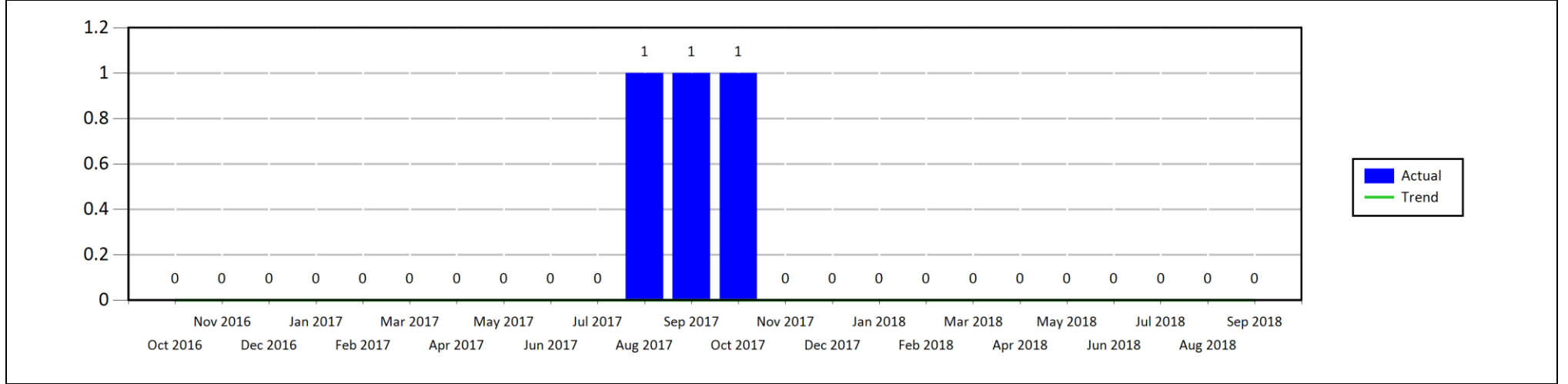
Vulnerable Road Users – Fatal (NOTE – These totals are for Wiltshire & Swindon combined)

## Fatal Casualties

	2015	2016	2017	2018
Motorcycles	10	5	7	3
Pedestrians	2	7	5	1
Pedal Cycles	4	2	0	2
Horse Riders	0	0	0	0
Children <15	1	1	0	0

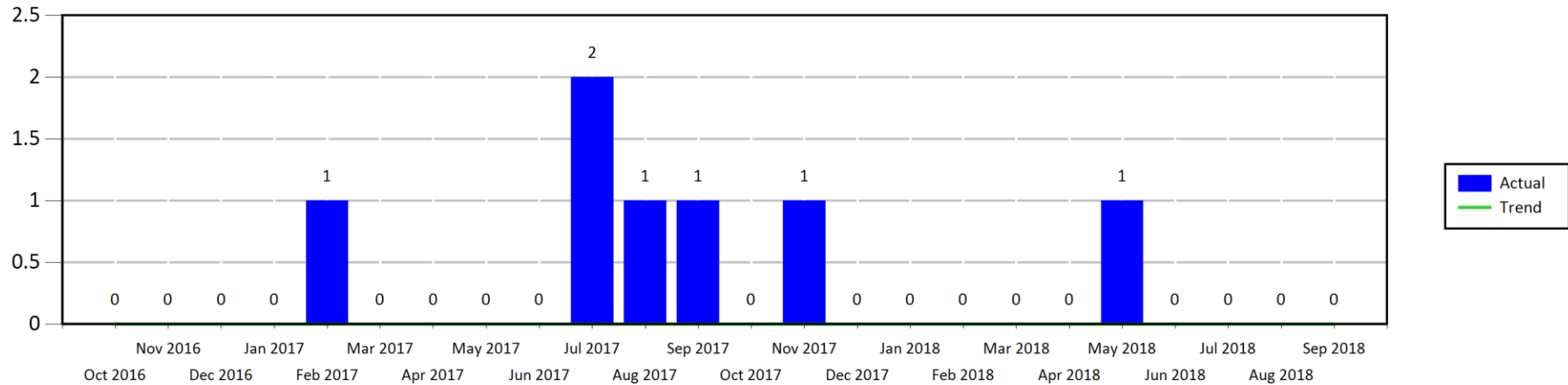
Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - M4 NB: NO FIGURES FOR JUNE ONWARDS	Month	Sep 2018	0

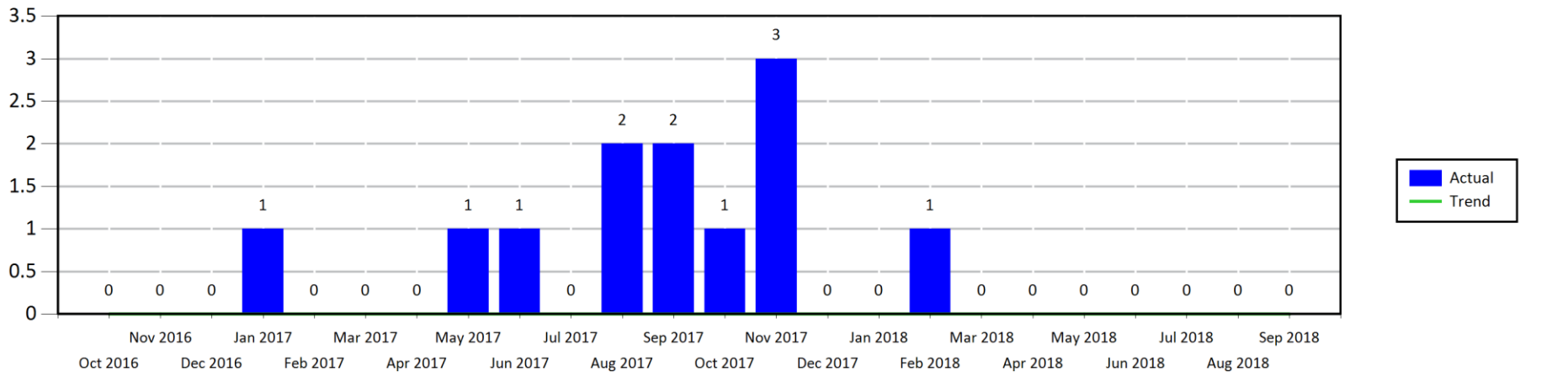




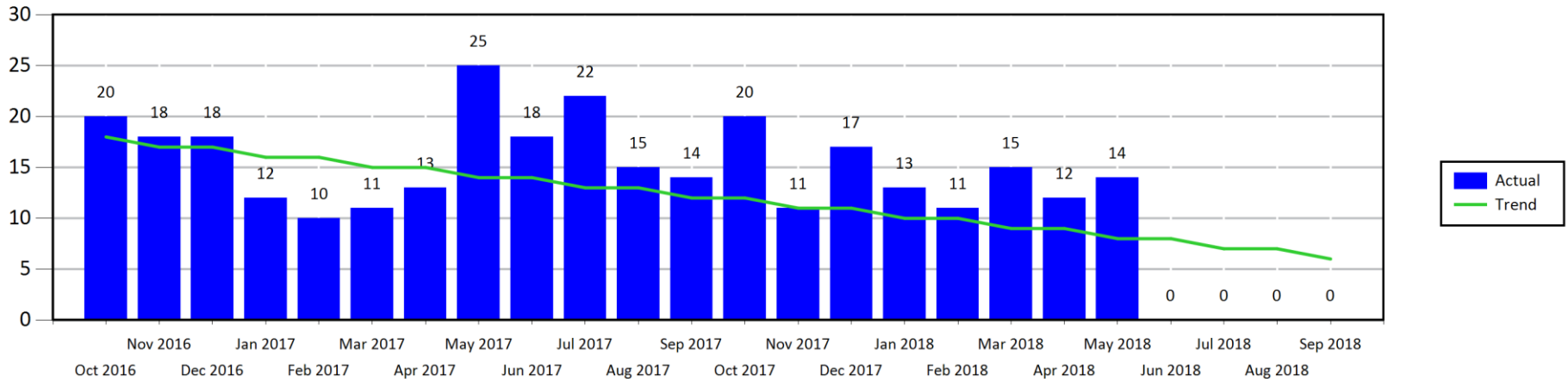
KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions – Swindon NB: NO FIGURES FOR JUNE ONWARDS	Month	Sep 2018	0



KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions - M4 NB: NO FIGURES FOR JUNE ONWARDS	Month	Sep 2018	0



KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions – Wiltshire NB: NO FIGURES FOR JUNE ONWARDS	Month	Sep 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?

Action Code	Action Name
1.2.1.8	How are we effectively working with our partners in Swindon to safeguard the vulnerable people we come into contact with?
<p><b>Progress comment:</b> July to September 2018 Swindon</p> <p>DWFRS represent on the Local Safeguarding Children’s Board (LSCB) Quality Assurance Sub Group. We have completed a report on Organisational Headlines’ to alert the LSCB to performance headlines and emerging issues. This will support the LSCB in its monitoring of key performance Information and help demonstrate the effectiveness of the partnership’s safeguarding activity. The report covers information about the strengths and challenges that we have in respect of our service’s safeguarding responsibilities, with a particular focus this quarter on Early Help.</p> <p>Safeguarding Adults Boards are required to complete an Annual Report each year to provide an overview and evaluation of work completed by each partner organisation throughout the year, in line with the Boards’ four strategic priorities –</p> <ul style="list-style-type: none"> <li>• Effective Prevention</li> <li>• Effective Safeguarding</li> <li>• Effective Learning</li> <li>• Effective Governance</li> </ul> <p>We provided a critically reflective overview of our organisation’s work. From both a single agency perspective and multi-agency one, highlighting successes but also any challenges we face and how we propose to resolve these in the year ahead. This has been published in the Annual Report.</p> <p>A Safeguarding Adults Boards (SAB) requested that representatives from the partner agencies undertook “Line of Sight” visits to each other’s partner agencies. The purpose of the visit is to increase understanding of how partner organisations operate and how safeguarding adults is incorporated into their service provision.</p> <p>The SAB Voluntary Sector Representative carried out a Line of Sight visit to DWFRS. A report followed which was presented at the next board meeting. Findings shared were positive. “This was a very interesting line of sight visit, I was really made to feel welcome (in DWFRS) and I was really impressed by the co-ordinated approach to safeguarding and the genuine commitment to the safety and wellbeing of vulnerable adults.”</p>	

Links have been made with the Modern Slavery and Human Trafficking lead in Wiltshire Police.  
Work is taking place on communications to be shared with all staff around an Anti-Slavery day in October

Eight members of staff have volunteered to be Domestic Abuse Champions in DWFRS. Training is pending. Once training is complete, information on Domestic Abuse and support will be shared in the Service Update and Connect.

The Safeguarding lead and Safeguarding administrator have developed a survey which will shortly be launched to all staff who have completed enhanced safeguarding training. The survey has been created to find out how well safeguarding has been embedded into the organisation and to see what direction safeguarding training needs to take in the coming year.

The Safeguarding lead has met with the Fire Control Manager to look into additional safeguarding training for fire control operators. By fire control staff having extra training it is hoped that they may prompt the need for the raising of a safeguarding concern if missed by crews providing information about the incident they are reporting back on.

Safeguarding Co-ordinator has joined the National Fire Chiefs Council (NFCC) Safeguarding Co-ordination Work stream. The purpose of the work stream is to provide direction for the (NFCC) in relation to safeguarding children and adults at risk. To enable the NFCC complies with government legislation and guidance. This will also support DWFRS aligning local and national policy with HMICFRS inspection criteria.

