

# FireWire

The magazine for **DORSET & WILTSHIRE FIRE AND RESCUE** Issue 37, July 2019

Cover story:

Inspection report very positive

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# Inspectors say that Service is good, good, good!

Dorset & Wiltshire Fire and Rescue Service is serving its communities well, it has been confirmed in its first inspection report from Her Majesty's Inspectorate of Constabulary & Fire and Rescue Services (HMICFRS), released on 20 June.

HMICFRS spent the last year analysing data and documents and visiting the Service to assess it against three core themes – effectiveness, efficiency and how well it looks after its people.

The Inspectorate found that the Service was 'Good' across all three themes – one of only eight fire and rescue services to achieve this in the second tranche of 16 inspections, and the only one in this tranche to receive good in all sections of the People pillar.

CFO Ben Ansell said: "I am delighted that the Service has been independently recognised by the Inspectorate for all the good work that takes place across Dorset and Wiltshire to keep our communities safe from fire and the other emergencies that we deal with. The inspection process was a good experience that has provided us with a good platform to build upon. We will continue to build on the great work that is being delivered for our communities."

He added: "I am very proud of our organisation and all the fantastic work done by my staff. They work really hard to give the best possible service they can to all those who need our help or work with us. This result is even more impressive if you consider that this is a new Service, coming into existence just over three years ago."

In particular, HMICFRS praised the Service for its prevention initiatives; education; approach to social media; making really good use of the money available to deliver an effective operational service; and the open and honest culture within the organisation.

The Inspectors said: "We spoke to a lot of staff across the whole organisation in prevention, protection, response, and to corporate staff. The way they felt about the Service impressed us. They were proud of the Service and of its work in the community and spoke highly of their own work to contribute to the Service's vision."

The report also highlights areas where the Service could further develop with some identified 'improvement areas'. Pleasingly, there were no surprises and these areas are already being considered and progressed as part of internal improvement plans.

Chair of Dorset & Wiltshire Fire and Rescue Authority, Cllr Rebecca Knox, said: "This is a great outcome for Dorset & Wiltshire Fire and Rescue Service. It is extremely reassuring that we have such an effective fire and rescue service. On behalf of the Authority and the residents we represent, I would like to thank all staff for their professionalism in delivering this highly skilled service to the communities across Bournemouth Christchurch & Poole, Dorset, Swindon and Wiltshire. We look forward to building on this report and its recommendations as the organisation further develops."



# Thousands visit Armed Forces Day National Event

More than 65,000 people celebrated the Armed Forces Day National Event in Salisbury at the end of June, as the city paid tribute to the military with a three-day spectacular.

It was a weekend packed with highlights, including flypasts by the Royal Air Force Red Arrows, the iconic aircraft of the Battle of Britain Memorial Flight, rousing sets by The Feeling, Kaiser Chiefs and Björn Again, parachute displays, military displays, live music on the BBC Wiltshire stage and a hot air balloon lift off.

More than 15,000 pints were sold by Wadworth, with 5p from every pint being donated to SSAFA, the official main charity partner of the event.

Over 1,000 people joined forces on the Sunday to create a huge 'human poppy' in tribute to the military, while a moving drumhead service was held in the afternoon.



DWFRS was well represented, with an area within the Your Wiltshire zone alongside the police and the county's Air Ambulance. HR and the On-Call Support Officers used the new recruitment vehicle to promote joining the Service as an on-call firefighter.

Prevention focused on kitchen safety, with a 'hazard house' set up so people could try and spot the risks. Those who succeeded were given a tea towel and spatula with fire safety messages on them.

There was also a water safety area, where children could play 'hook the duck' – each duck then related to a water safety message. They could also practice using a throw line to help someone in the water.

As popular as ever was the chance to sit in a fire engine, with smaller children also having the chance to dress up as a firefighter.

On the Sunday, FF Jason Bethell from Springbourne and FF Liam Diffey from Poole set up the FireFit course, which was extremely popular with children – and also charity mascots, with the Help for Heroes bear beating the Wiltshire Air Ambulance bear in a race! Trowbridge Fire Cadets also 'had a go' during their visit to the event.



Photo: Red Arrows

# Service features in Armed Forces Day parade

One of the highlights of Armed Forces Day was a parade through Salisbury, with the salute being taken by HRH The Princess Royal.

An invitation was extended to the emergency services to be part of the parade, with 20 places allocated to the Fire and Rescue Service. CM Mike Grimshaw from Chippenham on-call, who is also a Civilian Services Drill Instructor, was asked to lead on preparing the detachment and this is his report:

The position as detachment commander was quickly filled by SM Matty Maggs as the Station Manager for South Wiltshire and, given that Matty had represented the Service at the Cenotaph on Remembrance Sunday the previous year, it gave a degree of comfort to have the position filled.

With a cross-section of uniformed personnel, including wholetime, on-call and Control, we set about a series of rehearsals in Salisbury's drill yard to get the detachment to a standard to represent the Service.

It was clear from the first rehearsal that the team included 'mixed' abilities from pure beginners who could just about walk in a straight line through to seasoned veterans. After that first two hour session, Matty and I felt that - with the teamwork and camaraderie already in place - we would get everyone to the standard.

By the end of the second rehearsal, we had cracked it and had taken the team far beyond the requirement for the parade and prepared for a review by the CFO. During the interim, it was with the assistance of Justin and Sarah in Supplies that we were able to turn-out the detachment for the CFO's review in full undress uniform with polished shoes and medals firmly affixed.

Everyone's sense of pride was clear and, in a short period of time, we had prepared and were ready for the parade just days later.

Those taking part were CM Bob Burt (Warminster), FF Andrew Duffey (Devizes), FF Rich Harwood (Salisbury), FF Steve Hedges (Stratton), FF Steve Humphries (Royal Wootton Bassett), CM Richard Lake (Devizes), FF Kane Lucas (Salisbury), FF Wayne Nelhams (Stratton), CM Sam Pyne (OCSO North), FF Jason Sandy (Warminster), CM Mark Singleton (Salisbury), FF Leighton Teasdale (Sturminster Newton), CM Lauren Thatcher (Control), FF Jason Thorne (Ferndown), FF Rob Warwick (Chippenham) and WM Duncan White (Mere). CM Shaun Lincoln and FF Matt O'Hare from Fordingbridge also took part at our invitation, given the close relationship between their station and Salisbury.

