

FireWire

The magazine for **DORSET & WILTSHIRE FIRE AND RESCUE** Issue 35, May 2019

Cover story:

Supporting
Julia's House
Hospice

Also inside:

- Events
- Fundraising
- Service updates



PASSIONATE ABOUT
CHANGING & SAVING LIVES

Easter eggs collected for Julia's House Hospice

Anyone who went to Service HQ in the run-up to Easter will have seen the impressive collection of Easter eggs and other treats that were being collected for Julia's House Hospice by the Executive Support team.

The goodies were delivered to the Devizes hospice just before Easter with the help of local firefighters.

Many of the children were able to enjoy looking at the fire engine as well as taking delivery of a lot of chocolate!

A similar collection was held at Poundbury, with the goodies being taken for children at the Julia's House Hospice in Corfe Mullen.

This was the second year that the Service had held such a collection and thanks go to everyone who made a donation.

Julia's House is looking for people to take part in their new fundraising event for 2019, the Great Wiltshire Walk, which is being held on 20 July.

Starting in the picturesque village of All Cannings, the walk will follow a 26 mile route through Wiltshire's beautiful countryside before finishing with spectacular panoramic views over the Vale of Pewsey, a hog roast and a glass of prosecco.

Hannah Miller, Challenge Events Manager, said: "This is a tough but rewarding walk, which takes in some of the most famous and stunning landmarks in the county. All money raised from the trek will help us care for life-limited children locally and give respite to exhausted mums and dads."

To sign up for the Great Wiltshire Walk or to find out more about supporting Julia's House, visit www.juliahouse.org



Goodbye to Simon

A stalwart of the Fire Fighters Charity retired from the Service last month after 30 years as a firefighter.

Simon Owen worked his last shift at Westlea fire station on 9 April, and colleagues from across Swindon gathered to wish him well.

Simon has been responsible for organising numerous charity events at Westlea such as open days, car washes and the annual Christmas collection, raising thousands of pounds in the process.

He will continue to volunteer in his spare time to ensure that the Christmas collections and other charity events take place.

Simon's contribution to the Charity will be recognised at this year's annual awards ceremony.



Keep 'em peeled for Perry

The Royal Lifesaving Society UK is asking people to look out for Public Rescue Equipment (PRE) and safety features next to bodies of water and waterways, such as fencing, life rings, throw lines and signage.

If you see any PRE or safety features near water, either during work or your own time, please collate the following information and email to report@rlss.org.uk, titling the email "Keep 'em peeled for Perry" – Perry is the RLSS mascot.

The information you need to include is:

- Your name
- Contact details (email and phone number)
- Location name
- Water feature (canal, river, lake, quarry, seaside etc)
- A location photo
- Public or private land (if known)
- What PRE you saw
- Whether it is fit for purpose (intact, not vandalised)
- Whether something was missing that you think could save a life (life ring, throw line, better signage)
- Whether you have notified anyone previously and, if so, who

For more information on the RLSS and water safety advice, visit www.rlss.org.uk, follow them on Twitter via @RLSSUK or go to Facebook, www.facebook.com/RLSSUK



New off-road vehicles coming into service

An extensive trial of available off-road vehicles has recently been carried out by Fleet Services, as part of the red fleet review that was delivered through the Communities Programme team (now Response Development).

As a result of this, it has been decided that the Ford Ranger offers the best options for off-road, payload and design capabilities, and these vehicles will soon be replacing the existing 4x4 pumps at Ludgershall and Westbury fire stations.

The specification and equipment to be carried has been agreed by the end users, in conjunction with Service Delivery and the Wildfire Tactical Advisor.

Bids from interested parties were issued for the provision and fitting of the pump and tank options, with testing carried out at Devizes Training Centre.



It was decided that the Angloco VMS-2000 Mist Tech Diaphragm pump provided the best reliability, suitability and cost effectiveness.

It is fitted with a 300-litre water tank, twin hose-reel and a foam system; and the unit is demountable, allowing greater flexibility of the vehicle's use.

The vehicles are currently undergoing final preparation before training is delivered to the respective stations.

A lot of hard work was undertaken by Pete Downton and Andy Mumford from the Fleet team to ensure that a well-developed, modern and fit for purpose vehicle will soon be protecting the communities of Dorset and Wiltshire.



Cllr Graham Payne

Staff at Trowbridge fire station paid their respects to a local councillor following his funeral on 24 April. Graham Payne passed away on 22 March following a short illness. He had been a Councillor at all levels in Trowbridge for over 40 years, serving on the town council, the former West Wiltshire District Council and latterly Wiltshire Council.

He was also a member of the Fire Authority, both before and after combination, and served as Chairman of Wiltshire & Swindon Combined Fire Authority. During his time with the Authority, he was a frequent visitor to the fire station, as he was always keen to 'check in' with staff and be made aware of any issues or concerns.

Following his funeral service at St James' Church in the town, which was attended by several members of staff, the cortege went past the fire station on its way to West Wiltshire Crematorium. As it did so, Service personnel stood to attention on the forecourt.

Becky Moss, one of Cllr Payne's daughters, has since thanked the Service for its tribute: "As a family, we were very touched by the Fire Service paying their respects to Dad outside the fire station, that meant a lot to us. Please could you pass on our appreciation."



