
Performance Report Quarter 1

Dorset & Wiltshire Fire and Rescue Service

Dorset Local Performance & Scrutiny Committee

1 April 2019 - 30 June 2019



DORSET & WILTSHIRE
FIRE AND RESCUE

Dorset

Priority: Making safer and healthier choices

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

Action Code	Action Name
1.1.1.3	KLOE 1: How are we working with our partners in Dorset to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p>Progress comment:</p> <p>We are continuing to work with partners to try to ensure that we are targeting resources at the most vulnerable and trying to make every contact count. Our approach uses data and information to support the delivery of our prevention and education activities. We endeavour to identify those most at risk through a number of methods. This includes referrals from our partners, direct referrals from the public and by using specialist computer modelling software Pinpoint and MOSAIC. The modelling software uses data sets and algorithms to help us to determine where the most vulnerable are in our communities and this is actively used to target resources.</p> <p>We also ensure that our activities are being delivered to reduce local risks through the knowledge and relationships that are developed within the Area Management Team (AMT) via their partnership work and engagement with public and voluntary sector organisations. This use of intelligence across teams and departments informs the full range of activities we deliver including Safe and Well checks, youth engagement programmes, arson reduction and road safety initiatives. Records are kept and work allocated across the Service using the Community Fire Risk Management Information System (CFRMIS). Data sharing exists between key partners and our approach is being strengthened through the Dorset Information Sharing Concordant.</p> <p>We are also working to ensure we are contributing towards wider health outcomes. To help us to achieve this the Service is a member of the Dorset Health and Wellbeing Board. Our aim at the Board is to contribute towards the strategic outcomes that are set out in the Sustainability and Transformation Plans (STP) that cover our Service area. By working with partners, we look to add value to key themes such as 'prevention at scale' through the on-going development and delivery of our Safe and Well visits and youth intervention initiatives.</p> <p>Our success is linked to our ability to gain access to vulnerable people through our Safe and Well visits, which is reflective of our brand and positive reputation within our communities. The Safe and Independent Living (SAIL) scheme is currently the immediate focus within the STP in trying to move from a general reactive approach of treatment and care to more emphasis on prevention and proactive care that will enable vulnerable people to live more independently. We will continue to work at a strategic level to strengthen relationships and generate collective understanding of the potential role we might play in adding capacity to emerging STP delivery plans. This allows us to align our delivery plans and our evaluation to key priorities within Health and Wellbeing strategies.</p>	

An area we continue to investigate is the evaluation of our Safe and Well visits. We are establishing a framework based upon National Fire Chiefs Council (NFCC) guidance which will allow us to evaluate our Safe and Well visits to establish their value for money and determine the wider societal savings for both the public and National Health Service.

Area Management teams also continue to coordinate work and build on partnership arrangements across the Service's area to see where we can add value and help to protect vulnerable people through active participation in community safety partnerships, safeguarding boards, strategic road safety boards, drug and alcohol governance boards and in supporting the domestic abuse strategies through signposting and our safeguarding arrangements.

We have ensured that our Safe and Well advisors have been trained by Public Health to recognise more complex needs and to understand how and where individuals can be signposted, so they receive a person-centered approach. In addition, all our Safe and Well advisors and our operational crews have received safeguarding and dementia awareness training which has been invaluable in making sure we are able to signpost and request interventions from partners that are proportionate and appropriate. We continue to react to individual needs during our Safe and Well visits, including a more consistent approach in translation services, and where individuals may have disabilities that affect their ability to communicate.

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

Action Code	Action Name
1.1.2.2	KLOE 2: How are vulnerable people in Dorset receiving the support, advice and information they require to reduce their risk of fire
<p>Progress comment:</p> <p>We are committed to making a real difference to the lives of people in Dorset and Wiltshire. Our aim is to reduce the level of risk and harm to our communities from fire, targeting those most at risk. We do this primarily through our Safe and Well visits.</p> <p>Safe and Well has been established across the Service with a constant stream of referrals being sent through from our referral partners, such as South Western Ambulance Service Foundation Trust (SWASFT), Age UK and various health providers and charities, individuals can also self-refer.</p> <p>Our teams visit households to fit smoke and heat detectors and provide information to make them aware of any potential risks in their home. The visit normally lasts one hour and covers:</p> <ul style="list-style-type: none"> • Electrical safety • Cooking safety • Making an escape plan • What to do in the event of a fire • Good practice, such as a night-time routine • Identify if a SAIL referral might be required <p>We can support individuals with their varying needs and can supply them with fire retardant bedding, extension leads or deaf alerts. If appropriate we can spray a fire retardant around beds and chairs etc. This ensures that if the individual is smoking in the property and has a history of not disposing of cigarettes properly, they will have extra protection.</p> <p>In the first quarter we have completed 854 Safe and Well visits, an increase of 10.3% compared to the same quarter last year. 93.1% of these visits have been carried out with occupiers who are classified as high or very high-risk vulnerable people.</p> <p>SAIL is working well amongst partner agencies, with forms having now been distributed. The form is available in paper format, as well as being hosted on Dorset 's Age UK website for an online submission.</p> <p>We have created a new page on our website to provide carers with information such as the use of emollients, use of oxygen and useful contacts for healthcare professionals. This page will continue to be updated in the next few months with further information. Press releases have been issued to help the public consider their cooking practices and how to keep themselves safe, as well as safe and warm information.</p>	