Thanks also go to FF Ed Button and FF Tom Jones (both Chippenham on-call) who were driver and banksman for the supporting appliance.

The parade can be viewed at [www.forces.net/armed-forces-day/armed-forces-day-2019-salisbury-where-watch-live](http://www.forces.net/armed-forces-day/armed-forces-day-2019-salisbury-where-watch-live)



# Cycle ride in aid of armed forces charity SSAFA

On Sunday 16 June, five riders from the Service joined 45 other riders from the Armed Forces, Police, Wiltshire Council and sponsors to complete the AFD 75 ride.

The event was part of the build-up for the Armed Forces Day National Event, which took part in Salisbury on 28-30 June.

Organised by Wiltshire Council, and sponsored by Lovell Homes and KBR, the ride was in aid of the armed forces charity SSAFA, and had raised nearly £3,000 at time of writing.

ACFO Jim Mahoney, WM Paul Clement, WM Arfon Huband, FF Neil Endicott and Stu King battled the typical summer weather of wind, hail, rain and sun around the 78 mile route, which started from Five Rivers HQ and went up the valley via Amesbury to Durrington for the first stop at the Lovell Homes site where they are building 300 new homes and facilities for Forces families when they return from Germany.

From Durrington, the route went via Larkhill, Shrewton and Chitterne to Codford and up the Wylve Valley to Warminster's Land Warfare Centre for the second stop.



After some refreshments, the ride swung further west via Sutton Veny and the Deverills to Mere fire station for a water stop (much needed after Mere Down), and then turned to head back east.

The return leg was assisted by wind but, on tired legs, took in some more challenging climbs in East Knoyle and Underhill before stopping at the last water stop overlooking Fovant Badges, ably staffed by our own Linda Purr and ex-pro cyclist Pippa York.

The final trundle back to Salisbury was only hampered by the climb up the Avenue in Wilton (a real sting in the tail for tired legs) before the downhill descent back into the Woodford Valley and to Five Rivers, which by this time was bathed in sun.

DWFRS provided route planning and coordination, mobile ride support (thanks to AM Ian Jeary and CM Vicki Brewis), Mere fire station (thanks to WM Duncan White) and the Fovant water stop (thanks to Linda Purr) and, without this support, the event would have been near impossible to hold.

Donations are still very welcome, please go to [www.justgiving.com/campaign/afdcycle](http://www.justgiving.com/campaign/afdcycle)



# AFDNE flags raised

While Wiltshire Council was the main organiser of the Armed Forces Day National Event in Salisbury, there was a network of partners also involved, including DWFRS.

Both uniformed and corporate officers supported a multitude of planning groups over several months, covering areas such as public safety and security, the military parade, communications and marketing, the events at Hudson's Field, a strategic Steering Group, an Ops Board, and a Tactical Coordinating Group (TCG). Fire Safety was also a vital part of the Event Safety Advisory Group discussions, which form part of the licensing process.

Over the three days of the event, personnel supported Event Control/Bronze, TCG, an immediate Joint Emergency Services Interoperability Principles (JESIP) response, the media cell, and additional resilience support at the event site.

DWFRS was one of the many partners to take part in a synchronised flag raising across Salisbury and Wiltshire at 10am on 24 June. Event flags were raised at venues including Salisbury Guildhall, County Hall in Trowbridge, Police HQ in Devizes, several Army camps, Service HQ at Five Rivers, and the fire stations in Salisbury, Swindon and Trowbridge.



# Celebrating reservists

On 26 June, Colonel Andrew Dawes - Commander South West Region, The Army in Wessex - visited Service HQ to meet and thank some of the military reservists who work within DWFRS.

The informal lunch, hosted by CFO Ben Ansell, celebrated National Reserves Day and fell just three days before Armed Forces Day.

An invitation was extended to all reservists within the Service and those able to attend were: WM Dean Hoskins, Army Reserve MOD; CM Steve Humphries, Army Reserve Royal Signals; John Lincoln, Royal Naval Reserve; CFF Chris Brown, Royal Naval Reserve; FF Kane Lucas, Royal Naval Reserve; and Richard Chappell, Army Reserve Adjutant General's Corps.

The Service is proud to be a Bronze Award holder under the Defence Employer Recognition Scheme, and is in the process of applying to be accepted as a Silver Award holder. More information can be found at [www.dwfire.org.uk/supporting-our-military-community](http://www.dwfire.org.uk/supporting-our-military-community)



# Commendation for CCU

The Dorset Civil Contingencies Unit (CCU) has received a Chief Constable's Commendation for their work during the snow storm in March 2018 which caused extreme disruption throughout the county.

The CCU ensured partner agencies were kept updated and were prepared for the bad weather, with any gaps in resilience addressed.

Throughout the duration of the storm, each team member went above and beyond what might reasonably be expected and continued to deliver an excellent service despite the extremely challenging weather conditions - a major incident in Dorset was declared.

The team's approach, professionalism and commitment to this major incident meant that the CCU attracted praise from a number of other Local Resilience Forums and the Ministry for Housing, Communities and Local Government.

Chief Constable James Vaughan recognised the following CCU members of staff: David Beavis, Donna George, Tina Mitchell, Matthew Weller, Robert Hart and Nick Maton, along with PC Katharine Dean and Chief Inspector Chris Weeks.



# Charity there for everyone

New to the Fire and Rescue Service and not sure what the Fire Fighters Charity is all about or if you're eligible for help?

The Charity offers specialist lifelong support for members of the UK's fire services community, empowering individuals to achieve mental, physical and social wellbeing throughout their lives.

Through the provision of personalised support, tailored to the specific needs of each beneficiary, its expert teams deliver the right support, in the right way, in the right place and at the right time, to ensure the best long-term results for everyone it works with.

Whatever your reason for going to the Charity - whether you are injured, recovering from an illness, or suffering from stress or anxiety - its teams will take the time to understand each person's mental, physical and social needs.

Thereafter, the Charity works with each of its beneficiaries to design a pathway of support that could include community-based support, further advice and information, a stay at one of its residential centres or a combination of options.

The aim, however, is always the same; to help people move forward positively in their lives.