OVO Energy Tour Series

Salisbury will be welcoming Britain's best cyclists and teams later this month as the OVO Energy Tour Series returns to the cathedral city.

Britain's leading televised cycle series heads to Wiltshire on Thursday 23 May for this season's penultimate showdown.

Last year's round, watched by 12,000 spectators as well as TV viewers around the world, saw three-time Olympic champion Ed Clancy take individual honours in the men's race.

The event takes place on a 0.7 mile circuit based around Guildhall Square and Market Place. Race director Mick Bennett said: "I think everybody involved with last year's visit to Salisbury would describe it as the best round in the OVO Energy Tour Series' history. The support and the enthusiasm – not to mention the noise – from the crowd that night will live long in the memory, and I hope that more unforgettable racing and that strong community togetherness will be created again."

The OVO Energy Tour Series is an unticketed, free-to-attend event – for more information and timings, visit www.tourseries.co.uk



New incident command suite opens

The new incident command suite at Salisbury fire station is now being used, with facilities for a range of training scenarios.

The incident command team is now in place, working out of West Moors and Devizes training centres as well as Salisbury.

Headed up by SM Ant Bholah, it comprises three WM trainers (Dave Slawinski, Stu Bellingham and Simon Pearce) and three civilian trainers (Ade Hurren, Ian Scott and Dave Arundel). They are supported by incident command writer Jake Brown, and administrator Teresa Young.

The suite features three 'pods' fully equipped with video and microphone capability, allowing the trainee to be monitored and evaluated remotely. These rooms can also be used as lecture rooms in support of incident command training.

A central conference/training room allows for teaching larger groups, while an adjacent 'command bus' will replicate the incident command units used on the fireground.



The suite uses state-of-the-art XVR technology, within which the team can create pre-set scenarios but also add in elements during an assessment, based on the responses given by the candidates.

Level 1 and Level 2 courses are already being held at the new facility, and Level 3 acquisition courses are due to start in October.

Within the 'command bus' element, there is opportunity for staff across the Service to get involved as role players, such as police officers, paramedics, council officers and members of the public. If you would like to volunteer or find out more, please contact Ant Bholah.

Looking to the future, two new Incident Command training vans are due into service over the summer, allowing the instructors to travel around the organisation in support of on-call colleagues who may otherwise struggle to get to Salisbury.

Using the conference room for webinar-based training is also being explored, and the space is already being used to support officer training. Please note that this area cannot be booked for meetings; one small meeting room remains available within the fire station.



Changing how we achieve command competence

There are a number of national command projects that are changing the way we train and monitor command competence. As a result, we are in the process of developing and implementing a number of changes for command competence at all levels.

Below is an overview of the Level 1 assessment process that will be put into place over the next six months. This will be phased in later this year and candidates will be put onto the new system when they are due for their assessment. Those people who are assessed prior to the changeover will not be required to do anything else until such time they are due for their command ops licence renewal.

The way we now assess incident commanders at Level 1 is changing to a new format. It previously differed between North and South – in the North, it was three yearly and involved a practical two appliance assessment, a DMX assessment, and a written knowledge and understanding test, while in the South, it was a two yearly CAL1 Minerva assessment.

The new Service-wide approach will be a three part assessment, comprising an on-line theory assessment, a practical one appliance assessment, and an XVR simulation assessment.



The frequency of the refresher course will be every two years, which will align us to the national requirement. It will function alongside the logging of command hours (ongoing), and there will be a requirement to log a minimum number of command hours per year into the CPD section on GARTAN. These hours can be achieved through exercises, assessments, debriefs, participation in other command activities etc. Please note, this part of the ops licence process will not be implemented until April 2020.

The on-line assessment is designed to show underpinning knowledge and understanding of incident command. The questions will change for each individual as the questions are randomly selected from a question bank. This will cover technical skills, i.e. tabard identification, sectorisation, legislation etc, and non-technical skills, i.e. leadership, communication, decision making etc. The test is open book and there will be an ICS NOG Document attached within the online package.

The practical assessment will be carried out by a command assessor, and is a scenario-based exercise either at your station or in the local area where you and your crew will resolve the incident.

The XVR assessment is a computer-based simulated incident enabling you to navigate around a virtual reality environment. This method will provide you with the opportunity to demonstrate your ability to scale up an incident and implement a command structure.

There will be the opportunity to complete the command assessments at exercises or operational incidents where the activity meets the scale and complexity required. There will need to be a command assessor or body camera present.

More guidance and advice will be provided shortly.

Council funding for Warminster Salamander

Salamander is a tailored development programme designed to promote empowerment in a positive environment, whilst also encouraging team work and the supporting of others.

During the week commencing 8 April, the Service delivered a Salamander course at Warminster fire station for young people aged 13-19 living in Warminster and surrounding villages.

The five day course was kindly funded by the Warminster Local Youth Network Grants through the Warminster Area Board. Young people were referred by Kingdown School.

The final day pass-out parade allowed families and friends to watch the team take part in practical activities such as running out hose, search & rescue techniques and road traffic collision extrication.



Christine Sharma, Youth Intervention Coordinator, said: “The course was a real success, with all 14 young people completing all five days and gaining an AQA Award in Fire Service Youth Training.