We have recently met with Dorset Healthcare to look at how we can access their vulnerable people. We are looking at ways to work closer with the community hospitals to gain additional referrals. Consideration will be given to placing Safe and Well advisors into Community Hubs for a period of time each month.

We will be using the acronym CHARLIE (**C**are and support needs, **H**oarding and mental health issues, **A**lcohol and medication, **R**educed mobility, **L**ives alone, **I**nappropriate smoking and **E**lderly 65+). Plastic business cards (CHARLIE Cards) have been produced and are being widely distributed to professionals, from domiciliary care providers, district nurses, police officers etc. to widen the awareness of our target audience. During Dementia Awareness (May) and Carers (June) weeks we took the opportunity to promote the initiative and post information on social media to encourage people to find out about CHARLIE. The cards have been very well received and we will continue promoting this.

Whilst attending an Early Falls Prevention meeting the CHARLIE cards were distributed. As a result of this meeting more talks and meetings have taken place with the Clinical Commissioning Group (CCG) and Community Matrons.

A pilot with the British Red Cross has commenced. This has been scoped out by the NFCC and is looking to increase referrals for people who have been recently discharged from hospital. Within the first eight weeks we have received 47 referrals. Within the first four weeks we had completed 11 very high-risk referrals. Close monitoring of this pilot will take place to review the success. The pilot will cease in October when feedback will be drawn from nationally to look at a national Memorandum of Understanding.

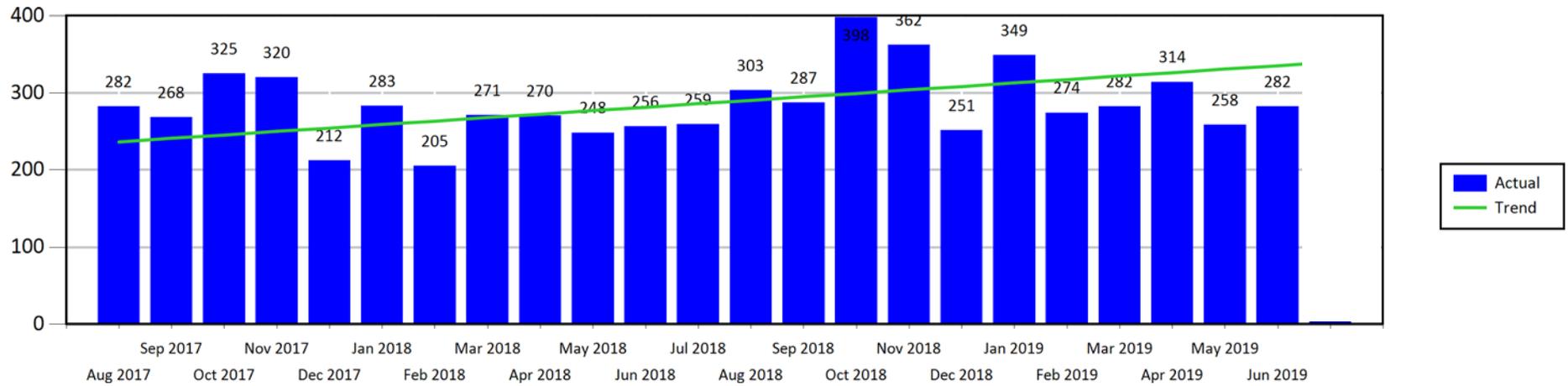
Every call to a person who has collapsed behind a closed door is now being followed up by our team. Those who are known to meet our vulnerable target group are being approached by a Safe and Well advisor to see if they would like a visit. Others are receiving letters to encourage them to take up the offer of a visit. This has been running since beginning of June and its success will be monitored to see what percentage of these turn into visits, and how the risk has been reduced.