For further information, visit [www.firefighterscharity.org.uk](http://www.firefighterscharity.org.uk)



# Boardwalks installed by Prince's Trust Team

Our current Prince's Trust Team (119) are at the halfway point of their 12-week programme, which is being delivered from Hamworthy fire station.

The team got to know each other during week one through team building activities and ice breakers, followed by an activity residential on Dartmoor during week two.

The 12 team members returned from Dartmoor ready for their next challenge, the Community Project. Completing a funding application through Wilkinson's, the team were successful in gaining £400 to go towards a project that would benefit the public.

Some great ideas came forward, the winning one being installing boardwalks on an area of Upton Heath Country Park to make uneven areas more accessible.

With support from Dorset Wildlife Trust, the team were on site for six days and did an amazing job in installing the boardwalks that will last for years to come.

All of the young people are now on their two-week work experience placement before returning to plan and fundraise for their final team challenge.

If you know of a community project that needs completing in the Bournemouth or Poole area, please do get in touch with Rob Guy or Debbie Harvey.

Our next Team programme starts on Monday 23 September at Hamworthy fire station. For more information, contact Rob Guy, Youth Intervention Manager, on [rob.guy@dwfire.org.uk](mailto:rob.guy@dwfire.org.uk) or 07739 899293.





# £50,000 donated by Emergency Services Show

The Emergency Services Show first ran in Wiltshire back in 2005 and has gone from strength to strength ever since.

Over the years, some £200,000 has been raised for good causes associated with the event and the blue light services.

The Show – also known as ESS – has always been organised by a team of volunteers, drawn mainly from the local police, fire and ambulance. Since 2015, the team has been a charitable trust in its own right.

At the end of June, a beneficiaries event was held at the Wiltshire Air Ambulance base to distribute the proceeds of the 2017 and 2018 Shows – a total of £50,000.

ACFO Jim Mahoney attended to represent the Service, and both the Fire Fighters Charity and Safe Drive Stay Alive were amongst those to receive cheques.



Donations were made as follows:

• Care of Police Survivors	£8,000
• Fire Fighters Charity	£8,000
• Wiltshire Ambulance Benevolent Fund	£8,000
• Great Western Air Ambulance	£5,000
• Wiltshire Air Ambulance	£5,000
• RNLI	£2,000
• Wiltshire Bobby Van Trust	£2,000
• Hope for Tomorrow	£1,750
• Safe Drive Stay Alive	£1,750
• Royal Wootton Bassett Sea Cadets	£1,250
• Casualties Union	£1,000
• SWIFT Medics	£1,000
• WILSAR	£1,000
• Freewheelers EVS	£850
• Severn Freewheelers	£850
• Wessex SERV	£850
• British Red Cross FESS	£575
• Wessex 4x4	£575
• St John Ambulance	£550

Unfortunately, due to issues with securing an appropriate venue, there will be no Emergency Services Show in 2019.

However, the trustees are working hard to find a suitable site for 2020 and further updates will be made as and when possible.

If you know of a potential site within Wiltshire that could host the Show, please email [enquiries@emergencyservicesshow.com](mailto:enquiries@emergencyservicesshow.com) or contact either SM Wayne Jones or WM Chris Harvey, who are both trustees.



# Firewise initiative launched by Urban Heaths Partnership

A new initiative to help communities who live close to areas at risk of wildfire has been launched in Dorset.

Firewise UK is based upon the international Firewise programme run by the National Fire Protection Association (NFPA) of America. Organised locally by the Urban Heaths Partnership, it provides information for homeowners who live close to areas at risk from wildfire to help them recognise and reduce their risk by taking practical and inexpensive steps.

The project encourages communities to work together, in and around their homes and gardens, to reduce the risk of wildfire to their local area.

A launch event was hosted at Poole fire station on 21 June, with CFO Ben Ansell introducing the scheme to invited guests. Amongst those present were members of the Fire and Rescue Authority, project organisers, and local people from Beacon Road in Corfe Mullen, which has become the first Firewise Community in Dorset. The residents were presented with a certificate of recognition by Matt Prosser, Chief Executive of Dorset Council.

The Firewise project is currently funded until March 2020 thanks to support from DWFRS, the Office of the Police and Crime Commissioner in Dorset, and monies from developer contributions. Information has been produced in leaflet form and on webpages hosted by DWFRS.

CFO Ansell said: "The Urban Heaths Partnership does a fantastic job in educating people about the risks of heath fires and what they can do as individuals to reduce that risk.

"Within our Service, we support this work and heathland bike patrols are now underway, using volunteers to monitor these vulnerable areas and speak to the community as they enjoy our open spaces. However, despite all of this, heath fires will still happen. Firewise recognises this and provides a framework against which local people can help to protect their own homes and land when fire strikes. Our priority is always to stop fires from happening in the first place; however, anything we can do to build resilience, educate and reassure residents who live close to areas of heathland is also extremely valuable. I was delighted to officially declare the Firewise initiative up and running."

Lin Kettley, from the Urban Heaths Partnership, added: "In Dorset, we average 107 fires on heathlands and forest every year, and this may increase with the effects of climate change. Much of our work is aimed at reducing fires on heathland, and this project encourages those living close to these areas to take a look at their properties and, with some simple steps, reduce the risk of fire to their homes."

More information is available at [www.dwfire.org.uk/firewise](http://www.dwfire.org.uk/firewise)



# New approach to Level 1 incident command assessments

The way we assess incident commanders at Level 1 has changed to a new format.

Previously, the process in the North was a practical two pump assessment, a DMX assessment, and a written knowledge and understanding test, repeated every three years. In the South, there was a CAL1 assessment every three years.

There is now a three-part assessment method for the whole Service, comprising an on-line assessment, a one pump practical assessment and an XVR simulation assessment, all on a two yearly cycle. There is also a requirement to attend an ICS refresher every two years.

The online assessment is designed so that you can demonstrate your underpinning knowledge and understanding of incident command. The questions will change for each individual as they are randomly selected from a question bank, and will cover technical skills (tabard identification, sectorisation etc), legislation and non-technical skills (for example, leadership, communication, decision making). There is a high pass mark criteria, due to it being an 'open book' test (the ICS National Operational Guidance is attached within the online package).