“Each of the young people gave up the first week of their school holiday to attend the sessions, learn about road and fire safety and develop their personal skills.

“We thank all of them for attending, their families for supporting them, our firefighter instructors for delivering the activities, and the Warminster Area Board for allocating the funding to enable us to deliver the course.”

You can follow Salamander courses on their Facebook page, www.facebook.com/SalamanderDWFRS



Chief goes 'back to the floor' at Workshops

CFO Ben Ansell recently spent the day working at Bowerhill workshops with the Fleet team. This is his report.

At least once a year, I try to get out to spend time at the 'sharp end', so I can maintain contact with, and build a better understanding of, all parts of our great Service.

Last year I spent the day at Chippenham fire station and went in the river as part of their water rescue training. Previously, I've spent a day with a Fire Safety Inspector and I've also spent time with a Safe & Well Advisor.

I'd not been 'back to the floor' with Workshops before, so it was great to spend time at Bowerhill and really get my hands dirty!

The team took the opportunity to show me the range and breadth of maintenance activity that they support, looking after everything from white fleet cars to red fleet fire engines and specialist appliances.



I helped to service Swindon's second-away fire engine - the ladder gantry was stripped down and rebuilt, I greased the prop shaft, tested and labelled the hose reels, and cleaned the water tank sight tube inside and out - it's now immaculate.

As I have an LGV licence, I was also able to personally undertake the brake test on the rolling road.

I certainly knew I'd done a day's work when I got home that night! I'm grateful to the team at Bowerhill for looking after me so well, and for taking the time to explain what they do at the workshops and some of the challenges they have to overcome.

Our Fleet & Equipment department do fantastic work every day and play a vital role in enabling the Service to deliver the 24/7 prevention, protection and emergency response arrangements that our communities so rightly expect from us. It was great to spend time with the team, and I certainly learned a great deal.

Where will my next visit be? Feel free to drop me an invitation if you'd like me to spend time with your team!



Presentation for Prince's Trust Team programme

A presentation has been held in Bournemouth to mark the latest achievements of young people taking part in the Prince's Trust Team programme.

The Service runs the programme, and the celebration event was held on 18 April at the Henry Brown Youth Centre in West Howe.

The ten successful participants were able to demonstrate to family, friends and guests all they had achieved over the 12 weeks, and also set out their hopes for the future.

The group were all awarded a Prince's Trust Team completion certificate, presented by Deputy Lieutenant of Dorset John Young; they also achieved the Employability, Teamwork and Community Skills Qualification as well as a Level 3 First Aid certificate.

Debbie Harvey, Prince's Trust Team Leader, highlighted the achievements of the group since starting the programme in January: "Team 118 have been a brilliant team, who have worked together to complete some excellent community work, including the redecoration of a local day care centre and delivering Easter-related activities for a group of local children.



"All ten of the young people completed a successful work experience placement and we thank all the local businesses and organisations who gave them the opportunity and supported them through this part of the course."

During the presentation, John Sharp, one of the Team 118 graduates, said: "I have enjoyed the course so much that I would love to do it again with my team. I loved meeting them, getting to know who they are and supporting them. I am grateful for this experience and for the chance to join and complete this course to the very end."

The next Team programme starts on Monday 20 May and will be held at Hamworthy Fire Station. If you know someone who is aged 16-25, not in education, employment or training, and would like to gain skills and qualifications to help move you into work, please contact Debbie Harvey, Prince's Trust Team Leader, on 07500 066134 or email debbie.harvey@dwfire.org.uk



Leaders' Forum and Leadership Masterclasses

The first session of the new Leaders' Forum programme was delivered on 25 April at HQ, and was introduced by GM Karen Adams. She shared the concept of marginal gains used by the British cycling team and explained how, as a Service, we can make small changes to the way we currently do things to make a big difference in the future.

Heads of Department will now run their own marginal gains workshops to identify where these small changes can be made in their areas to make a difference and improve the way we do things. To support this, WM John Powell shared some interactive techniques on change improvement and provided guidance on how to hold rapid improvement events.

The Learning and Organisational Development team were the first to facilitate the marginal gains workshop, in the form of an Action Learning Set led by AM Kathy Collis. She invited some of her L&OD managers to brief the Forum on areas being worked on, including Gartan Expert, training estates, apprenticeships and personal reviews, to identify where changes can make improvements.

The team have taken away recommendations made by the Forum and will provide an update on each area discussed in six months' time.

There are a number of open seats available at the Leaders' Forum if you would like to attend - contact felicity.williams@dwfire.org.uk to book your space.



The first sessions of the Leadership Masterclass Programme for 2019/20 were delivered at HQ on 29 April and 13 May to managers across the Service.

This is a bi-monthly programme aimed at Station Managers and Corporate managers Grades G – H, designed around both organisational and individual needs.

GM Karen Adams and Danielle Hawkins, Equality, Diversity & Inclusion Advisor, facilitated an interactive session around our approach to inclusion, and the ICT trainers Helen Bravery and Lea Morris provided an update on how to make the most of Office 365. This was followed by question time with members of SLT.