The Safeguarding Co-ordinator met with Devon and Somerset FRS and Hampshire FRS Safeguarding Co-ordinators to share best practice. The meeting was really useful, not only from the perspective of reviewing current practice, but also to remind us that the issues we face are common to us all. As a result of the success of the meeting and DWFRS, Devon and Somerset and Hampshire Safeguarding teams have been encouraged to work together more closely, we will be meeting 2 to 3 times a year. This will be ongoing

The Safeguarding Co-ordinator attends a monthly meeting with other Safeguarding Leads (SL) from external agencies this helps to ensure we are compliant with national safeguarding legislation. We share best practice and receive peer support and supervision. The SLs review cases referred to the group by the Safeguarding Adults Review Sub Group. The group 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. This will be ongoing

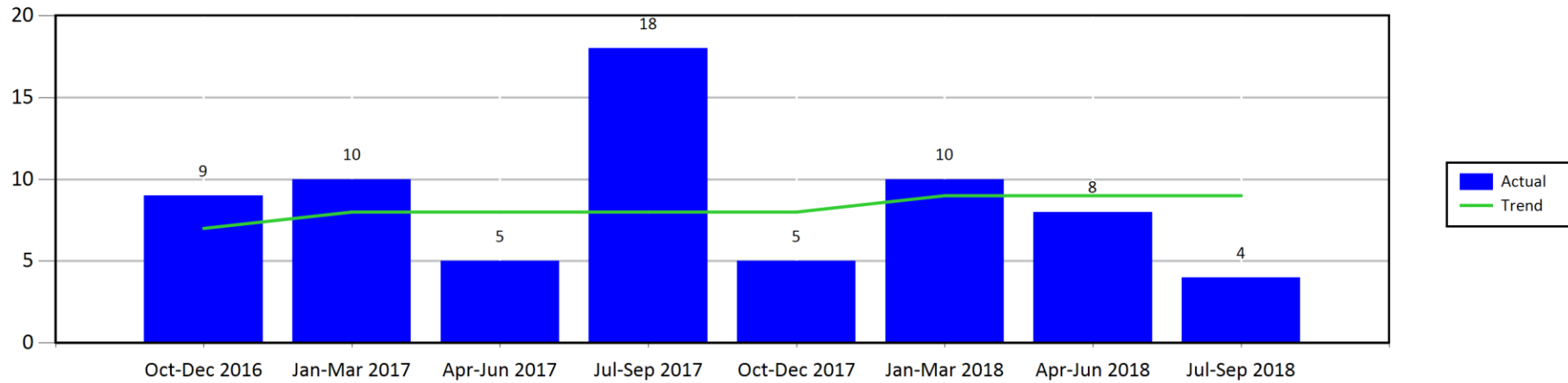
At September's meeting the group had a guest speaker from Rape Crisis Support.

Work is pending on sharing information on the Service Update and Safeguarding Team page. The Safeguarding Co-ordinator has met with Preventions HR Business Partner to look at safer recruitment. This is ongoing.

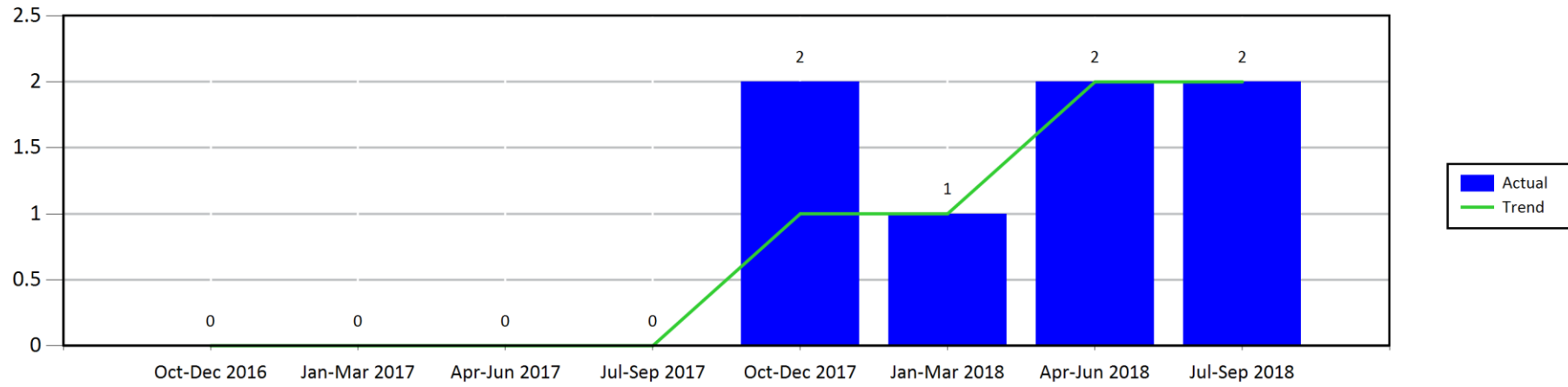
DWFRS have representation on the monthly Wiltshire Hoarding Protocol Task and Finish Group with Wiltshire Council. The panel has been set up to create a multi-agency working group to look at how organisations deal with hoarding. Working alongside: The Health Protection and Environment Group (Wiltshire Council) The Public Services Board (Wiltshire Council) Wiltshire and Swindon Community Safety Partnership.

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of adult safeguarding referrals from DWFRS- Swindon Borough Area	Quarter	Jul-Sep 2018	4



KPI Title	Period	Time Frame	Period Actual
Number of child safeguarding referrals from DWFRS- Swindon Borough Area	Quarter	Jul-Sep 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?

Action Code	Action Name
1.2.2.10	How are we providing advice, support and consistent regulation for local business in Swindon so they can meet their legal fire safety obligations?
<p><b>Progress comment:</b>            What are we trying to do? (A project outline of what are we attempting to achieve and the impact of our work).            Fire Safety teams are committed to working at the heart of local communities. We have a targeted business support programme to audit local and high street businesses to raise awareness of their fire safety responsibilities, to educate and drive up voluntary compliance in fire safety standards.            We will focus on buildings where there is a sleeping risk, in line with Service Strategic Target of 'Auditing 100% of high risk sleeping premises before 2020'. Currently cumulative target of 52% being exceeded by 11.9%. On target to be complete by end March 2020.            2018/19 we have also targeted Residential Care Homes, accommodation above commercial units and Rogue Landlords of Houses of Multiple Occupation (HMO's) and of course, continue to support the owners and occupants of the 17 high rise buildings in the Swindon area, following the sad losses at Grenfell Tower. The Protection department continues to support the provision of 'High Rise Plates' in order to provide risk critical information to Fire Crews during an incident.            Our Aim is to:</p> <ul style="list-style-type: none"> <li>• Pursue a positive approach to business support and education aimed at promoting residential and commercial sprinkler systems</li> <li>• Further enhance our effective working practices with partner agencies such as the Care Quality Commission, Food Standards Agency, Environmental Health, Immigration and the Environment Agency. To share intelligence and maximize our impact in reducing both commercial and residential risks.</li> <li>• Jointly address compliance issues in HMO's with Local Authority Housing to protect vulnerable people who often reside in this type of housing. Multi-Agency work continues to support Housing and Police, Border Force and food standards agencies.</li> <li>• Promote the Primary Authority Scheme to offer professional and consistent fire safety advice across a broad spectrum of businesses.</li> </ul> <p>Where are we at the moment?            In this quarter (Q2) we have completed the following:</p> <p>33 Building Regulations consultations, all completed within 15 working day statutory period            2 'INS1' Fire Safety Complaints            3 Post fire audits            46 Fire Safety Audits with approx. 15 Licensing applications            11 non domestic fires            74 false alarms - Department working with area team to identify repeat offenders and drive down instances</p> <p>Common failings of inspected premises include - 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 and out of date fire extinguishers.</p>	

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. The service currently has 7 signed up Primary Authority partners including Astor, Selwood and Magna housing groups, RNLI and Oakland Furniture Group. Protection Inspectors work with the Group Management team to identify instances of high occurrences of Unwanted Fire Signals and work with premises owners and managing agents to drive these down.

Post Grenfell in June 2017 to date, much of the team's work was dedicated to high rise buildings and supporting their owners and occupants through testing times. We continue to contribute to the national debate on High Rise Improvements through analysis of the Hackitt report and contributing to the review of Building Regulations. The department supported the National Fire Chiefs Council (NFCC) Business Safety and Fire Door Safety Weeks during September with a series of seminars, drop in sessions and updates on the Service website.

Where are we going in the future?

We will maximise our impact by using data within our management systems to overlay layers of risk data to target commercial buildings at greatest risk from fire. This is in addition to the corporate high risk sleeping target. We will work with operational crews and partners to expand our activity, where appropriate we will use Prevention teams in blended activity.

Case studies evidencing best practice and positive impacts for external partners

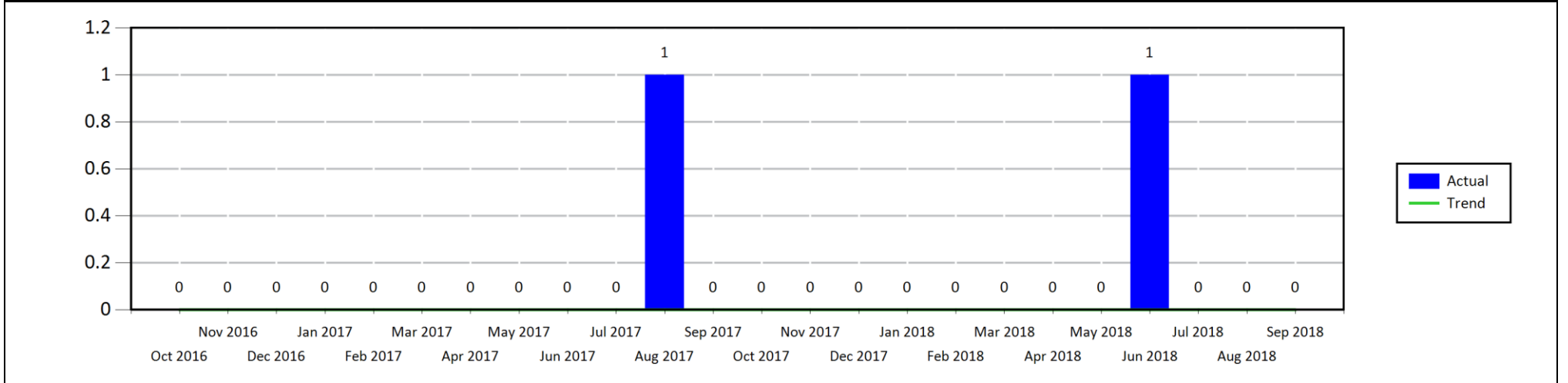
Our multi-agency joint partner agency work such as Operation Galaxy has resulted in fire safety standards being raised. Our inspectors work closely with Safe and Well teams to deliver home safety advice 'behind the front door' to protect vulnerable people from fire.

We have worked closely with partner agencies, organisers of large events and regulated stadia throughout Swindon over the summer months in conjunction with the Event Safety Advisory Group including Swindon Town FC and the Blunsdon Stadium.