The practical assessment will be carried out by a Command Assessor, who will set up 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 provides you with the opportunity to demonstrate your ability to use a command structure to resolve an incident. XVR is a recognised assessment tool and is currently used in incident command training and assessment across 35 fire and rescue services in the UK.

The new three-part assessment procedure works in line with:

- National Occupational Standards for incident command
- CFOA Command Training, Assessment, and Qualification in the Fire and Rescue Service
- The Future Of Incident Command document
- Skills For Justice awards.
- Level 1 National Operational Guidance Specification

Level 1 Incident Commanders need to be assessed against:

- Up to four pump incidents (XVR)
- Knowledge and understanding (on-line assessment)
- Technical skills (XVR and practical assessments)
- Non-technical skills (XVR and practical assessments)

The new assessment process is currently in its transitional phase, but will be fully implemented by September for the North of the Service and December for the South. If you have any questions or concerns, please contact the ICS team via [icsteam@dwfire.org.uk](mailto:icsteam@dwfire.org.uk)



# New approach to Level 1 incident command assessments

## Online Assessment (Underpinning knowledge and understanding)

- On CONNECT, select Systems and click on Grow – e learning.
- Enter your login details (username / password).
- On the main screen, scroll down to 'My Courses', and select Level 1 Incident Command.
- You will then be able to open up and select the ICS NOG reference document and start the ICL1 20 questions. Once completed, you will see a green tick for confirmation that your online assessment has finished.
- The assessment should take approx. 30 minutes to complete.

## XVR assessment

The XVR assessment opportunities will run periodically throughout the year at numerous locations throughout the Service, using dedicated vans equipped with XVR (bringing the assessments to you), at the Command Suite at Salisbury fire station or at one of the training centres. You will be able to self-nominate for your assessment through Gartan Expert. Your Station Manager and/or the ICS team will prompt you to book your assessment if Gartan Expert shows amber prior to your qualification expiring.

## Practical Assessment

For your practical assessment, you will be nominated a Command Assessor at the start of the year. It will be their responsibility, with you, to arrange a suitable time and date for the assessment to take place. This will usually be on a drill night for on-call personnel and while on duty for wholetime.

Station Managers will be able to prompt both the Command Assessor and you for this to be arranged as soon as possible if Gartan Expert shows amber prior to your qualification expiring.

## Body Worn Cameras (BWC)

The Service has purchased 40 body worn cameras for Level 1 Incident Commanders to use at incidents, which can be used to sign-off the practical element of your Incident Command qualification.

BWC can be requested, via an email to the incident command team, by any incident commander prior to their practical element expiring.

If you choose to use a BWC, you will be given a start date when a member of the incident command team will provide training on how to operate the equipment. The BWC will then be signed for, using the booking out form, and handed over. For more information on BWCs please read AEQ 5.3 - 3D Body Worn Cameras V1.0.

## ICS Refresher

The ICS refreshers will be run from either the Command Suite at Salisbury fire station or from one of the training centres.

The refresher is a one day course, which must be completed within the two year period, and is part of your operational licence. You will need to book onto the refresher via Gartan Expert, where you will be able to see what dates are available throughout the year.

The day is designed to provide you with any updates within ICS, and an opportunity for you to share your involvement at incidents with others from around the Service, and work through simulated incidents as a team to standardise and confirm understanding.

The course provides a safe environment where Level 1 incident commanders can learn from each and everyone's experiences to improve future performance.

# Update on business continuity and resilience planning

As part of our business continuity and resilience planning, we use horizon scanning to identify potential risks and threats.

A major risk for all emergency responders is an outage of telephony network or infrastructure. How would we receive calls and respond to incidents should our telecommunications fail?

We are so reliant on mobile communications these days that the disruption could have a catastrophic impact on our critical activities.

The BBC recently reported that the Netherlands had been hit by its largest telecommunications outage in years, with the 112 emergency number knocked out across the country.

The disruption, which lasted for four hours, originated from KPN, a national carrier, and affected other providers linked to its network. Landlines and mobile phones connected to this network were also affected.



During the disruption, additional police were sent out onto the streets and fire appliances were positioned at key locations. Authorities advised people to go directly to hospitals, police stations or fire stations for any emergencies.

It took more than an hour for authorities to find an alternative emergency number and, even then, the agency designated to get in touch with people via their mobile phones during an emergency had problems. It is unknown what caused the outage.

KPN is not the only telecoms provider to suffer network problems recently. Vodafone has also experienced a disruption to its mobile and fixed line broadband services, affecting subscribers in the UK and several other countries.

The Service's resilience team is working with partners to mitigate the risks and reduce the impact of such events.

If you wish to know more about resilience or business continuity, or have any related issues, then please contact a member of the team - [matt.kiddell@dwfire.org.uk](mailto:matt.kiddell@dwfire.org.uk), [paul.clement@dwfire.org.uk](mailto:paul.clement@dwfire.org.uk) or [gayle.morris@dwfire.org.uk](mailto:gayle.morris@dwfire.org.uk)



# Former museum items being offered to collectors

The former Wiltshire Fire Brigade museum, previously located at the Manor House, Potterne, has been closed to the public for a number of years and the contents held in storage.

The collection within the museum consists of photographs, documents, historical equipment and uniforms, collected under the guidance of former senior officer Peter Thorpe.

Larger items were also held, including ladders and pumps representing various eras.

However, since the sale of the Manor House, the collection has been transferred into storage at Trowbridge and Swindon, awaiting a decision as to its future.

There appears to be no foreseeable prospect of the collection being opened and displayed to the public as a concise entity, so it will now be dispersed to other museums or similar organisations within the Wiltshire and Swindon area.



Most of the items collected were donations or gifts and therefore the Service can dispose of these as felt fit.

Some, however, were loaned and this will require the Service to attempt to contact the owners before a decision can be made as to their future.

The collection consists of many older style, or redundant, pieces of fire service equipment and small gear, some of which may be of interest to genuine collectors or preservationists who have connections with Dorset and Wiltshire Fire & Rescue Service and may wish to acquire some of these items.

Although this process is expected to take some time, any member of the Service who is the owner of a preserved fire appliance and may be interested in 'stowage items' for their appliance may wish to make their interest known at this stage.