Vikki Shearing, Head of Information, Knowledge and Communications, presented the new meetings and briefings procedure, and shared tips for how to hold effective meetings and make the most of Skype. Clare Morgan, Strategic Planning Manager, delivered an interactive session on the Service Delivery Plan and Performance Reporting.

There are a number of open seats available at the Leadership Masterclasses if you would like to attend - contact felicity.williams@dwfire.org.uk to book your space.



Operation Close Pass at Redhill Park

On Thursday 21 March, Dorset Police and Devon & Cornwall Police conducted a cycle safety initiative named Operation Close Pass in collaboration with our Road Safety Team and Red Watch at Redhill Park.

This police-led initiative is designed to improve the safety of cyclists and raise awareness among all road users on how to behave courteously to each other.

The operation uses police officers wearing cycling clothes and taking to the road on bicycles fitted with cameras to record the behaviour of drivers who overtake them.

If offences are found to have taken place, the officer alerts colleagues who will direct the vehicle into a checkpoint, where the driver is offered roadside education using a specially designed mat which illustrates the safe passing distance.

During the afternoon, there was a lot of engagement with the public, being stationed opposite the playground and recreation ground, and with several local schools in the vicinity. The initiative ran for about four hours in some very busy traffic conditions.



In total, six motorists were stopped and received education for close passing; one motorist was processed for tinted windows offences and a number plate offence; and one pedal cyclist was processed for contravening a red traffic light and possession of cannabis.

PC Heidi Moxam, Casualty Reduction Officer for Dorset Police, said: "The vast majority of motorists believed they had given enough space when passing the cyclist; however, when presented with the evidence, they were happy to adjust their driving behaviour."

"Everyone who came into contact with the operation voiced their support for the initiative."

She added: "The support of Redhill Red Watch in setting up the site and providing an additional presence during the running of the event was very beneficial. I am very grateful to WM Shaun Milton and his crew at the fire station for allowing us to use the forecourt so effectively and for their assistance throughout the operation."

Words by Phil Villain, photos by Steve Clegg



Royal support for Armed Forces Day National Event

It has been announced that HRH The Princess Royal will attend the second day of the Armed Forces Day National Event in Salisbury.

Baroness Scott of Bybrook OBE, Leader of Wiltshire Council, said: "I am delighted that HRH The Princess Royal will be attending Armed Forces Day on 29 June in Salisbury. I look forward to welcoming her to the county and demonstrating what a proud military county we are. The whole weekend promises to be a spectacular and important military occasion."

A packed programme is planned over the three days, with Friday focusing on saying 'thank you' to serving military personnel. There will be a free barbecue for them and their families, followed by live entertainment that is open to everyone.

On Saturday morning, the military will parade through the streets of Salisbury city centre, a spectacle that is expected to be watched by thousands of people.

The line-up at Hudson's Field on Saturday includes an air show, military demonstrations and live entertainment, culminating with a free to attend concert and fireworks display.

Sunday will focus on veterans and young people – those who have served and those who may serve – with a commemoration and drumhead service, supported by the Royal British Legion, with the Bishop of Salisbury and padres leading the service.

There will also be the opportunity to help the event attempt to create the world's largest human poppy in the main arena.

For more information about the Armed Forces Day National Event, visit www.wiltshire.gov.uk/salisbury-afd or follow @SalisburyAFD on social media.



@DWFireEDI



Mental Health Awareness Week 2019 will take place from Monday 13 to Sunday 19 May.

The theme for this year is Body Image – how we think and feel about our bodies.

Body image issues can affect all of us at any age. During the week, new research will be published, considering some of the reasons why our body image can impact the way that we feel, campaigning for change and publishing practical tools.

Since the first Mental Health Awareness Week in 2001, awareness has been raised of topics like stress, relationships, loneliness, altruism, sleep, alcohol and friendship.

This year, with your support, we want to reach more people than ever!

Mental health problems can affect anyone, at any time. We believe that mental health is everyone's business.



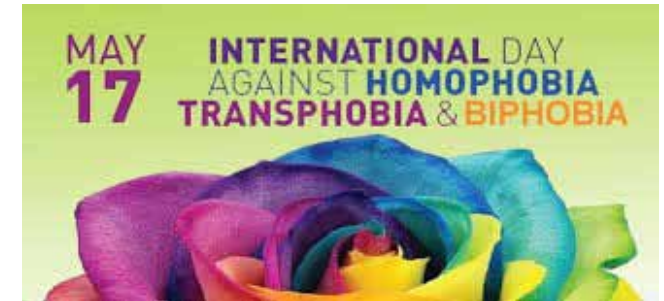
Dementia Action Week takes place between 20-26 May.

The goal of Dementia Action Week is to encourage people to take action to improve the lives of those affected by dementia, working to create a dementia-friendly UK where those with dementia do not feel excluded.

There are 850,000 people in the UK who are affected by dementia, and it does not just affect the elderly, 40,000 people in the UK under the age of 65 suffer from early onset dementia. It is believed that by 2051 the number of people who have dementia in the UK will have risen to two million.

The Alzheimer's Society has adopted the name Dementia Acton Week to recognise the fact that, while raising awareness of issues surrounding dementia is important, more action needs to be taken to create the change in communities that people with dementia want and need.

Visit www.alzheimers.org.uk for more.