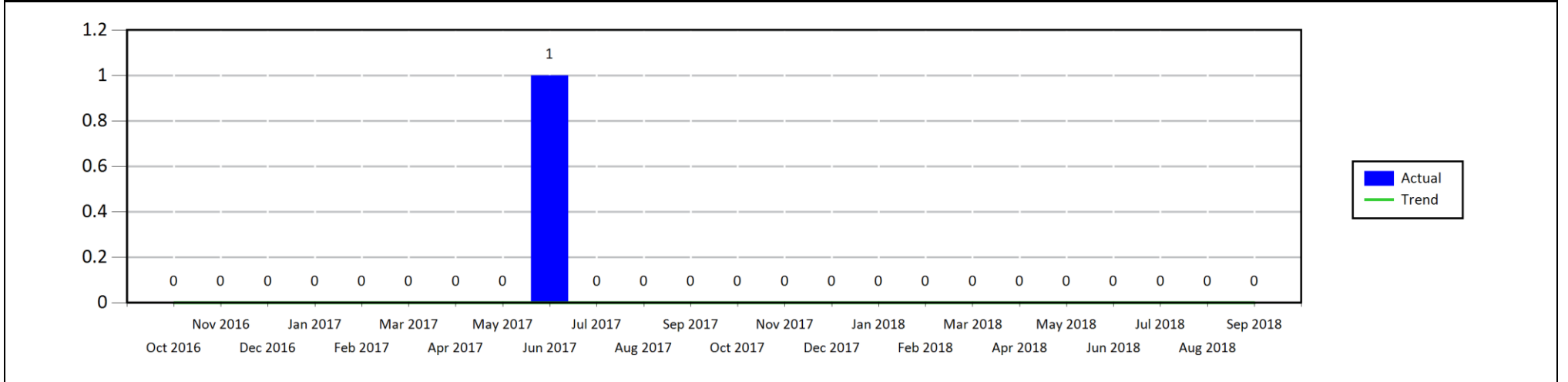


Key Performance Indicators

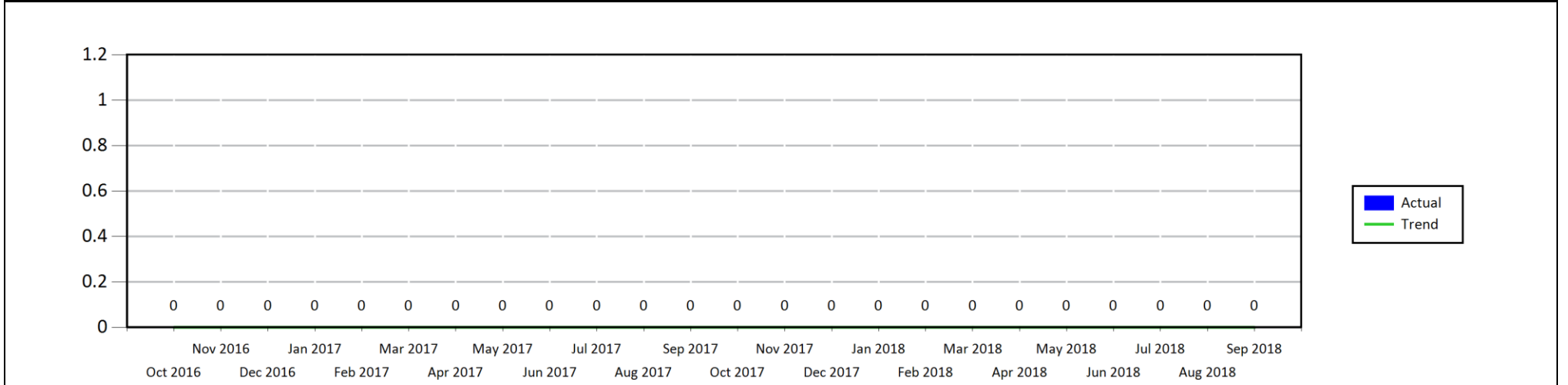
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Swindon	Month	Sep 2018	0



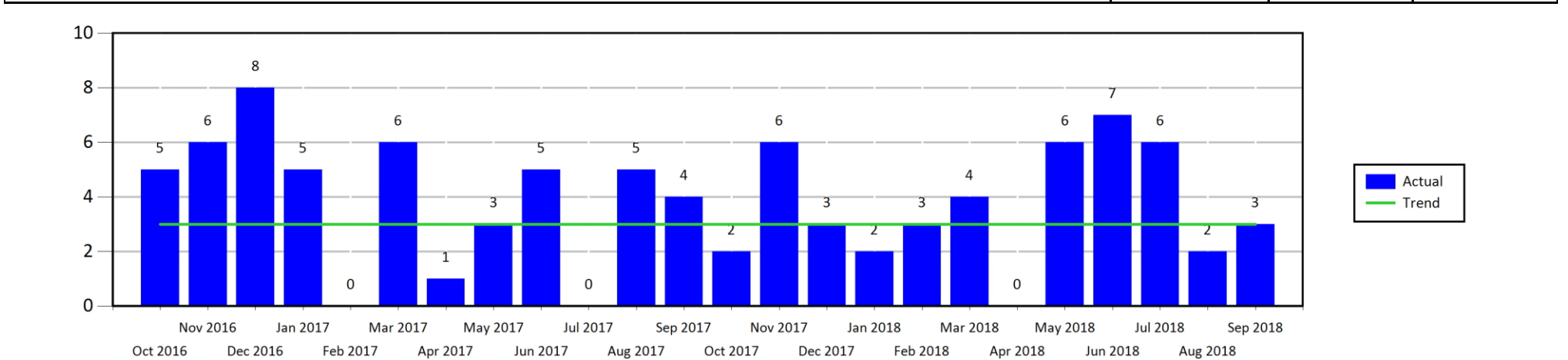
KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Swindon	Month	Sep 2018	0



KPI Title	Period	Time Frame	Period Actual
Number of prosecutions in Swindon	Month	Sep 2018	0



KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in Non domestic properties-Swindon	Month	Sep 2018	3

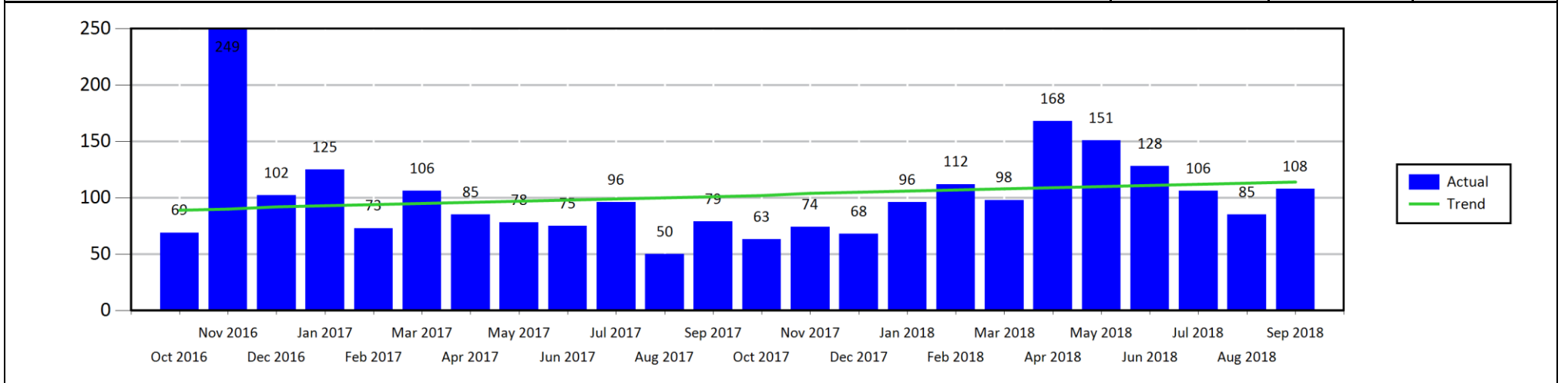


## KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

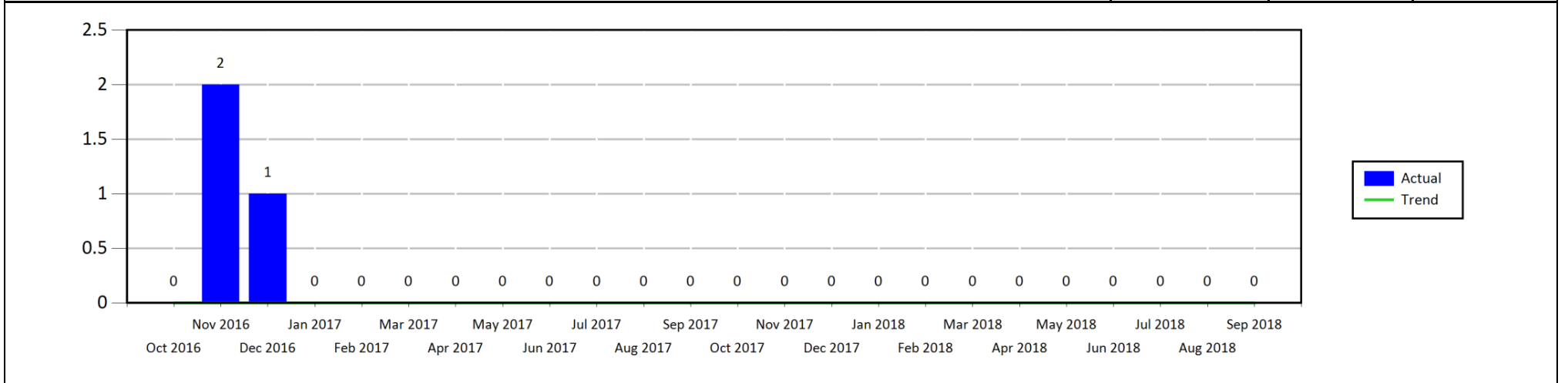
Action Code	Action Name
1.2.3.8	How are we identifying and driving down risks to the community, heritage and environment in Swindon?
<p><b>Progress comment:</b></p> <p>The Group Manager continues to have a link into Multi Agency Risk Assessment Committee Domestic Violence meetings with other partner agencies. This is to receive a number of referrals to properties and occupiers who have been victims of domestic abuse. Additionally, where threats of arson have been made. We continue to be contacted by Domestic Abuse Lead from Wiltshire Police when a risk is identified. This relationship has been built over the last 12 months and continues to work well. Safe and Well advisors are asked to attend the property and give advice and ensure the property is fitted with smoke detectors. We also highlight the threats of arson through the mobilising system to ensure crews and control staff are aware. This also helps with police attendance at specific addresses.</p> <p>The migration project in Broadgreen has proved successful in engaging with members of the community. The designated safe and well advisor along with SBC officers continued to offer free safe and well visits to the members of the community. They have visited over 70 properties and fitted in excess of 150 detectors over the time of the project. Currently the project is being reviewed as the main focus has now been covered with leaflets and door knocking. There is now the potential to move out to a wider area to cover further high-risk residents. Additionally, to the work in Broadgreen, local watches continue to use Pinpoint software. This enabled them to highlight the high-risk addresses/occupants across the borough. Once aware of the addresses the watches visit the area to offer the free visits. Uptake has been varied but crews will continue to pursue this method and others over the coming months along with working with partner agencies.</p> <p>We continued, through our Fire Safety Manager to work with the borough council in highlighting empty buildings and the risks associated with this.</p> <p>Crews continue to work on operational/tactical plans for the local high-rise risks. Swindon operational staff are also now providing Wiltshire area crews with high-rise refresher training (specifically targeted at crews who regularly stand by at Swindon during busy periods). There is also a service wide project which includes Swindon regarding Premises Information Plates at high rise premises. Local personnel will be involved in this which will assist crews with information when tackling a fire in a high-rise premise.</p> <p>Crews continue to identify the local risks under the Fire &amp; Rescue Services Act 2004 (7.2d) visits and updating existing risks with new information. This is then made available to operational crews on the incident ground. Crews are allocated a number of reviews to carry out along with any new risks identified through local/partnership intelligence. Within the last quarter a number of sites have been identified as needing further investigation regarding potential risk to firefighters, community and the environment.</p> <p>In the coming months a number of industrial/commercial areas across the area will be allocated to individual watches to take responsibility of risk/arson reduction. This will be linked in with our protection department to ensure they are made aware of any significant issues that may need further investigations.</p>	