A presentation was delivered to the Sisters and Matrons leads meeting at Dorset County Hospital. This was to inform all wards of Safe and Well. They were keen to utilise the service, particularly as they need to consider discharge on day one of patient admission. Work is also underway to consider how we can work with the discharge teams to ensure that we are on their 'script' for follow ups post discharge, as well as on all discharge paperwork.

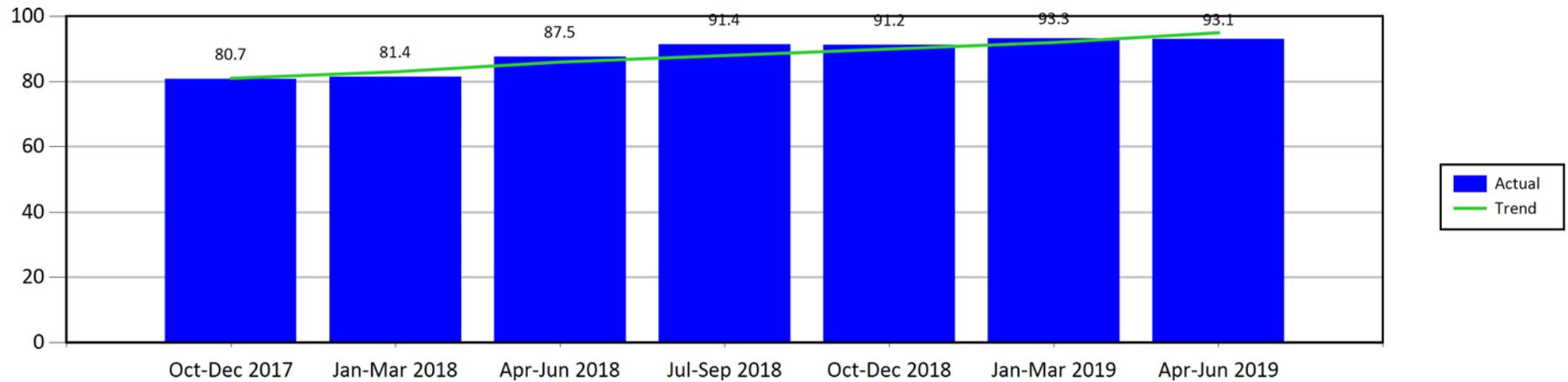
On a local level, various talks have taken place from a coffee morning in the Purbecks where 12 referrals were gained; Berkely and Moorland Court in East Dorset where five referrals of deaf people were collected, and in the North Dorset talks to Mindful café. Talks to church and carers groups have also taken place.

Key Performance Indicators

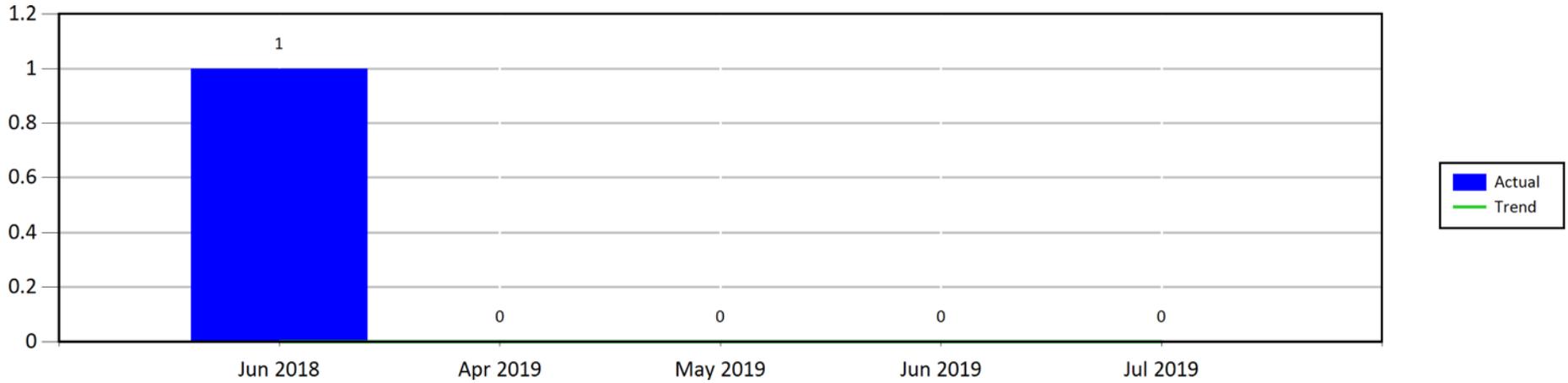
KPI Title	Period	Time Frame	Period Actual
Number of safe and well visits in Dorset Council	Month	June 2019	282