The International Day Against Homophobia, Transphobia and Biphobia is an observed on 17 May every year and aims to coordinate international events that raise awareness of LGBT rights violations and stimulate interest in LGBT rights work worldwide.

Since 2016, the commemorations have taken place in countries around the globe.

International Day Against Homophobia, as it was originally known, established the IDAHO Committee to coordinate grass-roots actions in different countries, to promote the day and to lobby for official recognition on 17 May.

The date was chosen to commemorate the decision to remove homosexuality from the International Classification of Diseases of the World Health Organisation (WHO) in 1990.

Contact us:

- michelle.skipp@dwfire.org.uk

Staying fire safe outdoors

With nicer weather starting to settle in, everyone is reminded to take care when out and about.

Top tips for enjoying the outdoors safely:

- Avoid open fires in the countryside. If you must have a fire, make sure that you're in a designated safe area.
- Put out cigarettes and other smoking materials properly before you leave your vehicle.
- Don't throw cigarette ends out of your vehicle. They could start a fire and destroy surrounding countryside.
- If you see a fire in the countryside, report it immediately. Don't try to tackle a fire yourself; usually they can't be put out with a bucket of water. Call 999 and leave the area as soon as possible.
- Ensure that you know your location or a landmark so you can direct firefighters to the scene.

More information can be found at www.dwfire.org.uk/heath-fires



Photo of the month



Every month we choose our favourite photo taken by a member of staff. Trowbridge Fire Station's Twitter page (@Trow_Fire_Stn) are the winners this time for this photo of an enormous bonfire in Steeple Ashton.

Why we like this photo: My initial thought was that this should have been taken in portrait. But then we wouldn't see as much of those gorgeous colours in the skyline created by the early evening setting sun. The crew arrived just at the right time of day to capture the bright orange flames enhanced against the deep blue sky. Any later and this shot wouldn't have been as effective.

If this amazing photo has inspired the inner photographer in you, then send your photos to Max (max.furneaux@dwfire.org.uk) or Pete (pete.cole@dwfire.org.uk), remembering to include a brief description to be in with a chance of being next month's winner.

What's IT all about?

Welcome to the May edition of "What's IT all about?", your monthly update from the ICT Training Team, Helen Bravery and Lea Morris.

This month... moving documents into the Cloud

Historically, department/team documents have been stored on a shared drive (such as X: or W:) and personal documents have been stored in a named drive on the network, or in a "Documents" folder on your PC. Following the adoption of Office 365, Cloud storage is available for both personal and team files.

Many departments, teams and individuals have moved their files across to the Cloud but, for some, there are lots of questions as to why you need to do this and what application you need to use.

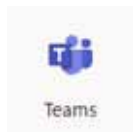
Why move your documents to the cloud?

Cloud storage works in a simple way. Instead of saving your files onto your PC or a network drive, you save them online in the Cloud. This lets you access them from any device (PC, phone or tablet) that has internet access. Using multifactor authentication, you can use any device from any location to access your files.

OneDrive, Teams, SharePoint – which one to use?

OneDrive is used to store your personal files. It gives you 1TB of storage. From OneDrive you can share files with individuals either on a read only or edit basis.

As its name suggests, **Teams** is a place where teams or departments can store their files and work collaboratively on them. You can also use the chat, or 'conversation' function, as well as using other Office 365 apps. Going forward, Teams will be the place where video conferencing will take place, replacing Skype.



SharePoint is very similar to Teams in that it is a place for document storage. However, it's a more formal structure where you can choose different permission levels per user, dependent on the needs of your team. You can also give your site a website feel, where you can add in News features or quick links to other websites or SharePoint sites.



Over the course of the next year, the ICT Trainers, along with Bekki Bacon, will be coming round to talk to all teams and departments about moving their documents into Office 365 before the planned removal of the network drives. This will ensure that the migration of documentation is planned, and that you have a chance to review your documentation and choose the document storage application that is right for your team.

Work has begun and several teams are at differing stages of the process. A migration plan has been created and teams/departments have been prioritised depending on the size of the team, current adoption of Office 365 and ways of working.

- **I've not been contacted yet, what do I do?** You will be contacted in due course. If you feel you need assistance or guidance now, contact Bekki, Lea or Helen, who will check when you have been scheduled and may be able to bring you forward on the plan.
- **What should I do whilst I am waiting?** Carry on working in the usual way, although it would be useful if you could start to sort through your existing files/folders and delete anything you don't need.
- **I am using Teams/Sharepoint now, but am I using it correctly?** Some departments have set up their own sites but are not confident they are getting the best from them – speak to the trainers, who will come along to either a team meeting or a specific session to review what you are using and advise on the best way forward.

Meet Response Support and Response Development

Through the Service Support department, AM Craig Baker oversees the Response Support team, led by GM Damien Bence; the Response Development team (formally the Communities Programme), led by GM Katie Cornhill; and the On-Call Review, led by GM Andy Cole.



- **Response Support** covers Service Control, Operational Risk and Resourcing, and Collaboration Projects.
- **Response Development** delivers a range of response-based projects that will have links with equipment, personnel, estates and procedural reform projects, whose outputs help the Service to meet the requirements of the Service Delivery Plan.
- The **On-Call Review** is developing a new pay offer, focusing on improving the recruitment, retention and availability of on-call staff.