Key Performance Indicators

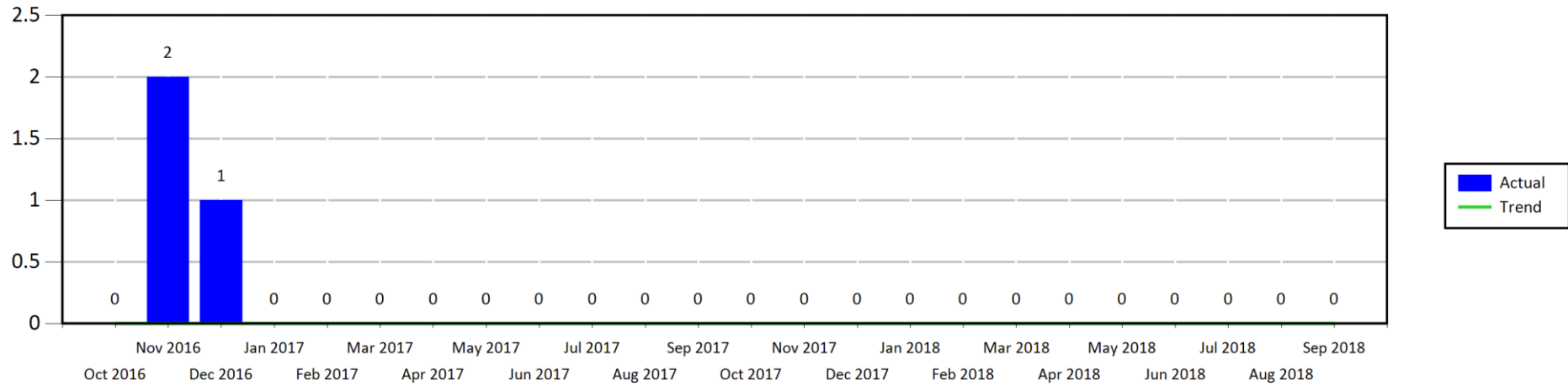
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Swindon Borough	Month	Sep 2018	108



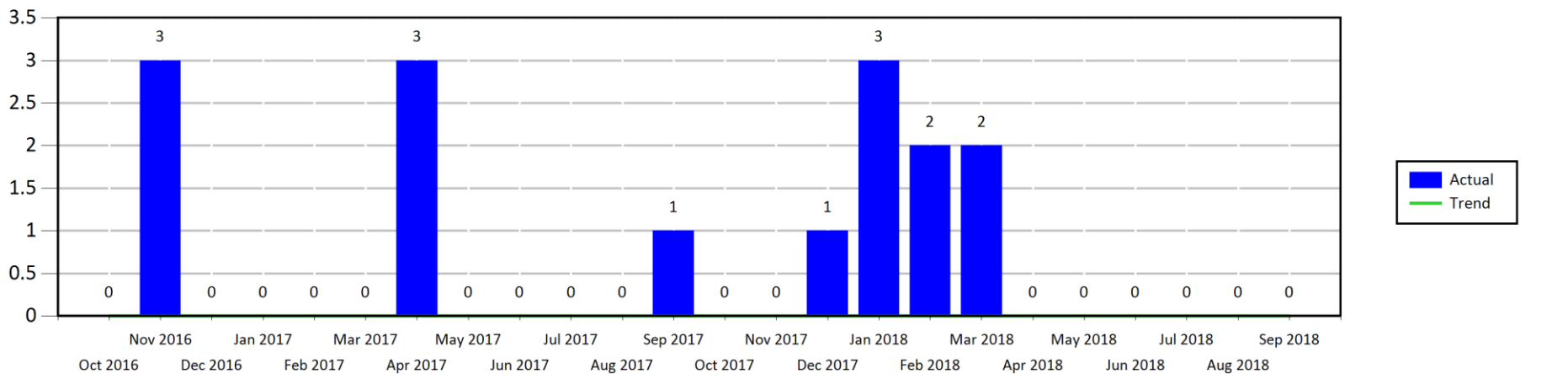
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Swindon Borough	Month	Sep 2018	0



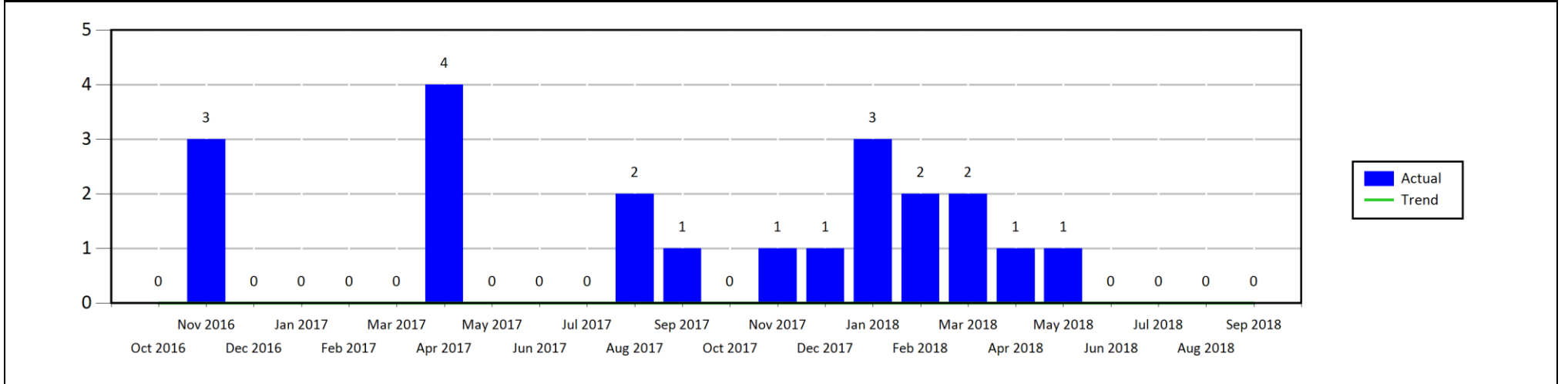
KPI Title	Period	Time Frame	Period Actual
PRE01-Number of fire related deaths - Swindon Borough	Month	Sep 2018	0



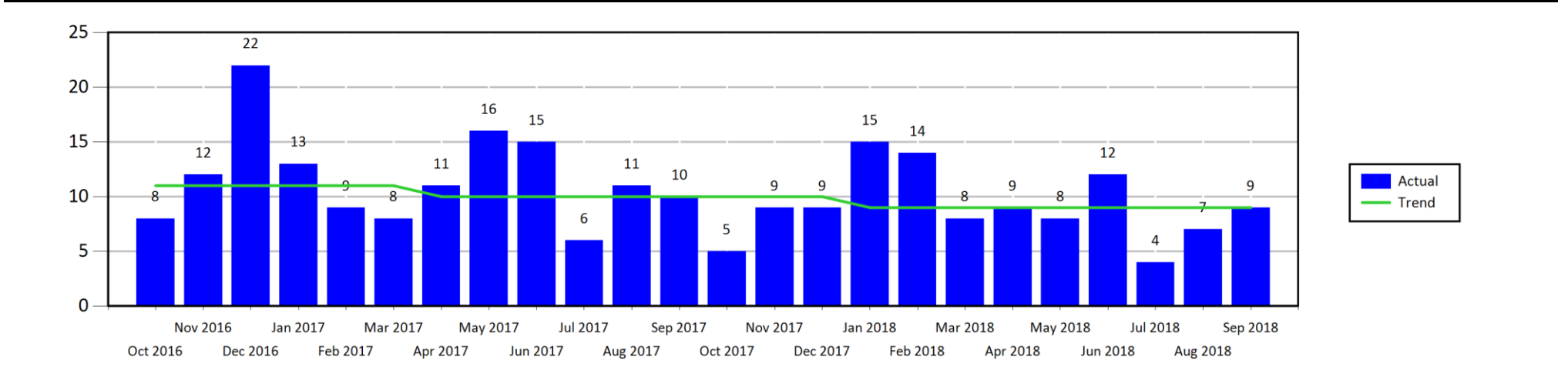
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Swindon Borough	Month	Sep 2018	0



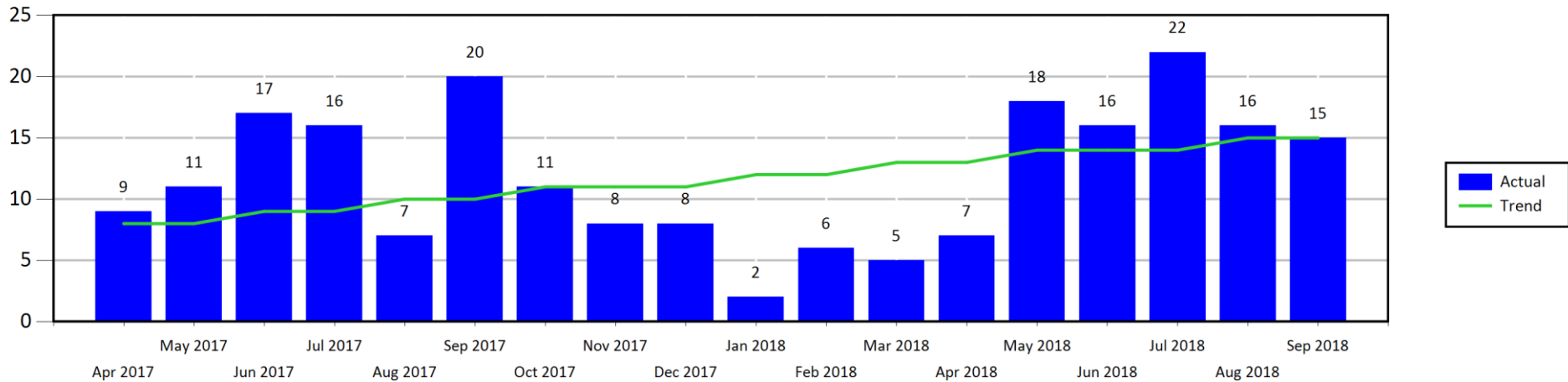
KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Swindon Borough	Month	Sep 2018	0



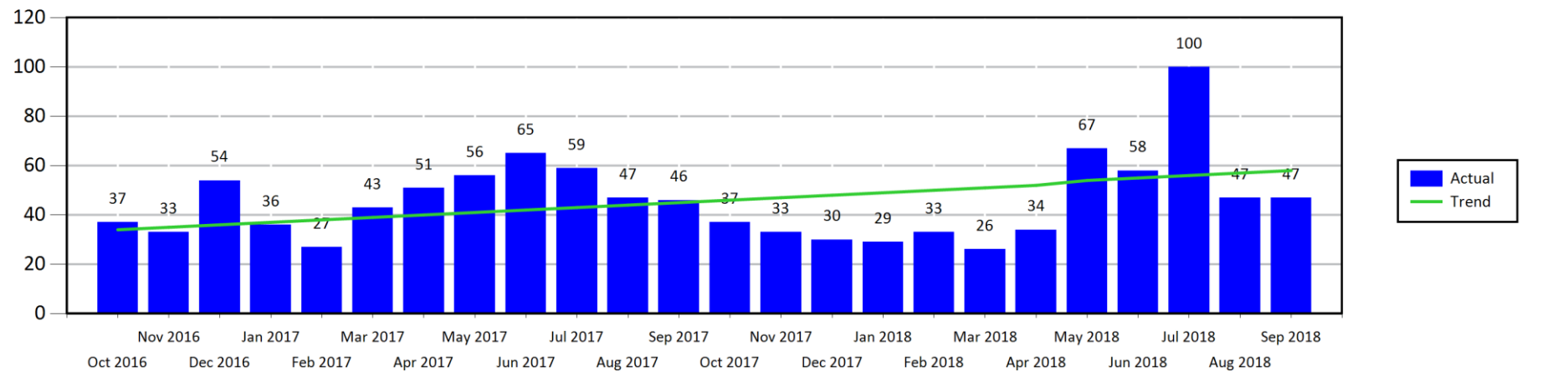
KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Swindon Borough	Month	Sep 2018	9



KPI Title	Period	Time Frame	Period Actual
PRE05-Number of deliberate fires (primary + secondary) - Swindon	Month	Sep 2018	15