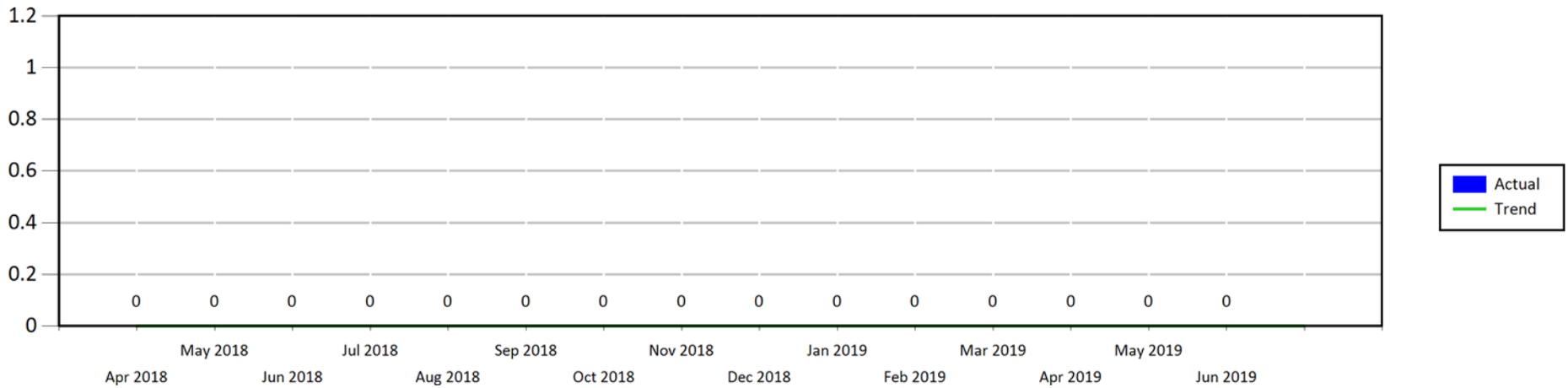
KPI Title	Period	Time Frame	Period Actual
Percentage of safe and well visits undertaken to high risk households in Dorset Council	Quarter	Apr-Jun 2019	93.1%



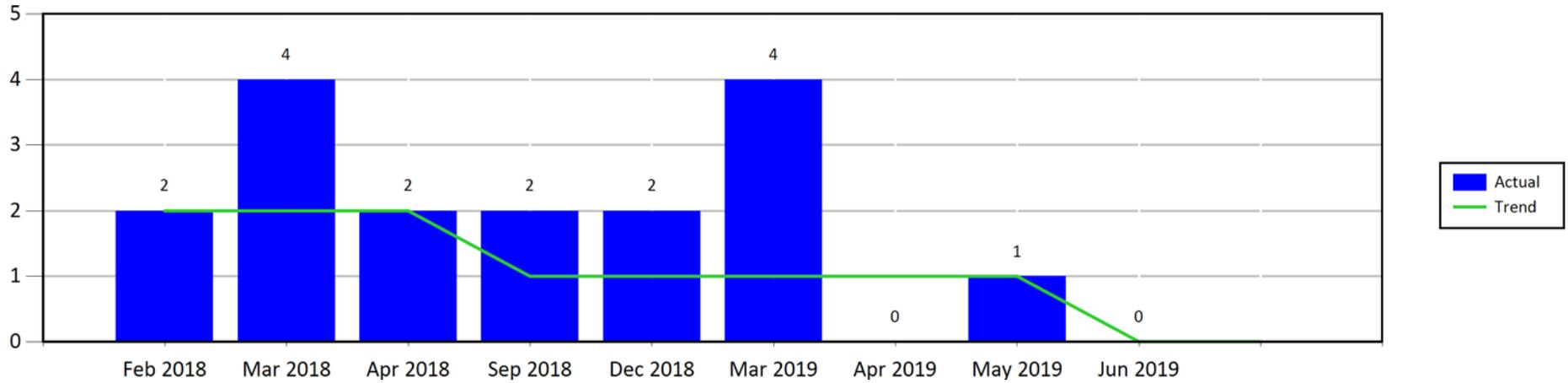
KPI Title	Period	Time Frame	Period Actual
PRE01 - Number of fire related deaths - Dorset Council	Month	June 2019	0