Response Support

- SM Danny Bailey - Operational Risk Information & Operational Guidance Manager. Manages the policies, processes and systems that capture and collate operational risk, managing/reviewing operational guidance, and aligning policies with those of the Networked Fire Services Partnership (NFSP). The team updates MDTs, assists with the review/creation of SSRIs, reviews current operational risk information databases, and reviews policies to align with the NFSP and National Operational Guidance (NOG).



- SM Matt Skyme - Collaboration Manager. Working on NOG implementation. Matt also chairs the Operational Alignment Efficiency Group (OAEG) for the NFSP, works with a range of partners on projects such as Police Fire Community Support Officers and missing persons with Dorset Police and Wiltshire Police; collapsed behind closed doors, clinical governance and co-responding with SWAST; and working on the operational document suite with the NFSP.



- SM Andrew Laskey - Service Delivery Resourcing. Maintains Gartan Availability, Roster, Payroll, and the Officers Rota. This team is responsible for Payfile production in Availability and Roster, management of Gartan, testing and implementation of system updates, interface of Expert, Availability and Roster, changes to station displays, on-call review updates on Gartan modules, introduction of performance management on Availability and Roster, revision of booking codes and permissions for all modules.



- SM Clare Taylor - Control Room Manager. Responsible for the day to day management of the Service Control Room to ensure provision of effective and efficient support to the incident ground and maintenance of operational cover.



Meet Response Support and Response Development

- SM Bea Burdess - Partnership Control System Team & Data Manager. Responsible for configuring data held within the mobilising system, such as gazetteer updates, officers, appliances, attributes, risk information, response plans, action plans, Vision telephone directory, GI files (these are procedural guidance pages used by Control).



Also fault resolution and problem management on the Command & Control system; co-ordination and testing of any software releases onto the Command & Control system; working with colleagues in the NFSP.

- SM Val Hampshire - Control Training Manager. Develops, produces and delivers training to Control staff, liaising with partners within the NFSP on all areas of learning and development, liaising with other agencies to share training and working together, and working with and alongside the Service training department.



- Stu King - NFSP Attribute Based Response Project Lead & NFSP Data Coordinator. Developing and delivering Attribute Based Response for the NFSP, as well as advising, managing and coordinating Control response plan data across the NFSP.



Response Development

- SM Charlie Pack - Project Manager, Emergency Cover Review (ECR). Together with WM Colin Owens, has just started work preparing a scoping report for SLT which will identify possible areas to carry out feasibility work to perform an ECR within the Service. This work will identify a series of projects which will be developed to deliver reform across the organisation.



- SM Dave Geddes - Operational Effectiveness and Incident Ground Technology Manager and his team of Natalie Fairhead and Dan Grew are involved in capturing, co-ordinating, sharing and implementing operational and organisational learning and suggestions to improve effectiveness using the MDT and RITs (Risk Information Tablets), developing fireground mobile technology, the Operational Effectiveness Database, structured and hot debriefing process, collation and storage of incident ground paperwork and the drone project.



- SM Denver Walton - Denver has just joined the team and will be focusing on Hazardous Material procedure alignment and Clean Cab procedures.



On-Call Review

- SM Wayne Jones - Wayne is working on all things on-call to help the recruitment and retention of staff and to develop the effectiveness of our arrangements for the long term.



Firefighters' Memorial Day and Service of Remembrance

Saturday 4 May was Firefighters' Memorial Day, remembering the bravery and sacrifice of colleagues who have lost their life in the line of duty.

The day is also intended to applaud the commitment and selfless dedication of all UK firefighters and Fire Control operators who stand ready, every day, to save others and protect their local communities from the consequences of fire, floods, terror attacks and numerous other emergencies.

Observance of a minute's silence started at midday at fire stations across the country, often with a brief sounding of sirens, the strike of a bell or blow of a whistle.



The following day, 5 May, saw this year's Firefighters' Memorial Trust Service of Remembrance in London.

Attended by CFO Ben Ansell and standard bearer CM Richard Lake, the Service of Remembrance was held at Holy Sepulchre at Holborn Viaduct. After this, the bands, standards and congregation paraded to the Firefighters' Memorial by St Paul's Cathedral for the wreath laying.

The Trust's annual Service of Thanksgiving, usually held at the National Arboretum during May, has been put on hold for 2019. This will allow for improvements work to start at the fire service memorial garden area.

For further information about the Trust and its events, visit www.firefightersmemorial.org.uk



Meet the volunteers - Safe & Well

This month we are focusing on the Safe & Well Volunteer Role. This shouldn't be confused with the Safe & Well Advisors who complete Safe & Well Checks.

The Safe & Well Volunteers are the public face of the Service at many events. They will talk to members of the public about ways they can be safer in their homes, on the road and in the countryside, and offer free Safe & Well checks if the members of the public meet the current criteria.

Safe & Well Volunteers also aid the Safe & Well team, this could involve being a second hand to advisors when completing visits, helping to generate checks but completing Pin Pointing in appropriate areas and offering support with short term projects taking place.