If you are interested in this offer, please email Chris Harris at Swindon fire station via [chris.harris@dwfire.org.uk](mailto:chris.harris@dwfire.org.uk)



# Leadership masterclasses held at Service HQ

The second sessions of our Leadership Masterclasses Programme were successfully delivered at Service HQ on 10 and 24 June to managers across the Service.

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

The morning focused on the theme of 'Your Learning and Development within DWFRS'.

Members of the Learning and Organisational Development team - including Paul Lawler, Terry Clapp, Naomi Collins and Felicity Williams - delivered sessions that focused on coaching, apprenticeships, development pathways and leadership development programmes to make managers aware of opportunities available to them and their teams to support their development within the Service.



In the afternoon, members of the Health & Safety team - including John Lincoln, John Towner and Tara Woodham - facilitated an interactive session around the new Health & Safety standard, and made managers aware of their responsibilities.

Dave Geddes and Natalie Fairhead also delivered a presentation around the Operational Effectiveness Database, providing guidance and information to managers.

Blue Light Champions Rebecca Siebenthal and Paul Lawler joined later in the day to talk to the group about mental health awareness, signposting what health and wellbeing support is available to our staff.

We still have a number of open seats available at the Leadership Masterclasses if you would like to attend to support your development.

Please see the Leadership Masterclass programme for 2019/20 on CONNECT and email [leadership@dwfire.org.uk](mailto:leadership@dwfire.org.uk) to book your space.

To find out more about Leadership Masterclasses [please click here](#).



# Service hosts national heavy rescue development event

In June, Dorset & Wiltshire Fire and Rescue Service hosted a national two-day Heavy Rescue Development event at West Moors Training Centre.

Organiser WM Jon Curley, who is based at West Moors, said that the event was a huge success, receiving fantastic feedback from over 50 skilled and dedicated attendees: "Attendees welcomed the opportunity to share knowledge and best practice over the two days, along with the opportunity for some hands-on multi-agency working with heavy recovery specialists."

He added: "Various scenarios were created so that the teams were able to utilise a multitude of different equipment, encouraging discussion and the development of techniques to further enhance the ability to save the lives of the people we serve."

Attendees came from Staffordshire FRS, Avon FRS, Hertfordshire FRS, Leonardo MW Ltd, Hereford & Worcester FRS, Berkshire FRS, South Wales FRS, Cheshire FRS, Merseyside FRS, Essex FRS, Devon & Somerset FRS, Hampshire FRS, Cornwall FRS, Oxfordshire FRS and DWFRS.

The event was supported by Holmatro, Vimplex, Paratech, Maxfire and RD Avery Recovery, who all brought along equipment to showcase and Jon was supported by heavy rescue instructors from Hertfordshire, Hampshire, Hereford & Worcester and DWFRS.

Jon said: "We even managed a fly past by the Red Arrows over a lunch which included scones and led to some lively banter over jam or cream first between Cornwall and Devon & Somerset firefighters, but we all know it's jam first! We are hoping to run another development event in the future with a host of new workstations, so thank you to everyone for supporting this event and 'Fire Times' magazine for being our media sponsor."





# @DWFireEDI



Please see below the dates of the local Pride events which we are attending in some capacity this year. We hope that some of you will be able to join us!

For more information, see the news article on CONNECT or in recent Weekly Updates, or contact Michelle Skipp or Danielle Hawkins.

- Bourne Free, Bournemouth – 13 July
- Weymouth – 26 July
- Salisbury – 27 July
- Swindon – 10 August
- Dorchester – 25 August

## Contact us:

- [michelle.skipp@dwfire.org.uk](mailto:michelle.skipp@dwfire.org.uk)



## International Day of Friendship - 30 July



The original idea for a day of friendship came from Hallmark Cards in the 1930s. It was largely viewed cynically as a money-making exercise and, by the mid 1940s, it had faded into obscurity.

The idea of honouring friendship was, however, adopted by a number of countries in Asia, where it remained a popular custom to reserve a day for celebrating friendships and the exchange of gifts between friends.

The first World Friendship Day was proposed for 30 July by the World Friendship Crusade in 1958. Many years later, in 2011, it was declared as the International Day of Friendship by the UN General Assembly.

With the growing popularity of social media, there has been a rise in celebrating World Friendship Day and International Day of Friendship, as well as with community activities aimed at bringing those of different backgrounds together.

## Photo of the month



Every month we choose our favourite photo taken by a member of staff. Our winner this month comes from lead ALP instructor Lee McCumiskey, who said: "The model in the photograph is Brent Thorley from Red Watch Poole. We took part in a joint training exercise with Tech Rescue and were going through the various methods of rescue available when utilising the ALP. This was from 30 metres and not at the full height of 42m." Wow! It's lucky I'm sitting down as my legs are going wobbly just thinking it can go even higher!

**Why we like this photo:** This is taken from a vantage point you don't normally get to see. I like the unusual way Brent is upside down in the frame, and then the rope he's dangling from (along with the cage arm) create a perspective vanishing point right in the centre of frame.

**Runner Up:** Supplies Officer Sarah Leyden sent in this photo of Dorchester Fire Station, which was taken by Supplies Technician Dave Foxwell. Sarah said: "I just

thought it was worth sending in to you for your photo slot! He doesn't know I've sent this to you!" Well thank you for sending it in Sarah, and well done Dave!

The pink rainbow effect started trending on social media in the south and west of England on the night this was taken. It's something to do with the angle of the sunlight passing through more of the atmosphere during dusk or dawn. This makes a much shorter wavelength of light at the red end of the spectrum. Clear? I dunno, look it up!

Think you can do any better? Then send your photos to [max.furneaux@dwfire.org.uk](mailto:max.furneaux@dwfire.org.uk) remembering to include a brief description to be in with a chance of being next month's winner.



# Meet the team – Resourcing & Workforce Planning

Members of the Resourcing & Workforce Planning (R&WP) Team are based at the Poundbury and Potterne Support Offices.

Their key functions are:

- Workforce Planning/Postings (includes monitoring establishment against strength, succession planning and monitoring workforce profile and staff movements)
- Promotion Boards
- Recruitment and selection across all staff groups
- E-recruitment
- Induction

As well as our day-to-day activities, we are also streamlining corporate induction; reviewing corporate recruitment; continuing the implementation of an aligned on-call recruitment process; working with the Leadership Consulting Group to co-design a new operational promotion process; reviewing recruitment information provided on our website; and developing a more streamlined approach to recording/reporting on data about staff establishment and strength.