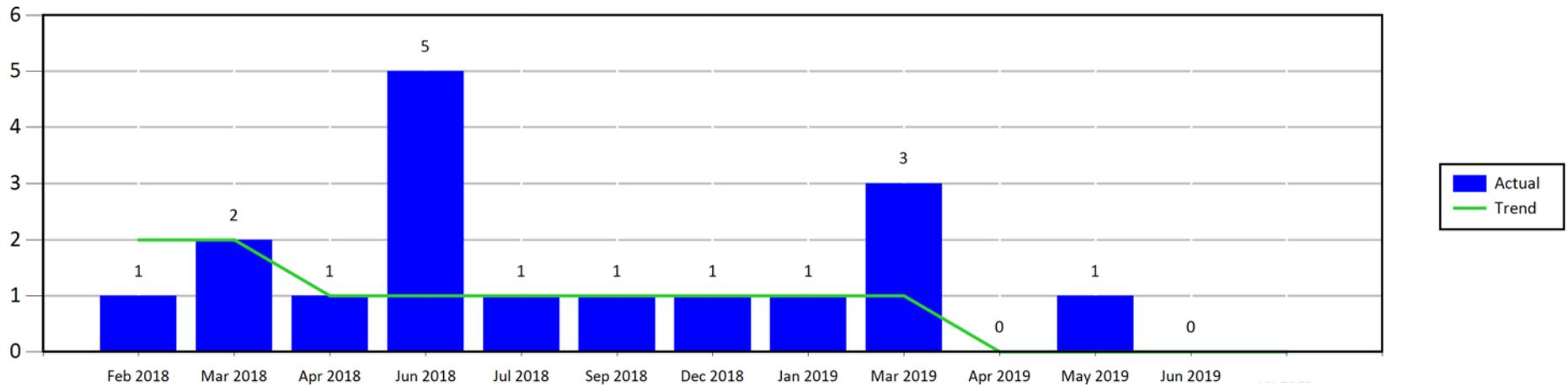
KPI Title	Period	Time Frame	Period Actual
PRE01A-Number of fire related deaths in accidental dwelling fires - Dorset Council	Month	June 2019	0



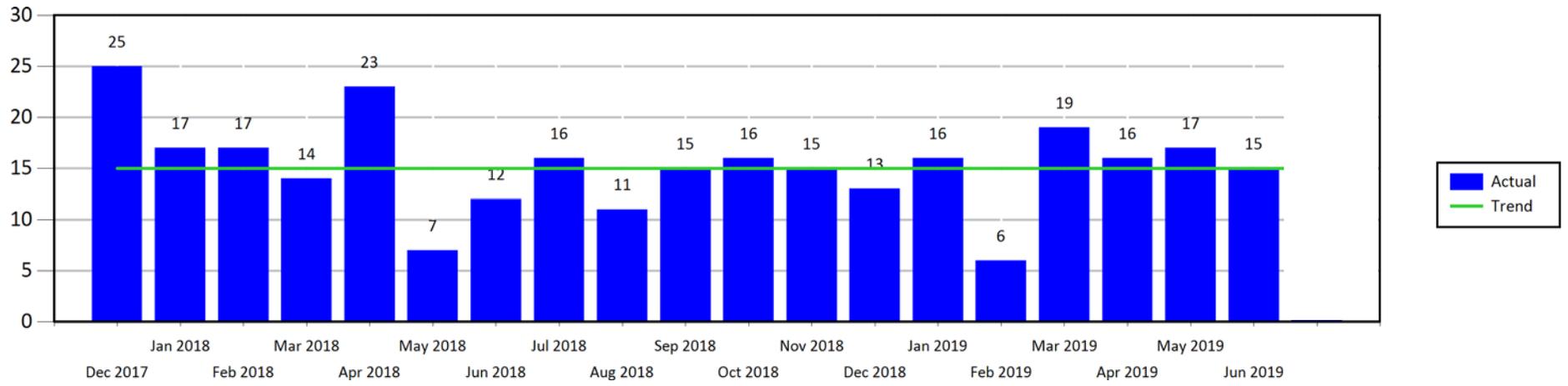
KPI Title	Period	Time Frame	Period Actual
PRE02A-Total number of fire related injuries in accidental dwelling fires - Dorset Council	Month	June 2019	0