KPI Title	Period	Time Frame	Period Actual
PRE06-Number of fires - Swindon Borough	Month	Sep 2018	47



## 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?

Action Code	Action Name
1.2.4.7	How do we effectively support local resilience partnership arrangements In Swindon to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p><b>Progress comment:</b>            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.</p> <p>Themes for these meetings going forward are: Severe weather, Control of Major Accidents Hazards (COMAH) sites, Chemical Biological Radiological Nuclear explosives (CBRNe), and warning &amp; Informing. Each of these topics has a risk assessment and a plan which are thoroughly reviewed and amended as necessary at these meetings.</p> <p>Continued to support the multi-agency operations to resolve the Salisbury nerve agent attack by contributing to the operation that ensures the safe clean-up of areas that may have been contaminated. This has been achieved by being an active member of various planning groups and providing emergency crews as part of the safe systems of work.</p> <p>On Tuesday 3 July 2018 a major incident was declared in respect of the poisoning of two members of the public in Amesbury through contact with a nerve agent. The major incident was called Operation FORTIS and required the establishment of a Strategic Command Centre with relevant command, control and coordination structures being put in place. The incident followed on from Operation FAIRLINE in March 2018, where the Skripal's were subject of a targeted exposure to a nerve agent in Salisbury.</p> <p>On the evening of the 16 of September a couple were taken unwell in Prezzo in Salisbury and because of the symptoms they were exhibiting and other intelligence this event was suspected to be linked to the earlier attacks. As such a major incident was called by the Police and DWFRS stood up a number of systems and extra staff to support the multi-agency response. The victims were taken to hospital and tested negative for nerve agent so those systems were then stood down.</p> <p>DWFRS has contributed to a review of the LRFs 4x4 plan being undertaken by Wiltshire Council. The 4x4 cell, which is a key part of the 4x4 plan is run by DWFRS and was used to great effect during the severe weather last Winter. This resulted in over 1700 vulnerable people receiving essential medical care in their own homes.</p> <p>DWFRS has taken part in a police-led exercise to tests the LRF fuel plans, these plans ensure that there in minimum disruption to fuel supplies during a time of crisis.</p> <p>Looking forward there are a number of exercises being run by the Police to test our multi-agency response to a series of terrorist related type incidents. Wiltshire Council area leading on the delivery of a Multi-Agency Tactical Training Course (MATT) which prepares tactical commanders and managers to lead and support a response to a wide range of emergencies.</p>	



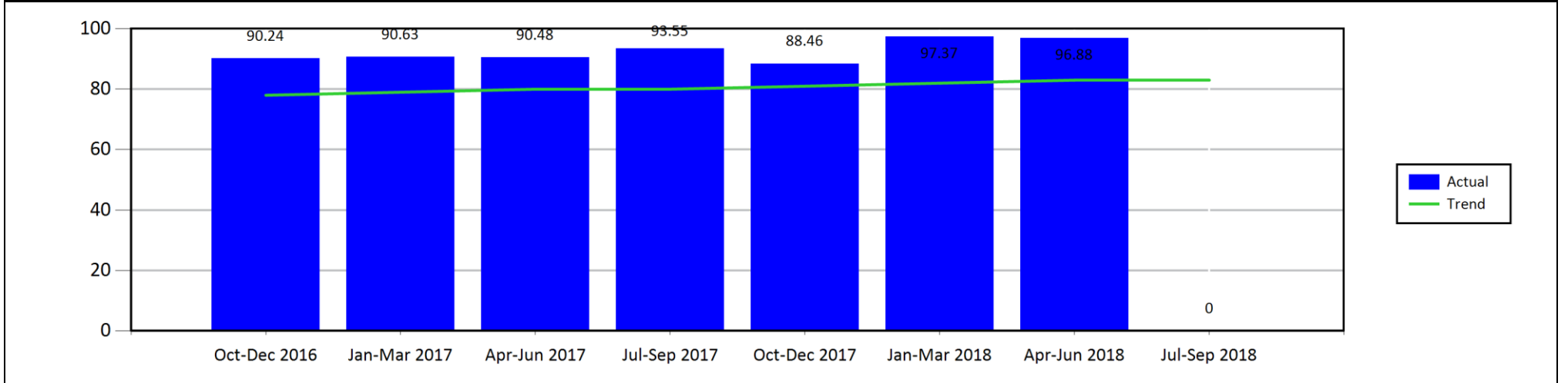
## Priority: Being there when you need us

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

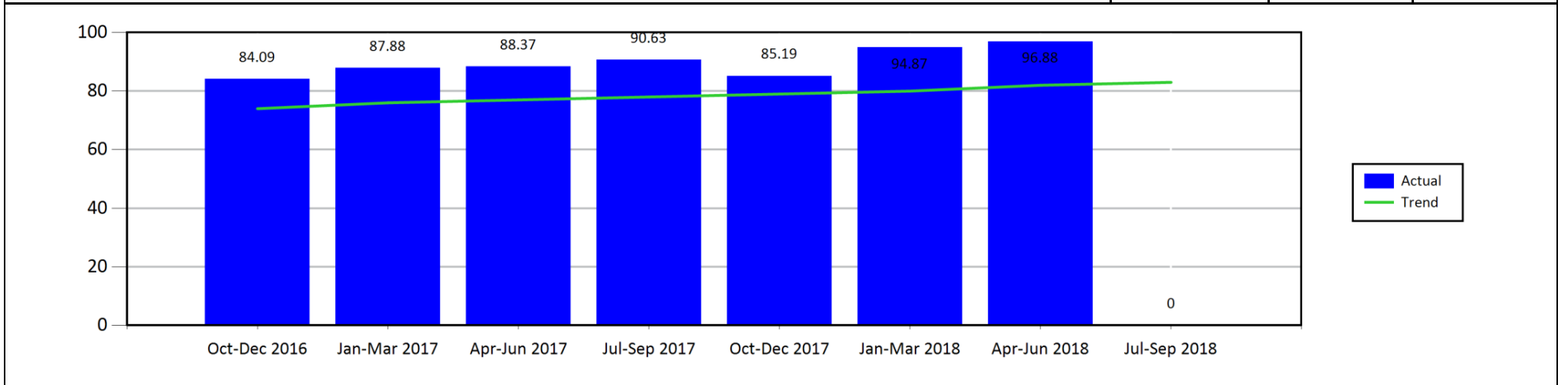
Action Code	Action Name
1.3.1.8	Are appliances in Swindon available when we need them?
<p><b>Progress comment:</b></p> <p>Within the Wholetime establishment we can almost guarantee that all three frontline appliances are available 24/7 within the Swindon area. With the on-call appliance we have less guarantee due to the type of contracts they have and also have full time positions elsewhere. However, we are aware when the appliance will be off the run due to an electronic availability system (Gartan) so the managers of the on-call unit can try to fix the problem.</p> <p>We're constantly recruiting within the On-call system due to the turnover of staff. Both units within Swindon are currently piloting the salary scheme which has helped in some way towards retaining staff as they are now paid for their hours of availability rather than against their amount of activity.</p> <p>Recruitment has gone well with Swindon On call team. They have recently had a further new recruit who has completed their training and are now adding value to the availability of the appliance. The main issue we have with the On-call personnel is the lack of volunteers coming forward to be drivers and managers. We continue to manage this and try show the benefits to both the individual and the service in taking on these skills.</p> <p>During May and June, we recruited a number of new wholetime staff that have transferred in from our On-call teams and other fire and rescue services. We continued to hold a few vacancies within the watches in Swindon following a promotion process. However, following a recent recruitment initiative from the service these vacancies will be filled by new recruits. We should start to see numbers increasing from November onwards. We are aware and plan for retirements within the area and we are aware of a number in 19/20 financial year.</p> <p>Locally the teams continued to be involved in positive action recruitment. This will hopefully see more diverse applicants for the service in the future. On 15th September we held a "have a go session" at Swindon Fire Station 10:00 – 14:00. This will hopefully bring members of the community into the station to see what the service can offer for employment. These sessions are set up for us to recruit into the on-call sections at Swindon, Stratton, Royal Wootton Bassett and Cricklade.</p>	

Key Performance Indicators

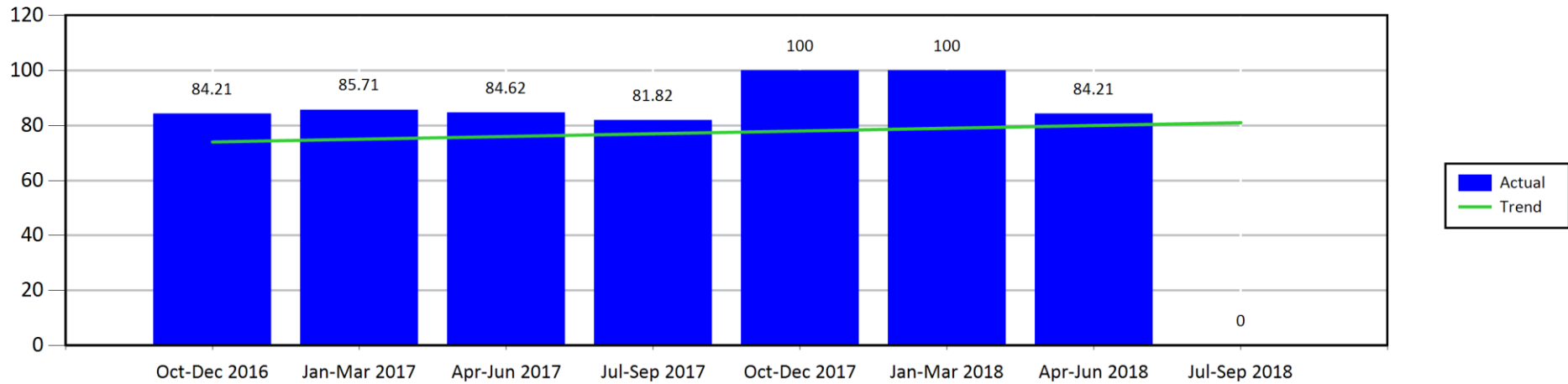
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Swindon Borough NB: CURRENTLY NO FIGURES AVAILABLE FOR JULY ONWARDS	Quarter	Jul-Sep 2018	0%



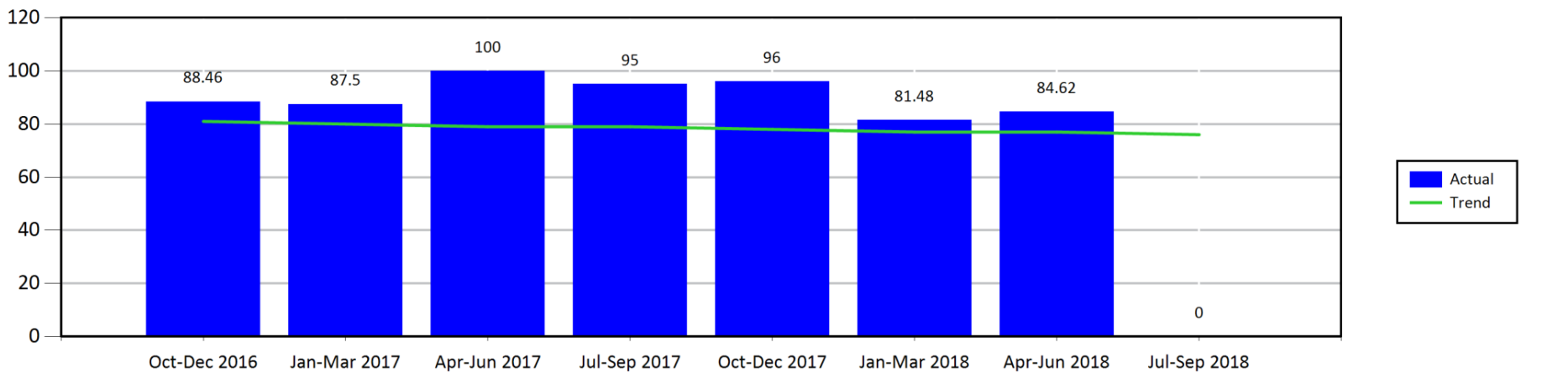
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon	Quarter	Jul-Sep 2018	0%



KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon	Quarter	Jul-Sep 2018	0%



KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon	Quarter	Jul-Sep 2018	0%

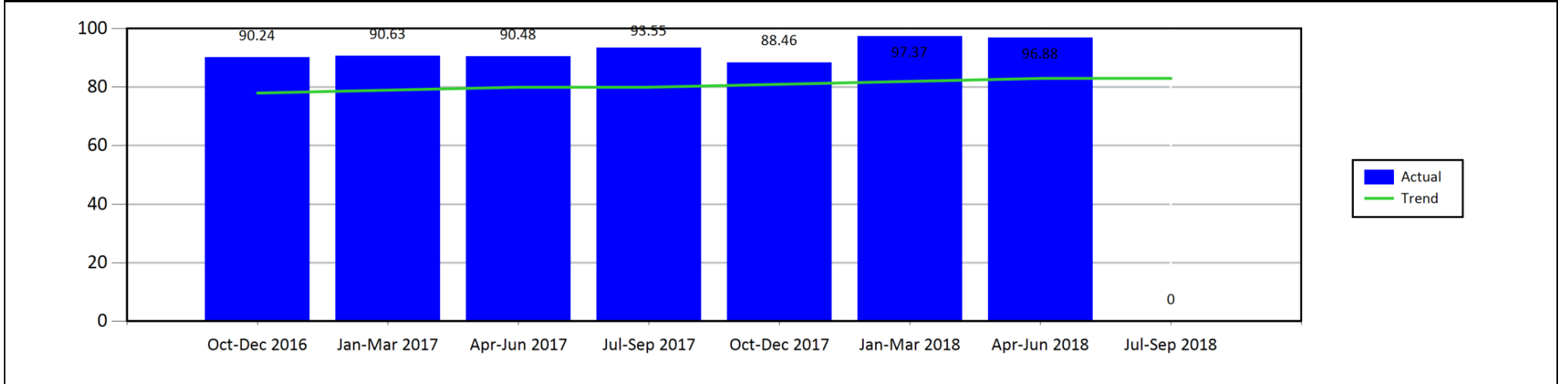


## KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

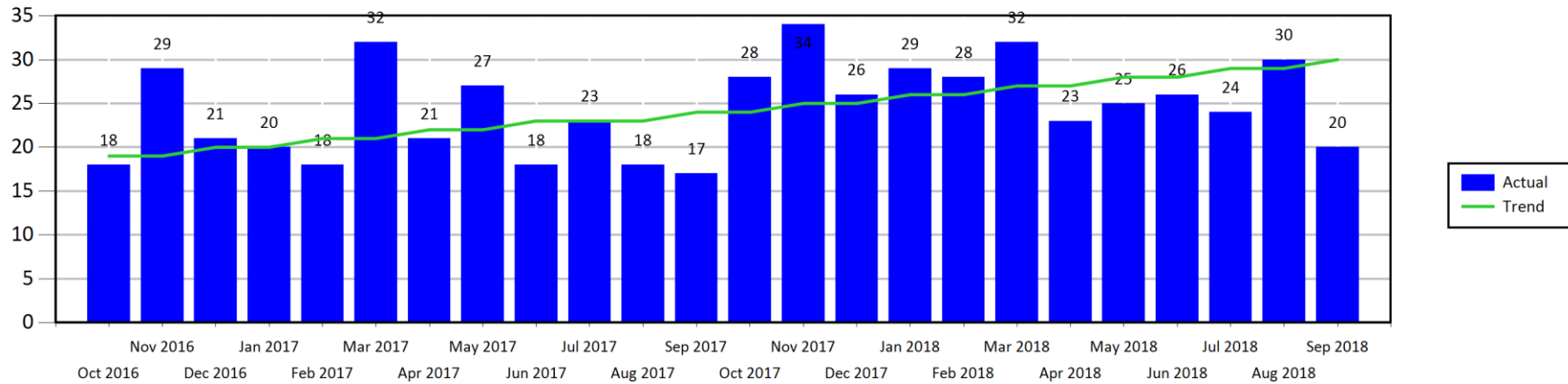
Action Code	Action Name
1.3.2.12	How effective and efficient are our response arrangements in Swindon for dealing with the range of incidents we attend?
<p><b>Progress comment:</b></p> <p>Within Swindon we continually meet the majority of our response standards as we are predominately wholetime appliances. We continue to strive for improvements to the On-Call appliances within the area as at times they are unavailable due to crewing which in turn has an adverse effect on response times.</p> <p>Additionally, due to locations of On Call staff responding to station can be problematic at certain times of day. These responses are monitored and investigated on a monthly basis when appliances are not mobile within two minutes for Wholetime and five minutes for On Call.</p> <p>Whilst we monitor the turnout times of the crews as stated above, we also investigate failures of response standards. They are generally linked but at times turnout times are met yet response standards are not. When investigating it appears that failures can be down to appliances being in other location when calls are received. This can be due to risk visits and training.</p> <p>Crews across Swindon continue to promote the service wide initiative “Are we getting through” this was to highlight the issues of inconsiderate parking across the area. We have a number of areas across the borough which caused problems when responding and therefore extending response times.</p> <p>We continued to have high levels of competency amongst the operational staff within the area. The competencies are looked at on a regular basis by the Area Management Team.</p> <p>Training guidance is provided centrally on a three monthly basis which is used in conjunction with local risk training such as High Rise, Hazardous Material and specialisms such as animal and water rescue.</p> <p>Watches within the area continue to deliver refresher training for High Rise fires. This training includes personnel from outside the Swindon area who may be used on standby. The watches involved are also continuing to update tactical plans for the high-rise buildings in Swindon.</p>	

Key Performance Indicators

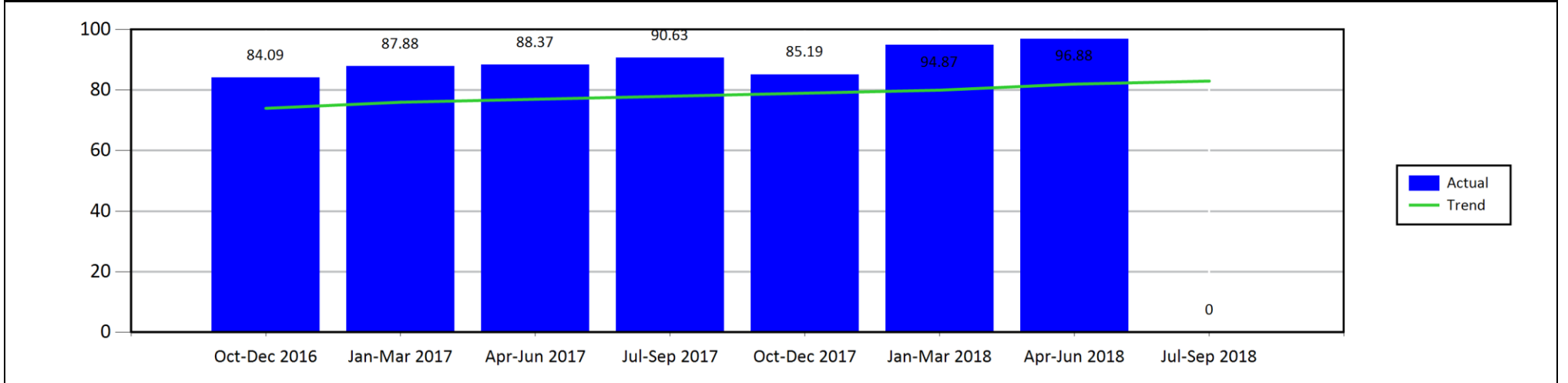
KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Swindon Borough NB: CURRENTLY NO FIGURES AVAILABLE FOR JULY ONWARDS	Quarter	Jul-Sep 2018	0%



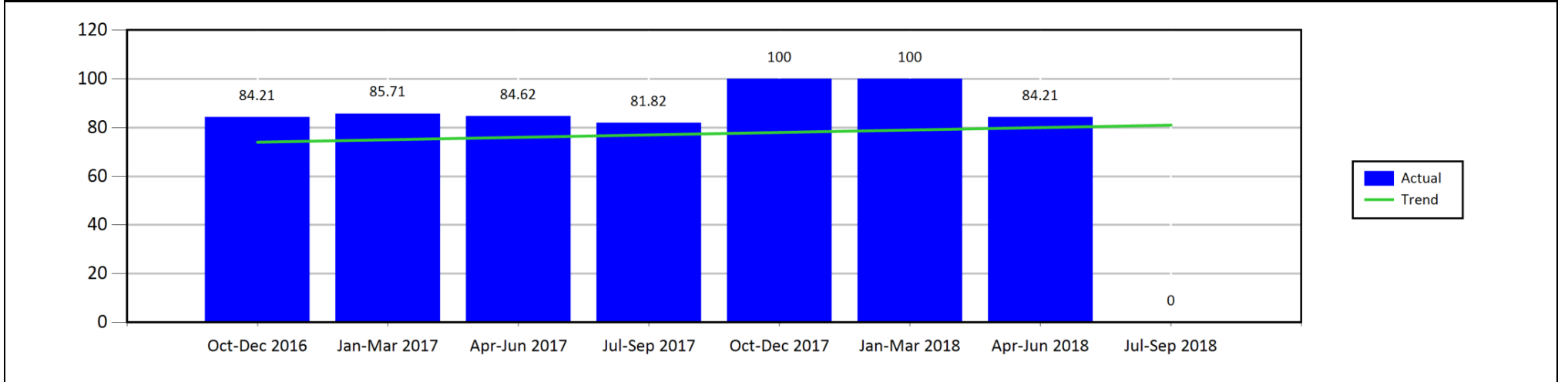
KPI Title	Period	Time Frame	Period Actual
PRO02-Attended false alarms from automatic fire detection equipment - non domestic premises-Swindon Borough	Month	Sep 2018	20



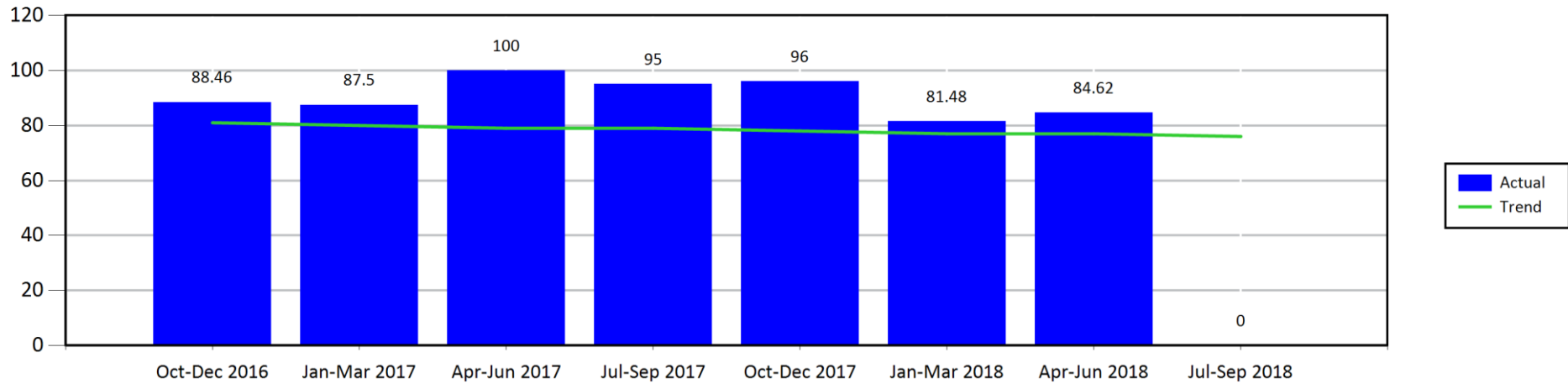
KPI Title	Period	Time Frame	Period Actual
RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Swindon	Quarter	Jul-Sep 2018	0%