In addition, Stacey Holton has been working on implementing improvements to the e-recruitment system, to ensure it is customer focused and meets Service needs.



## **Jane Deuchars – R&WP Manager**

I manage the Resourcing & Workforce Planning team and oversee its functions.

I work full time and can be contacted on 01722 691150 / 07919 306037 or email me on [jane.deuchars@dwfire.org.uk](mailto:jane.deuchars@dwfire.org.uk)



## **Julia Johnson – R&WP Officer**

I am currently providing cover for Jenny Luton, who is on maternity leave. I manage the WP Administrative Assistant and R&WP Systems Advisor, and co-ordinate/implement workforce planning strategies, in conjunction with HR Business Partners and Service Delivery. I can be contacted on 01722 691252 or [julia.johnson@dwfire.org.uk](mailto:julia.johnson@dwfire.org.uk)



## **Sam Roney – R&WP Systems Advisor**

I have recently moved into the Resourcing & Workforce Planning team, where I am the lead contact for workforce planning systems development and maintenance. A key part of my role is to provide information, data and reports for performance management, establishment control and workforce planning purposes.

I work full time and can be contacted on 01722 691544 or [samantha.roney@dwfire.org.uk](mailto:samantha.roney@dwfire.org.uk)



## **Diane Taylor – R&WP Coordinator**

I manage the R&WP Advisors and oversee the coordination of recruitment and other activities within the team.

I work part time (Monday, Tuesday, and Thursday) and can be contacted on 01722 691139 or [diane.taylor@dwfire.org.uk](mailto:diane.taylor@dwfire.org.uk)

# Meet the team - Resourcing & Workforce Planning

**Lisa Shimmin – R&WP Advisor**  
Currently on maternity leave.



**Fiona Bacon – R&WP Advisor**  
I am the lead HR Advisor for on-call recruitment (South) and also agency staff recruitment. I work 25 hours per week (Monday – Thursday) and I can be contacted on 01722 691137 or [fiona.bacon@dwfire.org.uk](mailto:fiona.bacon@dwfire.org.uk)



**Maria Ruggiero – R&WP Advisor**  
I am the lead HR Advisor for on-call recruitment (North) and assist with Corporate recruitment. I work 30 hours a week over four days (Monday to Thursday), and can be contacted on 01722 691136 or [maria.ruggiero@dwfire.org.uk](mailto:maria.ruggiero@dwfire.org.uk)



**Rebecca Mehse – R&WP Advisor**  
I am the lead HR Advisor for the recruitment, onboarding and promotion of wholtime firefighters. I also, on occasions, assist with Corporate recruitment. I work 30 hours a week over four days (Tuesday to Friday) but this will change as of September, when my 30 hours will be spread over five days.

I can be contacted on 01722 691545 or [rebecca.mehse@dwfire.org.uk](mailto:rebecca.mehse@dwfire.org.uk)



**Emma Hurrell – R&WP Advisor**  
I am responsible for some of the Corporate recruitment and assisting with operational promotions. I am also taking on the running of corporate induction. I work full time and can be contacted on 01722 691442 or [emma.hurrell@dwfire.org.uk](mailto:emma.hurrell@dwfire.org.uk)



**Katy Post – R&WP Advisor**  
I am the lead HR Advisor for Corporate recruitment. I am also involved with the e-recruitment system and am currently developing my knowledge to provide technical support to the recruitment team. I work full time and can be contacted on 01722 691132 or [katy.post@dwfire.org.uk](mailto:katy.post@dwfire.org.uk)



**Christina Wood – R&WP Administrative Assistant**  
I provide administrative support to the Resourcing team for Corporate and On-Call (North) recruitment. I can be contacted on 01722 691576 or [christina.wood@dwfire.org.uk](mailto:christina.wood@dwfire.org.uk)



**Sian George – R&WP Administrative Assistant**  
I provide administrative support to the Resourcing team for Corporate and On-Call (South) recruitment, as well as oversight of probation across the whole Service. I can be contacted on 01722 691144 or [sian.george@dwfire.org.uk](mailto:sian.george@dwfire.org.uk)

# Meet the Team



**Anna Nowicki – R&WP Administrative Assistant**  
I provide administrative support to the Resourcing team for Corporate and On-Call (North) recruitment. I work 21 hours (Wednesday to Friday). I can be contacted on 01722 691134 or [anna.nowicki@dwfire.org.uk](mailto:anna.nowicki@dwfire.org.uk)



**Suzanne Davison – R&WP Administrative Assistant**  
I'm new to the Service, having started on 3 June. I provide administrative support to the team on establishment for WDS, transfers, promotions, postings, retirements and staff moves across all staff groups. I can be contacted on 01722 691289 or [suzanne.davison@dwfire.org.uk](mailto:suzanne.davison@dwfire.org.uk)



**Sharon Williamson – R&WP Administrative Assistant**  
I'm new to the Service, having started on 24 June. I provide customer focused HR administrative support to the Resourcing team and the Workforce Planning function. I can be contacted on 01722 691211 or [Sharon.Williamson@dwfire.org.uk](mailto:Sharon.Williamson@dwfire.org.uk)

Any Workforce Planning queries should be emailed to [workforceplanning@dwfire.org.uk](mailto:workforceplanning@dwfire.org.uk) while any Recruitment requests or queries should be emailed to [recruitment@dwfire.org.uk](mailto:recruitment@dwfire.org.uk)

# Cover up, mate!

The NHS has been reminding people who work outdoors to cover up against harmful UV rays with the campaign “Cover Up, Mate”.

It's very easy to get sunburnt in the UK, even when it's cloudy and not particularly warm, as you can't feel UV radiation. Sunburn increases the likelihood of skin cancer, so its important people take more care, especially those who work outside or take part in outdoor sport.

Cancer Research statistics show that:

- A tan is a sign of skin damage – not health;
- Getting painful sunburn, just once every two years, can triple your risk of melanoma skin cancer;
- You're at higher risk of skin cancer if you have fair skin, moles or freckles, red or fair hair, or light-coloured eyes; and
- The highest risk months in the UK are May to September, when UV rates are higher.

Official NHS advice is to spend time in the shade if you can, make sure you never burn, cover up with suitable clothing and sunglasses, take extra care with children, and use at least factor 15 sunscreen.