KPI Title	Period	Time Frame	Period Actual
PRE02-Total number of fire related injuries - Dorset Council	Month	June 2019	0



KPI Title	Period	Time Frame	Period Actual
PRE03_Number of accidental dwelling fires - Dorset Council	Month	June 2019	15



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

Action Code	Action Name
1.1.3.1	KLOE 3: How do we deliver our safety education to children, young people and communities in Dorset, helping them build safer and healthier lives?
<p>Progress comment: Fire safety education is targeted in schools to Reception, year 2 and year 5/6 students. Schools are prioritised based on response time and issues highlighted by station managers. Additional year groups are visited based upon need. In Q1 2019, 27 schools in the Dorset area were visited, engaging with 1,714 children and young people. 15 of these visits were supported by crews.</p> <p>In Dorset the new Junior Firefit was piloted at two primary schools this quarter. Junior Firefit is a new programme, promoting healthy choices such as healthy eating and fitness, positive attributes and safety messages using firefighters as role models. The programme was very well received by both children and teachers and will be available for schools to borrow for self-delivery from next autumn.</p> <p>Our youth intervention programmes provide some of the most vulnerable young people in our Service area with personal development programmes to help educate young people in the dangers of engaging in risk taking behaviour. In Dorset this includes Safer People and Responsible Communities (SPARC), an intensive five-day course for young people aged 12-17 who are at risk of offending or exclusion from school. This course provides young people with the opportunity to take part in firefighting activities such as hose running, ladders, learning search and rescue techniques, working as a team to overcome road traffic collision (RTC) scenarios and aerial and water rescue drills. All activities identify the dangers and consequences of engaging in risk taking and anti-social behavior, as well as developing key skills such as communication and teamwork. Our delivery plan for the 2019-20 financial year includes four SPARC courses being delivered across Dorset to include the north, east and west of the county.</p> <p>Dorset Fire Cadets is a 20-week Cadet course that rotates its delivery across the county each year. Young people aged 14-16 are eligible to apply and are given an insight into the functions, roles and responsibilities of the Fire and Rescue Service which provides them with the opportunity to gain a BTEC Level 2 Award in Fire and Rescue Service in the Community. In addition, the Fire Cadets are encouraged to engage in community events such as volunteering opportunities, fund raising events or social action projects. We are working to develop opportunities to maintain links with candidates after youth intervention courses to help them development further which ultimately could lead to employment within the Service.</p> <p>We are currently working in partnership with the Weymouth & Portland Health and Wellbeing Board, the Chesil Family Partnership Zone and Dorset Mind to pilot a bespoke SPARC course for teenage girls who are experiencing anxiety and mental health issues, which in turn is affecting their attendance and achievement at school. This was a local issue that was raised at the Wellbeing Board in September 2018 as professionals around the table, including GPs, had seen a significant increase of this issue locally.</p> <p>Dorset Mind have agreed to provide a professional to attend daily where they can speak to the participants on a one-to-one basis to talk openly about their challenges and anxieties, look at coping strategies and signpost to professionals if required.</p> <p>A funding application has been made to the Dorset Police Crime & Commissioner and should this be successful, the course will be delivered from Weymouth Fire Station in October, prior to the autumn half term</p>	

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

Action Code	Action Name
1.1.4.2	KLOE 4: How are we delivering effective road safety education in Dorset to reduce road traffic deaths and injuries?
<p>Progress comment:</p> <p>The primary aim of our road safety education is to safeguard young people from the physical and psychological harm caused by a road traffic collision. Our secondary aim is to assist the military and business drivers to improve their driver behaviour. The tertiary aim is to target all other road safety casualties.</p> <p>We are now represented on all local road safety partnership meetings in Dorset and the Service has representation on the Strategic Group, Road Death Overview Panel, Tactical Group, and education training and publicity meetings.</p> <p>Most of our Road Safety staff have either qualified or are working towards recognised road safety courses run by the Road Safety GB Academy as recommended by the NFCC.</p> <p>Between 1 April and 30 June 2019 four shows were delivered with a total number of 600 students from the following schools:</p> <ul style="list-style-type: none"> • Sturminster Newton School • Shaftsbury School <p>In June we also assisted in a Cycle to Work Safely day at BAE Systems Dorset Road Safe 'Schools Road Safety Engagement' awards.</p> <p>To try and encourage schools to take up road safety education we are assisting in the delivery of a new award scheme. Awards will be given to schools that have actively engaged with Dorset Road Safe and ensured their students receive the education on offer through the partnership. This is the first awards ceremony of its type and will take place at Kingston Maurward, 18:30 – 21:00 hours on the 5 September. Dorset Police Assistant Chief Constable Fielding will be presenting the awards and we will carry out a presentation at the Safe Drive Stay Alive (SDSA) roadshow. Seven schools have been selected from across Bournemouth Christchurch & Poole (BCP) and Dorset areas.</p> <p>Older Drivers' Forum The Older Drivers Forum is about keeping mature motorists on the road safely for longer. Whether that's helping to give practical and informative help and support to continue driving or pointing them in the right direction for an assessment to identify their driving needs. The police are looking for DWFRS staff to assist on the following dates: (venues TBC) 30 September in Poole, 1 October in Dorchester, 2 October in Weymouth.</p> <p>Survive the Drive Will be continuing our work with the Ministry of Defense (MOD) to promote the Survive the Drive both locally and nationally. Locally we have received a request for the new presentation to take place at Bovington.</p>	