Jan Murray, Safe & Well Volunteer, said: "I feel my role as a Safe & Well Volunteer is to give the public basic information about safety in all aspects of their life, focusing on fire safety, its causes and prevention. My knowledge has been gained from the Safe & Well Team, fire crews, literature, videos and the Safety Centre presentations I've seen in Weymouth. Any information beyond my brief I refer on to the appropriate department.



"I've attended events across the Service area, including fetes and fayres, fire station open days, flu clinics and road safety events, and I've shadowed the Advisors on Safe & Well visits. When attending an event, the first task is to engage people in conversation. This is much easier when at a fire or emergency service event. County shows, for example, have too many other attractions to take people's attention.

"It is interesting to learn that the vast majority of people believe that, if they have a working smoke alarm, they are covered. When asked more questions for example, do they have an escape plan? where would you meet your children in the event of a fire? what would you do if you couldn't get out of the building? it's nice to be able to offer them the expertise of a Safe & Well check. It's also great to hear people say they have already had a check and speak so positively of the Service.

"The days can be long, with a lot of standing, but so worthwhile and rewarding, hopefully leaving people more thoughtful and aware."

Over the years, the main role of all volunteers has been keeping people safer through generating referrals and educating the public. Although we now have nearly 15 different roles, Safe & Well is at the heart of all of them.



Van's new name is Wilfred

Last autumn, Wiltshire Search and Rescue launched a county-wide search for a name for their newly donated Incident Support Vehicle.

Announced on 10 April on BBC Wiltshire, the winning name of Wilfred was put forward by seven-year old Harry from Melksham, the son of a team volunteer. Wilfred was chosen because it connected the van to Wiltshire – the WIL – and the Fred part stands for 'forever rescuing, exploring and discovering'.

The name was chosen by a panel made up of representatives from Wiltshire Search and Rescue, Wiltshire Police, Dorset & Wiltshire Fire and Rescue Service, South Western Ambulance Service and members of the local community.

The new vehicle was purchased and kitted out after SSEN awarded £10,000 from its Resilient Communities Fund, with a further £7,000 made up of money from Wiltshire Community Foundation, the High Sheriff of Wiltshire's endowment fund and the Office of the Police and Crime Commissioner's Grant Fund.



Safe & Well feedback

A significant part of our prevention work is done through our Safe & Well teams. Below is some of the feedback we've received recently.

- Stuart took time to explain what was happening, what was needed and what he could/could not do. He was very pleasant and polite. He went the extra mile and even came back later to install two new smoke alarms as he was concerned that he was unable to rectify the problem with original detectors and wasn't happy to leave me in an unsafe situation.
- Michelle visited on a day when the weather forecast was violent storms. By arrangement with us, she visited earlier than planned and was calm throughout her time in our home. Michelle was extremely professional and courteous.
- A quick response (within two hours of reporting it). Efficient service and very informative. I just want to say how valuable the visit was.
- Jon was very pleasant and helpful and has since followed up with a phone call about his contact with Wiltshire housing department. No changes needed to the visit, it was very good and helpful.
- The crew introduced themselves by name and badge and telephoned prior to their visit. They were very efficient in installing smoke and heat alarms and checking carbon monoxide detectors. The information on safety in the home was invaluable.
- I was very impressed with the quick response. I only reported the fault that morning and they came the same day. The team were efficient, friendly and gave helpful advice.
- Stratton Green Watch - Pleasant crew with great attitude and child friendly. Gave me some great advice and helped explain the risks of fire to the children in a way they understood. Great information passed on and what to do to prevent fires.
- We found Natasha very helpful and friendly. She took every care to explain things to us, we were unaware of some of the risks that could have caused us harm. A very thorough visit.

Strategic Planning and Assurance Department

The Strategic Planning and Assurance Department, based at HQ, has welcomed three new managers in recent months.

Below is a brief introduction to who they are and what they are responsible for!

Clare Morgan - Strategic Planning Manager

My key areas of work are:

- Implementing a refreshed performance management reporting approach including streamlining the use of Sytle.
- Facilitation and development of the annual Service Delivery Plan.
- Reviewing and improving our project management assurance framework
- Identifying improvements to our annual Strategic Assessment of Risk, which feeds into our Community Safety Plan.
- Building a Partnership Evaluation Framework for the Service to help highlight how our priorities link with our partners.



Nick Sjogren - Corporate Assurance Manager

My key roles are:

- Working closely with HMICFRS, Internal Audit and internal teams to provide assurance across the Service that key controls are in place and working. I ensure that any recommendations and actions from inspections, reviews and Internal Audit reports have been implemented.



- Carrying out reviews of areas to identify improvements and efficiencies to the way we work.
- Management of the Strategic Risk Register and deliver an annual review of risk appetite.
- To be responsible for the Service's Whistleblowing arrangements.
- I am currently undertaking an assurance review of the Incident Command process.

Nicki Whitehouse - Corporate Governance Manager

I am responsible for the Democratic Services team.



We organise the reports and arrangements for the Fire and Rescue Authority and its committee meetings, and provide support to our 18 Authority members.

This helps to enable compliant and effective governance arrangements.

I am currently reviewing the Service's internal governance arrangements and in particular, our meeting structure and corporate planning framework.

The aim is to help improve efficiency and effectiveness.

The reception staff at Five Rivers HQ and Poundbury are part of my team, providing customer service to the public and staff who visit these sites or telephone the main switchboard.