The earlier skin cancer is caught, the easier it is to treat, so see your GP as soon as possible if any moles or freckles change size or shape. For more advice, visit [www.nhs.uk](http://www.nhs.uk) or follow NHS England's skin cancer campaign #CoverUpMate on Twitter.



# What's IT all about?

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

## This month...Update to Microsoft Planner

Office 365 Planner provides a hub for team members to create plans, organise and assign tasks to different users, and check updates on progress through dashboards.



The Chart view gives a high level overview of the tasks within the Plan. It breaks it down into the status of the tasks; not started, late, in progress and completed, and also shows where the tasks are assigned.

A new feature of Planner is that you can now export your entire plan to Microsoft Excel.

This can be useful for:

- Archiving: Excel can provide a simple method for archiving your completed plans. Export all your plan details to Excel, store that Excel file somewhere and purge the plan from Planner to keep your hub clean and organised.

- Analysis: Choosing from a host of Excel analysis tools, you can quickly find outliers in your plan; take inventory of completed tasks, (which are hidden by default in Planner), sort and filter based on elements not available with Planner chart filters, like who created the task and task checklist items, and build PivotTables and helpful graphs.

- Merging plans: There are almost certainly plans in your hub that are somehow related. There's no way to analyse these plans together in Planner—but you can in Excel. By exporting each plan to Excel individually, and then manually merging those files into a single spreadsheet, you can surface new insights about related plans.

- Printing: Excel gives you a tabular view of your plan details that may be easier to consume for some as a printed document than a Planner plan board.

- Sharing: There's currently no way to give access to only some parts of your Planner plan — someone either has access to all of it or they don't have access at all. There may be times when you want to share a plan's status without also sharing all its minute details. Exporting to Excel can help you do just that.

Exporting your plan to Excel is easy. Within the Planner web app, click the "..." at the top of the screen, then select "Export plan to Excel." Your plan will automatically download as an Excel file to your machine.

If you would like to learn more about how to use Planner, either as an individual or as a Team, please contact either Lea or Helen.



# ICT top tip

If you are using Teams or SharePoint, you can save a file from the local Office application directly into Teams. The example below is based on using Word, but the same action will apply to using Excel or PowerPoint.

Click on File, then Save As, then on Sites, choosing the site you require (this can be either Teams or SharePoint). If you've accessed anything via the site before, it will appear in your Frequent list.



Next, select Documents. Choose the folder you wish to save your document in, type in a file name and click save.



You will now be able to find your document in your Teams or SharePoint site.

# Dorset Police open day

Dorset Police is holding a free admission open day at its Winfrith headquarters (DT2 8DZ) on Saturday 20 July between 11am and 4pm.

Amongst the displays and stands will be the dog unit, the drone team, the National Police Air Service helicopter, the road traffic unit and safety camera team, the Neighbourhood Policing team, the firearms unit, the cyber crime team, the Safer Schools team, Forensics, the Search team, the Marine section, the Public Order unit and the rural crime team.

There will also be the chance to meet and chat with members of the recruitment and volunteering team, and with Dorset Police and Crime Commissioner Martyn Underhill.

For further details, see the event's Facebook page at <https://www.facebook.com/events/714946648924917/>



# Safe cycling event held

On 18 June, a Cycle to Work road safety initiative was held at BAE Systems in Christchurch.

This event, supported by the Dorset Road Safe Partnership, involved road safety teams from Dorset Police, the newly formed BCP Council and Phil Villain, DWFRS Road Safety Coordinator. The aim was to reduce the number of road traffic casualties through education, enforcement and engineering.

Dorset Police set up a 'close pass' mat, demonstrating the amount of clearance required when overtaking cyclists or horses. They also ran a bike marking session, fixing tamper-proof stickers with QR codes to the bike's frame and recording the owner's details in a database.

Bournemouth, Christchurch and Poole (BCP) Council provided an instructor on basic bike maintenance, together with information on local cycle routes and other safe cycling information.

There were also a number of road safety giveaways, including reflective bags, rucksack covers and snap-bands, along with keyring torches, pens and single-use breath test kits.



# UK Fire Service Hockey

The UK Fire Service hockey team, featuring DWFRS players Vicki Brewis and Jim Turnbull, recently supported GB Hockey in hosting an international fixture.

The final UK-hosted fixture for the FIH ProLeague – Great Britain vs New Zealand – was played last month on a purpose-built pitch at The Stoop, Twickenham, where a crowd of 12,000 supporters was welcomed.

Vicki explains: "The one big problem was there were no traditional water cannons that usually come with a permanent pitch. Step up the UK Fire Service Hockey Team with a 20,000 gallon water carrier! Why water though, I hear you ask? The water lubricates the pitch, reducing friction and allowing quicker and smoother play. It allows players to easily move the ball and reduces bounce of the ball, therefore reducing the risk of injury and giving freer movement of the body - so kinder on the old joints!"

The UK Fire Service team said it was a real privilege to step up and be involved in supporting GB Hockey, and a generous donation was made by England Hockey to the Fire Fighters Charity.





# Charity promotes the benefits of walking

Craig Williamson, exercise therapist with the Fire Fighters Charity at its Marine Court centre, shares the physical and mental health benefits of getting out and about for a quick stroll.

With the days getting longer and the weather warming up, there is no better time to start thinking about getting out for a walk. There are lots of physical and psychological benefits to walking, as well as the benefits to the environment if it means using the car less. It is a cheap and easy way to get active; all you need is a comfortable pair of shoes.

To stay healthy, it is recommended by the National Institute for Health Care Excellence to do at least 150 minutes of moderate intensity exercise every week, which could include a brisk walk.

In a study of over 260,000 people in the UK, it was found that there were significantly fewer incidences of cardiovascular disease and cancer in people who commuted to work actively through walking or cycling, compared to those who used cars or public transport. Regular walking has also been shown to have psychological benefits such as improving mood and decreasing feelings of anxiety.

The health benefits of physical activity:

- Can help to maintain a healthy weight
- Reduced risk of cardiovascular disease, stroke and type 2 diabetes
- Can increase mood and reduce symptoms of depression and anxiety
- Maintain bone density

The Fire Fighters Charity utilises the benefits of walking for both beneficiaries and staff. At Marine Court, there are daily walks along the seafront and, for some injuries/conditions, the therapists may get people walking in the hydrotherapy pool or anti-gravity treadmill to reduce the load going through the joints.