Killed & Seriously Injured (KSI) totals

Killed & Seriously Injured totals (Source: Dorset Road Safety Partnership includes Bournemouth, Christchurch and Poole and Dorset)

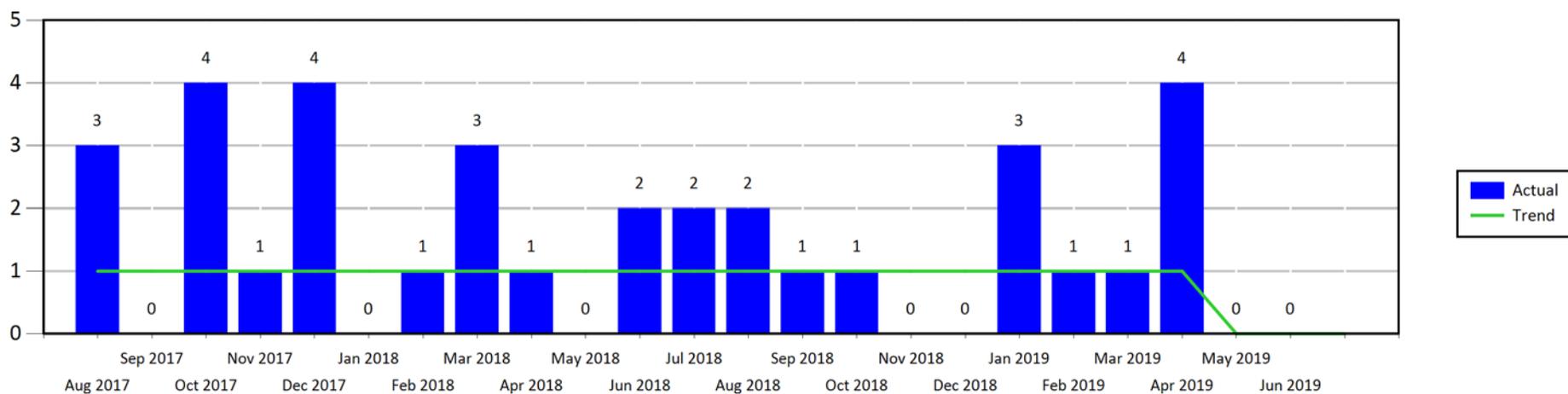
Five month's statistics for January to May 2019 (comparison figures for January - May 2018 are in brackets):

Fatalities	14	(5)
Serious	88	(112)
Slight	557	(538)
KSI	102	(117)

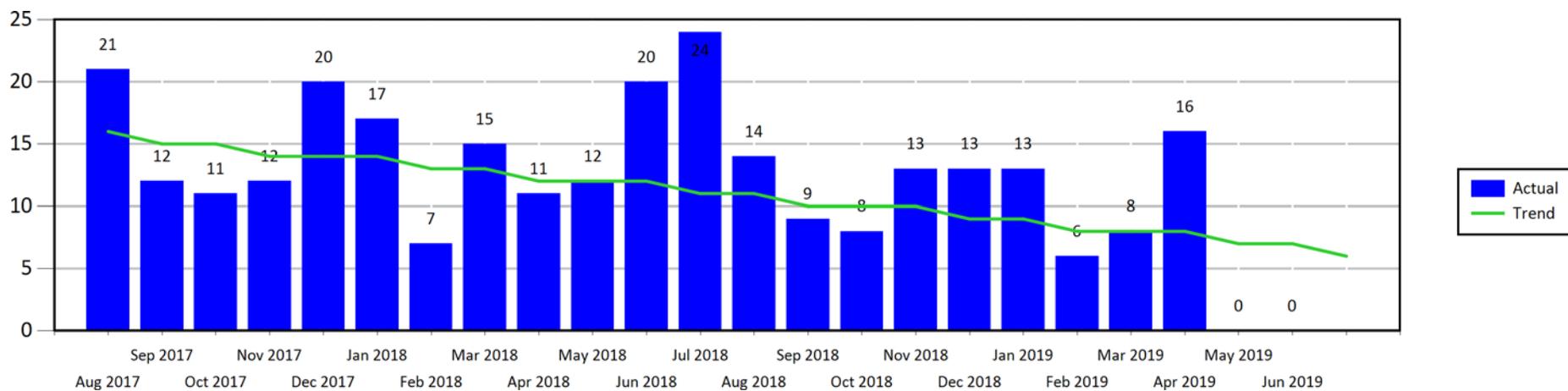
Although fatal collisions are up, overall the number of people killed or seriously injured are down.