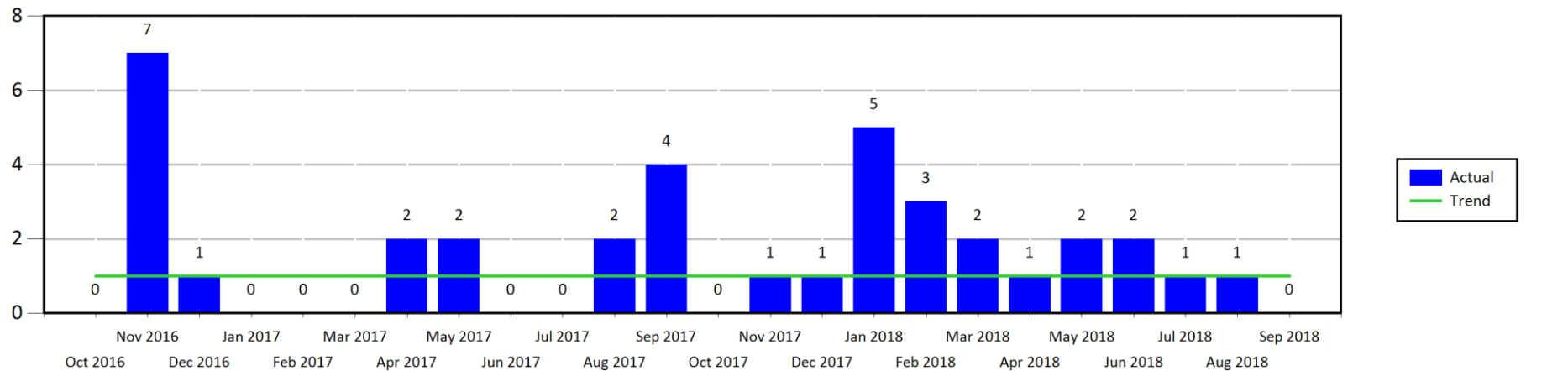
KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Swindon	Quarter	Jul-Sep 2018	0%



KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Swindon	Quarter	Jul-Sep 2018	0%

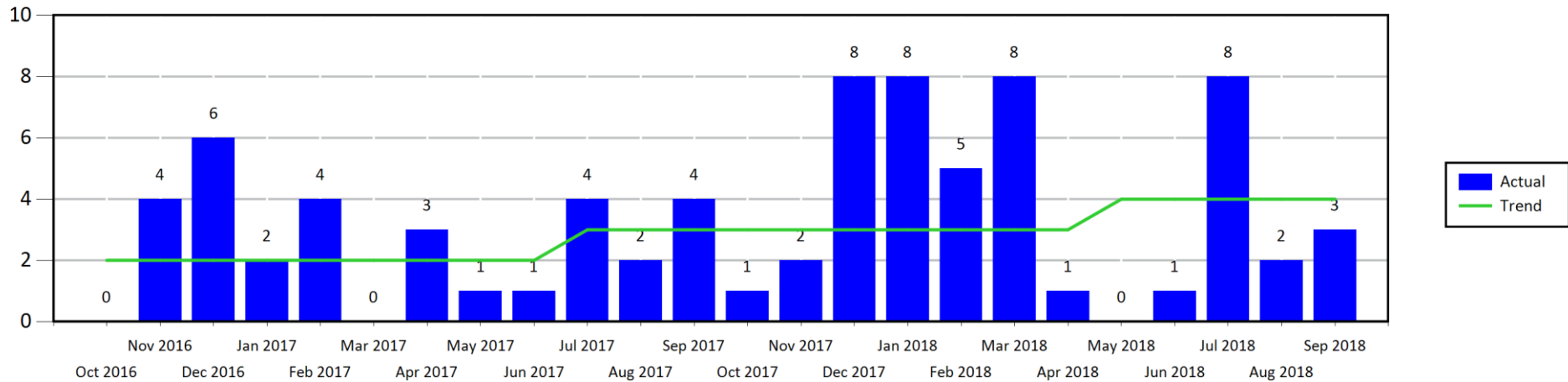


KPI Title	Period	Time Frame	Period Actual
RES11-Number of people rescued at fire related incidents-Swindon	Month	Sep 2018	0

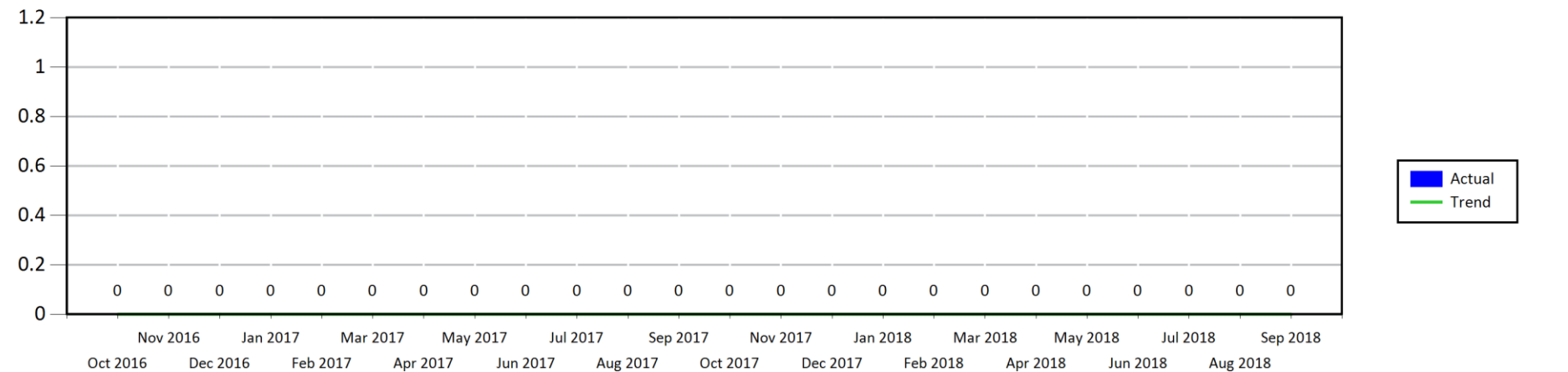




KPI Title	Period	Time Frame	Period Actual
RES12-Number of people rescued from RTCs-Swindon	Month	Sep 2018	3



KPI Title	Period	Time Frame	Period Actual
RES13-Number of people rescued from flooding-Swindon	Month	Sep 2018	0

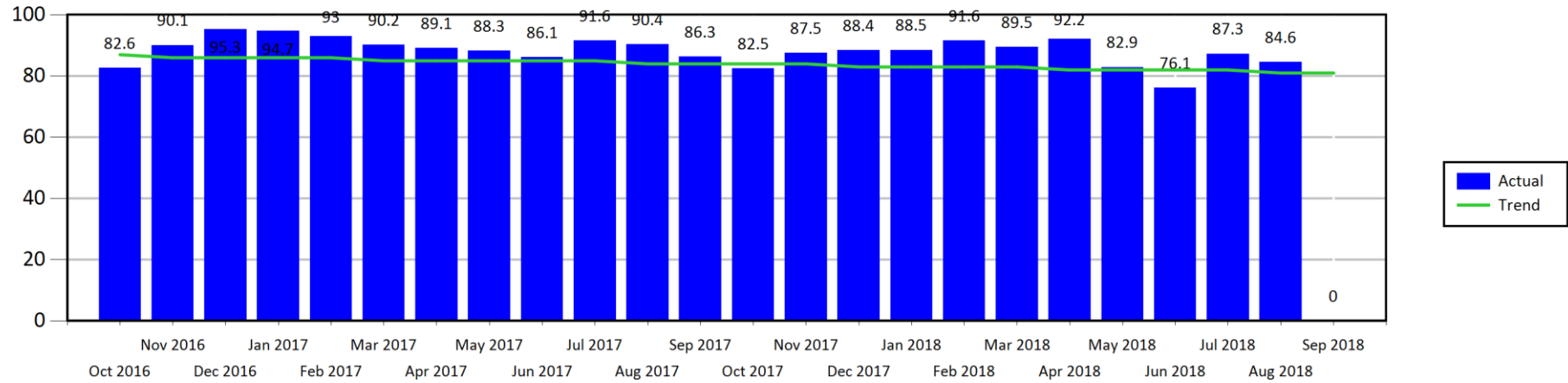


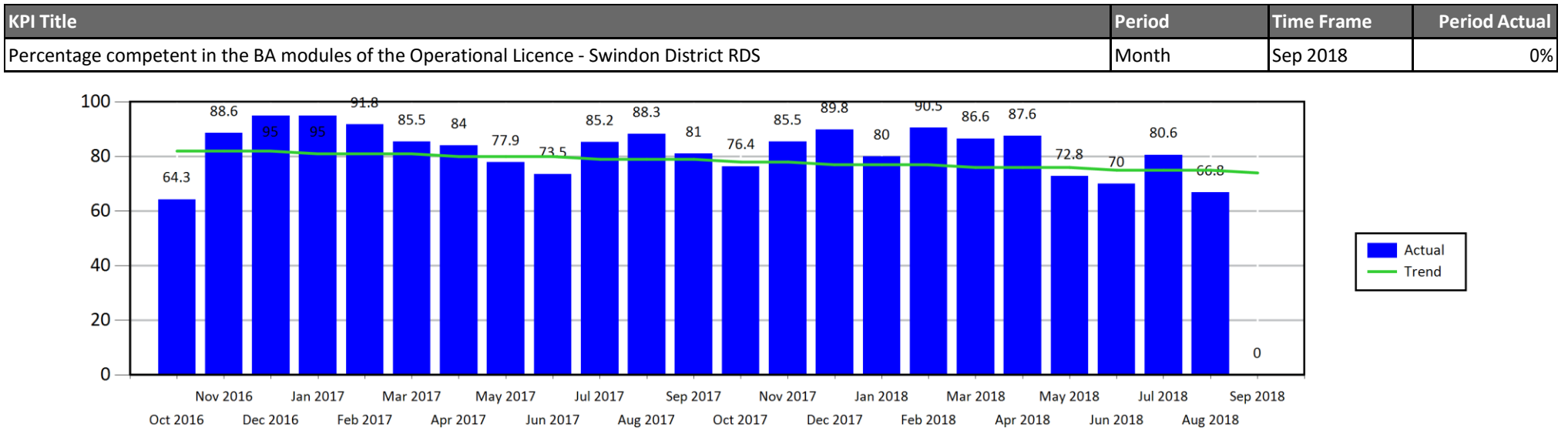
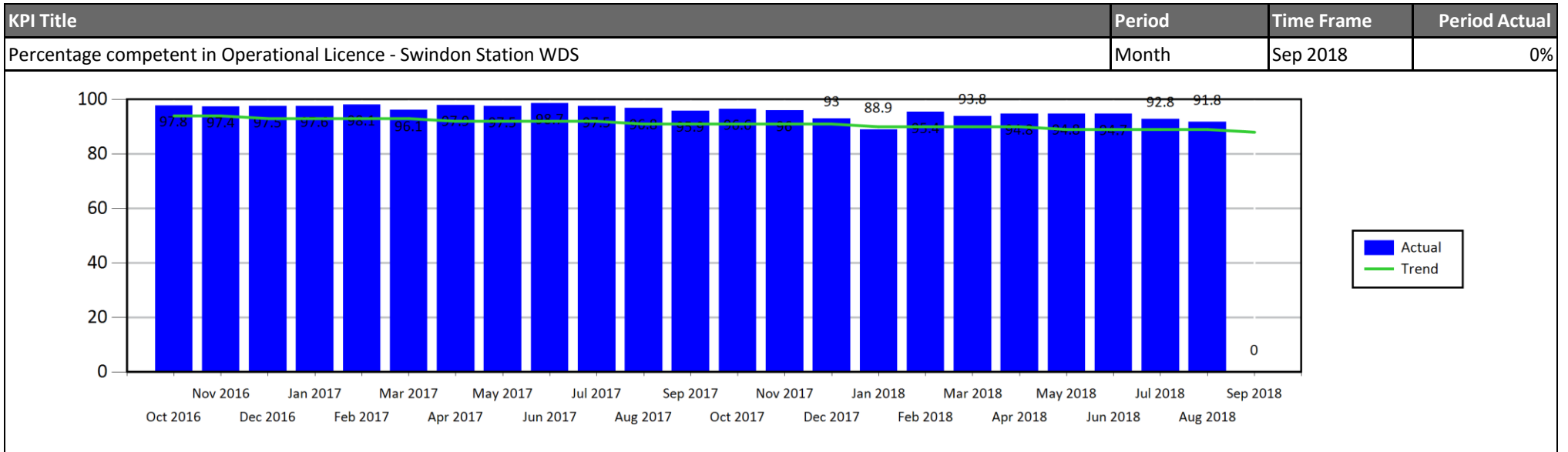
## KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