There are many ways to incorporate more walking into our daily lives, such as:

- Walking to work
- Using the stairs rather than the lift
- Walking across the office to talk to a colleague rather than sending an email
- Arranging to go out for a countryside walk with friends or family

It is easy for things to get in the way of getting outdoors or doing physical activity, but there are some useful ways to try and stay motivated.

- You can involve others so that you can motivate each other.
- Joining a walking group is a great way to meet new people and explore new places.
- Most modern phones have the ability to count the number of steps that you take as you go about your day, which is a great tool to track how you are doing.



# Updates from the Operational Effectiveness Database

Each point below stems from the Operational Effectiveness Database (OED). If you would like to know more about anything in this update, please contact the OED Team (SM Dave Geddes or Natalie Fairhead) quoting the OED reference number. If you would like to find out how to use the OED more effectively or would like to book an OED update and training refresher session, please contact the OED Team.

## Request

Please ensure that all trauma/first aid equipment that is out of date or not currently part of the inventory is removed from appliances, including any Wiltshire Casualty Care Assessment Forms, ensuring that any completed forms are destroyed. **N-B172**

## Continue - Highlighting areas of good practice on the OED

The Service drone was requested by myself at a Hazmat incident on 12 June. I requested it to provide an aerial view of the incident and to report back, along with surveying operational FFs dressed in gas tight suits (GTS) and searching adjacent properties, looking for any persons within the cordon. The drone proved invaluable, as there was no need to commit FFs in the early stages and it assisted with FF safety for the duration of their wear in BA and GTS. It also surveyed a 100m and 400m cordon to provide assurance that no persons were within the cordon. **N-B166**

## Reminder

All operational crews should be reminded of the importance of an initial scene assessment. Whilst a life risk will become our primary focus, consideration should be given to other vehicles and their hazards at a multi-vehicle RTC. At this incident, the lorry involved was fuelled by Liquefied Natural Gas (LNG). The tank had become punctured during the collision, but had frozen over, eliminating the hazard. This wasn't identified until late in the incident. When identified, the Risk Information Table (RIT) was utilised to find the vehicle on the Crash Recovery System (CRS) and the associated Additional Hazard Information Sheet (AHIS) for LNG. This is a good reminder to all operational crews of the different fuel systems (and their associated hazards), used on our roads. **OA-B17E**

## What else has the OED Team been up to?

Thank you to the participants of the Leadership Masterclasses on 10 June and 24 June for engaging with the OED presentation, which highlighted to our middle managers their responsibilities. The sessions successfully conveyed the expectations for responding to an Action and reiterated the timescales for responding.

Thank you to Trowbridge Group One and Blue Watch Redhill Park for hosting our Operational Effectiveness and Incident Ground Technology Q&A Sessions. We hope that you found these sessions valuable; as a team, they are providing us with lots to think about and improve upon.

For more information please visit the Operational Effectiveness Database SharePoint page: <https://dwfire.sharepoint.com/sites/OrganisationalEffectivenessDatabase>

# Using the Operational Effectiveness Database

## What should I consider when raising a Notification?

- Ensure when highlighting any issues/suggestions, positive action or areas for operational improvement that you have provided as much detail/information as possible.
- Remember that personnel performance should not be detailed on the OED but addressed via line management.
- Provide details regarding any investigation into possible solutions and state the recommendation that is being made. Where appropriate, include links to websites or attach pictures and documents.
- The more information you provide, the easier it is to identify the responsible department and for an Action to be allocated.

Please bear in mind that the OED Team is relatively small and may require assistance in collating further information and/or coordinating and conducting trials in support of Notifications raised.

## How should I respond to an Action?

- Respond to your Action within the allotted timescales.
- Acknowledge and thank the person for taking the time to raise a Notification. If further information is required, please contact the person raising the Notification.
- Consider if the current risk assigned to the Notification is appropriate. If not, please adjust the assigned risk and provide a justification for amendment.
- Provide a brief synopsis of any considerations taken.
- Detail the outcome supported by a rationale to evidence decision making.

## Why should I provide feedback?

A key part of the OED is good communication and transparency around decision making.

Through this, we are able to engage with staff and provide a mechanism to drive change, identify and implement improvements and capture positive actions.

The more feedback received from the end users or those affected by change, the greater the weight of evidence to support effective decision making, so please ensure you respond when Operational Opinion Surveys are issued or Equipment Trial Feedback is requested.

## What should the feedback I provide look like?

- State whether you are in support of or opposing the opinion/equipment being evaluated.
- Provide constructive detail, supported by evidence or experience.
- If opposing the opinion/equipment being evaluated, consider expressing an alternative recommendation.



# Sign up for Salisbury 54321 Circus comes to Tisbury

The Salisbury 54321 trail run or walk, now in its 24th year, is an event suited to all the family, with a choice of distances from 5km to the more demanding 42k/Marathon, or even a 50k Ultra Trail Marathon.

The routes use footpaths, bridleways and quiet country roads in the Salisbury area, taking you past a variety of sites of historical and scientific interest and through country estates not usually open to the public. This has been made possible by the kind permission of several estate/landowners, including English Heritage.

On Sunday 11 August, you could count yourself down over:

- 5 rivers – Avon, Bourne, Ebble, Nadder, Wylye
- 4 hills - Old Sarum, King Manor, Clearbury Hill Fort, Salisbury racecourse
- 3 large country estates – Clarendon, Longford, Wilton
- 2 castles - Old Sarum, Longford
- 1 cathedral - Salisbury Cathedral with a 404ft spire

Salisbury 54321 starts and finishes from Salisbury fire station, and the event's official charity is the Fire Fighters Charity. More information and online entry is at [www.salisbury54321.com](http://www.salisbury54321.com)



The circus came to Tisbury on 19 June for one day only as part of a fundraiser for St John's Primary School.

Prior to the (animal free) performance by Happy's Circus, there was a fete and barbecue on the King George V field, with lots of stalls and fair-style games.

Local firefighters took the opportunity to be part of the event, promoting on-call recruitment and chatting with local people.



## 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](mailto: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.