Dyslexia Awareness training

A Dyslexia Awareness training event was held recently for the Operational Training team at Devizes Training Centre, facilitated by Honest Psychology.

The aim of the session was to enhance the knowledge and understanding of dyslexia, enabling the training team to identify ways in which we can support both new and current members of the Service throughout their career.

The day focused on many areas, such as inclusion, safer working environments, reasonable adjustments that can be made to improve the learning experience for all staff, and the importance of recognising the many positive talents it brings.

It was felt to be a really worthwhile day, which prompted many discussions, and a similar event is due to take place at West Moors shortly.

The overall aim is to ensure that everyone feels at ease when attending training courses. Please do speak to the training team, either ahead of time or at the start of the course, if you or a member of your team would appreciate additional support.



Be Water Aware campaign

The Service supported the National Fire Chiefs Council's (NFCC) Be Water Aware campaign at the end of last month, highlighting the risk of accidental drowning.

Activities such as running, walking, fishing and cycling near water can put you at risk of drowning. In 2017, 255 people accidentally drowned in the UK, and around 50% of them just happened to be near water.

Top tips:

- If you are going for a walk or run near water, stick to proper pathways and stay clear of the water's edge.
- Make sure conditions are safe. Avoid walking or running near water in the dark, when it is slippery or in bad weather.
- If you've had alcohol, don't enter the water, avoid walking alone and avoid routes near water.
- Never enter the water to try and help a person or animal, call 999.
- If you are spending time near water – whether at home or abroad – make sure you are familiar with local safety information and children are fully supervised.

Our education officers include water safety in their lessons, using Royal National Lifeboat Institution and Royal Life Saving Society water advice and resources. More events have been planned over the summer to help educate young people to stay safe near water.



Properties saved following thatch fires

Outstanding work by fire crews at two recent thatch fires saw both properties predominantly saved.

On 20 April, fire appliances from Wareham, Swanage, Poole, Redhill Park, Westbourne, Wimborne (two), Sturminster Newton, Blandford and Springbourne were sent to a house in Norden, near Wareham, supported by a water carrier from Poole.

Firefighters worked hard to create a fire break in the thatch, therefore preventing the flames from spreading further.

As many of the occupants' possessions as possible were also moved to safety in a salvage operation.

Thanks go to the Sandbanks ferry for delaying several trips in order to carry fire appliances from the Poole side.



On 6 May, 12 fire engines were mobilised to a property on the outskirts of Devizes, with crews being sent from Devizes, Trowbridge (two), Pewsey, Marlborough, Chippenham (two), Andover, Bradford on Avon, Frome, Swindon and Corsham.

The aerial ladder platform from Swindon, an operational support unit from Salisbury, a water carrier from Ramsbury and an incident command unit from Stratton also attended.

Firefighters were able to make breaks in the thatch on either side of the chimney, preventing the fire from spreading throughout the whole roof.

They also salvaged as many of the occupants' possessions from inside the property as possible, and brought four cats to safety.

Volunteers from the British Red Cross emergency response teams, based at Springbourne and Swindon fire stations, attended these incidents to support and provide welfare support to the occupants.



Spirit of Fire Awards

After careful consideration, the Fire Fighters Charity has decided to postpone this autumn's Spirit of Fire Awards until Spring 2020.

The Charity has always been lucky enough to secure a reception for the award winners and nominees at No 10 Downing Street, and this has become an integral part of the Spirit of Fire experience.

However, No 10 has confirmed that it is regrettably unable to accommodate such a reception in 2019. As a result, the Charity has taken the decision to postpone Spirit of Fire until 2020 in order to secure a suitable date in the Spring, or to arrange a suitably prestigious alternative should this not be possible.

All nominations currently received for Spirit of Fire will still be valid for the Spring 2020 event and the deadline date for submission of nominations will now be extended until Friday 3 January.

This means that the Spirit of Fire Awards 2020 will now take into consideration all support shown to the Charity up to 3 January 2020.

For anyone yet to nominate, please consider potential nominees across each of the 12 categories - [further details can be found here](#).



Tarrant Rushton event

A special gathering of remembrance is being held at Tarrant Rushton Airfield on Sunday 2 June to mark the 75th anniversary of its part in D-Day 1944.

Royal Air Force, Glider Pilot Regiment and Army veterans, former Flight Refuelling airfield staff, their families, friends and anyone with an affinity to the former airfield and its remarkable history, are warmly invited to attend this special commemoration.

The event is being held at the 'Windy Corner' memorial at Tarrant Rushton, on the Witchampton road (DT11 8SB) at 1.30pm for a 2pm start. Those attending are welcome to bring chairs.

A flypast from a Battle of Britain Memorial Flight aircraft is scheduled for 1.50pm.

For more information or to register your interest in attending, please call 01202 882895 or email rafa.wimborne@gmail.com

Get involved in FireWire

FireWire is the monthly magazine for staff at Dorset & Wiltshire Fire and Rescue Service.

We want your stories, sports successes, fundraisers and charity events - so please email louise.knox@dwfire.org.uk by the end of each month for inclusion in the following month's publication.

Any queries, give Louise a call on 01722 691086 or 07841 951111.