Action Code	Action Name
1.3.3.16	How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Swindon?
<p><b>Progress comment:</b></p> <p>There are a number of ways our staff maintain competency. Training was delivered centrally by Training Centre and covered Live Fire, Fire Behaviour, Incident Command and Trauma Care. A new training programme is being delivered centrally which involved training tours. This ensures that all personnel are in date for their competencies. Officers also attend regular officer training events to ensure they are up to date on skills.</p> <p>Watch competencies forms part of the monthly area management performance meeting. This ensures competency levels are at the required levels to maintain appliance availability.</p> <p>There is also cross agency training such as JESIP delivered centrally which ensures the majority of our managers have input in this multi-agency approach.</p> <p>On a regular basis incidents are debriefed and learning/training opportunities are identified. These debriefs can be recorded and delivered centrally to assist in identifying trends/issues that can then be addressed through a centrally directed training plan which is issued through the training department.</p> <p>Locally the managers also identified local risks that crews will need to be aware of and trained in accordingly. All the high rise information has been updated and reviewed recently and exercises have taken place to practice plans in place. A new risk locally is the pending electrification of the railways. Training was undertaken by local crews with Network Rail to ensure they were made aware of the dangers and processes for dealing with an incident on the railways.</p> <p>Area Management Team have been proactive in succession planning. They have highlighted a number of local personnel who have skills to progress into incident management. They have now been booked on training courses to ensure they have the right preparation to become future incident commanders. Additionally, we have also highlighted a number of personnel for driving courses to ensure the availability of appliances continue.</p> <p>Annual watch audits are carried out by the Station Managers to ensure that personnel are maintaining competencies. The watch audits are tailored around local risks and also cover both practical and underpinning knowledge. Themed areas have been distributed through response support department to ensure consistency across the organisation. Any learning points are forwarded in a report to the relevant departments. In October we will start to organise dates for 2018/19 audit as we are now aware of the key themes in the audit process.</p>	

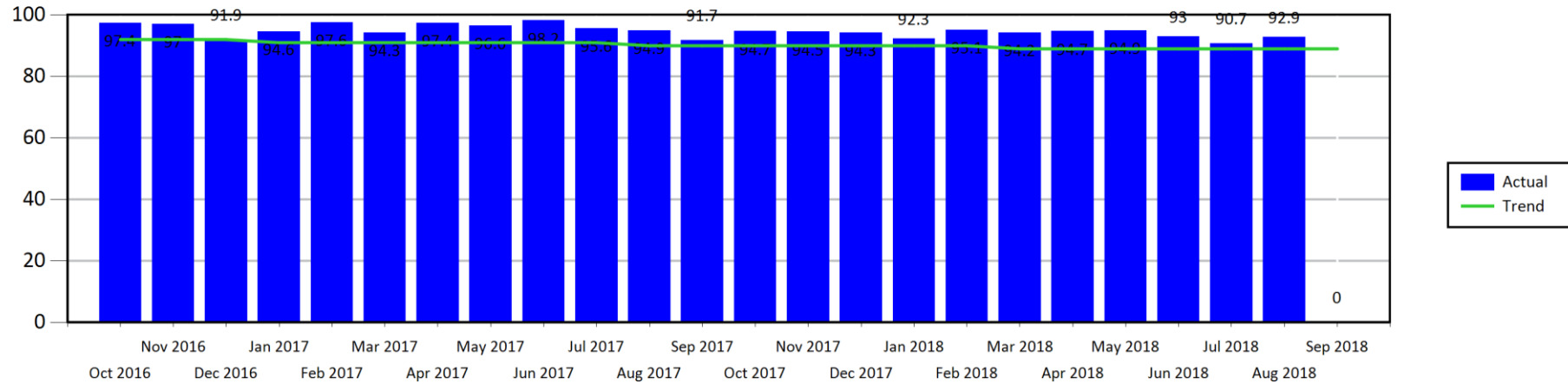
Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Percentage competent in Operational Licence - Swindon District RDS (Swindon North and Swindon South)	Month	Sep 2018	0%

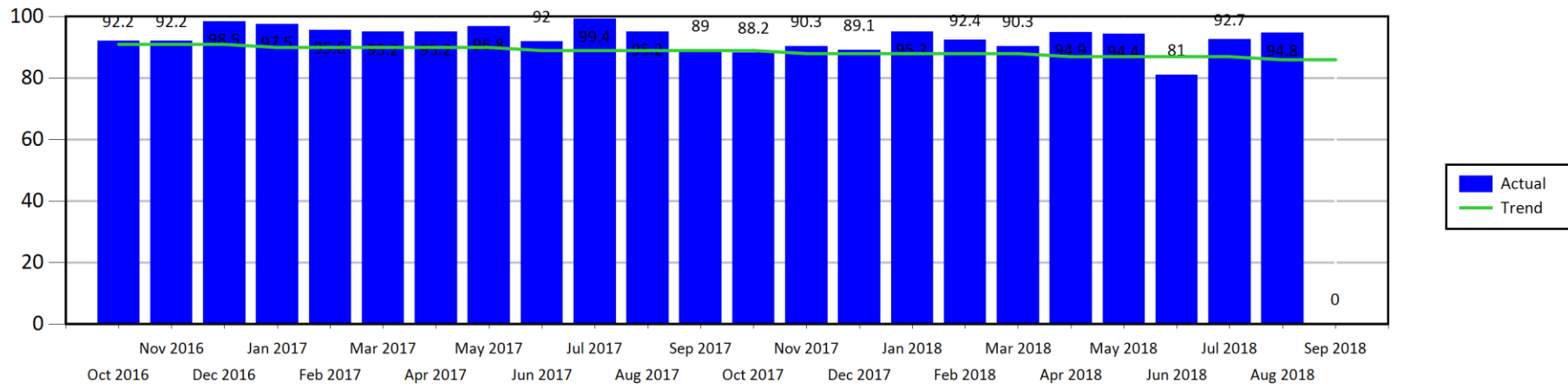




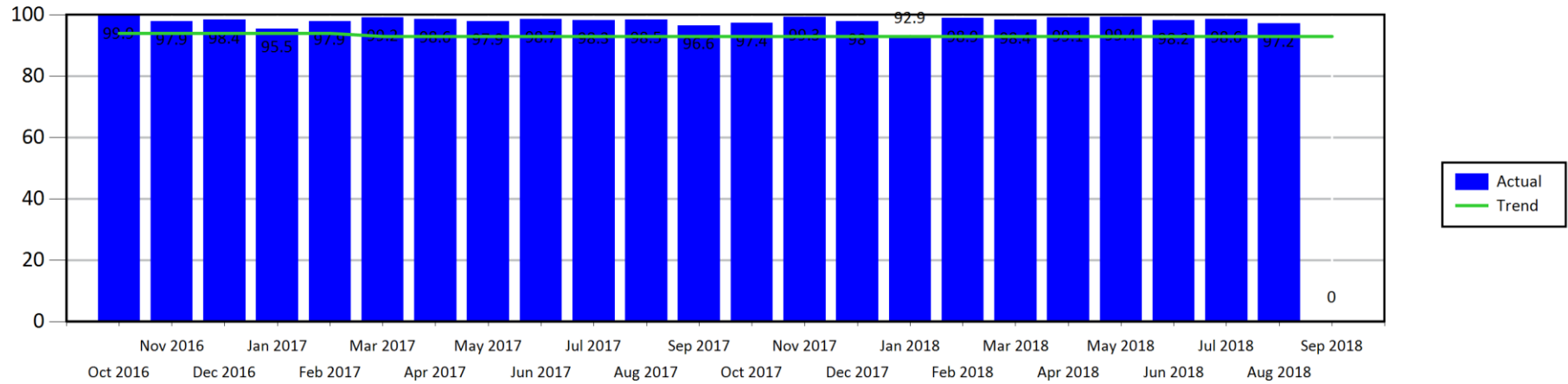
KPI Title	Period	Time Frame	Period Actual
Percentage competent in the BA modules of the Operational Licence - Swindon District WDS	Month	Sep 2018	0%



KPI Title	Period	Time Frame	Period Actual
Percentage competent in the RTC modules of the Operational Licence - Swindon District RDS	Month	Sep 2018	0%



KPI Title	Period	Time Frame	Period Actual
Percentage competent in the RTC modules of the Operational Licence - Swindon District WDS	Month	Sep 2018	0%



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

Action Code	Action Name
1.3.4.8	How do we learn from operational and community risk in Swindon; to improve the response services we provide?
<p><b>Progress comment:</b>            Through previous Integrated Risk Management Programme (IRMP) and operational reviews we have the required appliances and personnel in the right places. However, we constantly review this due to changes in incidents and the general movement of people and building work both commercially and private dwellings.</p> <p>We constantly monitor our operational activity through our performance management tools (Sycle). This allows us to consider our response and prevention activity to drive down incidents. We have seen steady performance in response times over the period, they do however fluctuate each quarter. However, we are generally satisfied with performance. Members can be assured that all failures are investigated.</p> <p>Each quarter we look at all the response fails to see if these are avoidable. We do continue to have issues with our On Call crews responding to station within the five minutes target. This is generally due to location of station and traffic at certain times of the day.</p> <p>We also learn from all the incidents we attend and on many occasions carry out either hot debriefs (following smaller incidents) through to command debriefs which are carried out following larger incidents in which other agencies will also be invited to attend. We have a robust system in which to document these debriefs and ensure that these are used to improve our performance in response and lowering the risks to both our staff and our communities.</p> <p>We continued to monitor the community risk with high rise buildings. With this in mind the service continued to invest in this risk and have recently procured two new aerial appliances. One of which is based in Swindon following training for operational personnel. Members can be assured that we will continue to be able to deal with fires within high rise buildings and others with the added capability of these new appliances. The majority of training will be completed by November, at which point the old aerial appliance will be redistributed to another area of the service.</p> <p>Over the coming months watches across Swindon will be undertaking risk/arson awareness visits across allocated industrial/commercial areas within the borough. This will help spread the word across business premises regarding the potential fire risk to their businesses. At the same time this will assist local crews to have further understanding of local risks and enable them to train and plan accordingly.</p> <p>Each watch within the area will also be allocated an exercise to organise. This will be linked to local risk such as high rise, water incidents, Hazardous material, road traffic collision etc. Crews will complete risk assessments and appropriate lesson learnt paperwork to feed into the central operational effectiveness database so all can learn from the experience.</p>	