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Number of people killed in road traffic collisions - Dorset Council	Month	June 2019	0



KPI Title	Period	Time Frame	Period Actual
Number of people seriously injured in road traffic collisions - Dorset Council	Month	June 2019	0

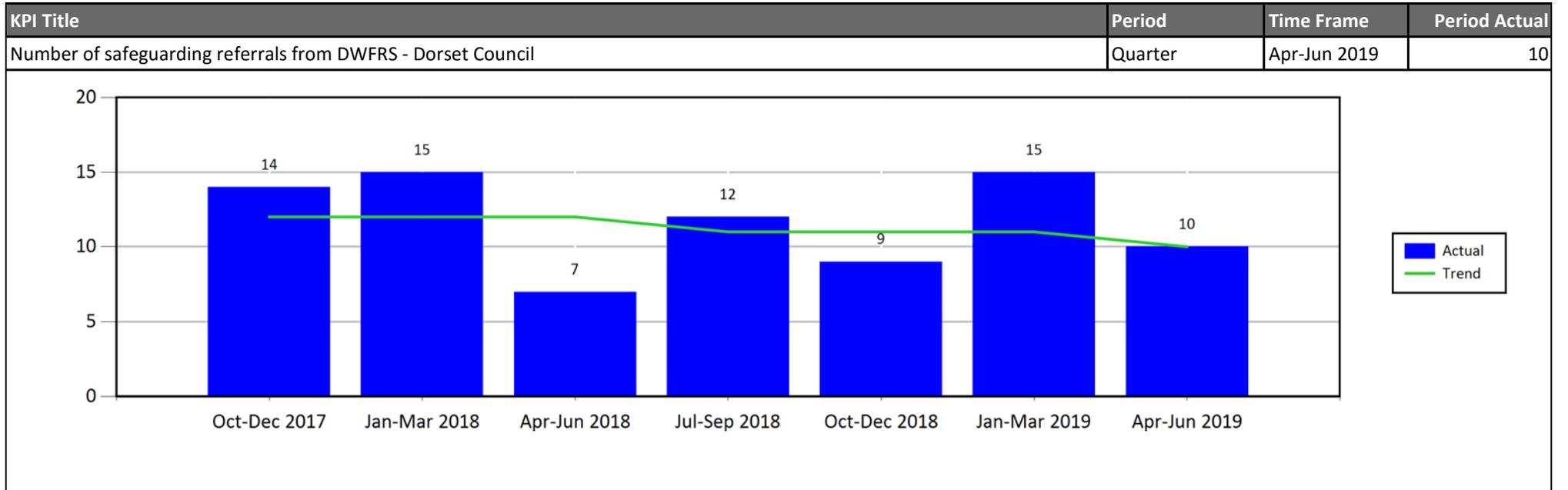


Priority: Protecting you and the environment from harm

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

Action Code	Action Name
1.2.1.2	KLOE: How are we effectively working with our partners in Dorset to safeguard the vulnerable people we come into contact with?
<p>Progress comment:</p> <p>Information was shared by Dorset Police on Operation Voltage - an intense week when Dorset Police engaged with the National Crime Agency's directive on an intensification period targeting County Lines networks operating in Dorset, especially focusing upon identification and protection of vulnerable persons exploited by this criminality.</p> <p>The Homeless team from Dorset Health Care gave awareness training at the monthly Safeguarding Leads (SL) meeting on what support is available.</p> <p>The Safeguarding Lead (SL) attends monthly meetings with other SL's from external agencies. This helps to ensure we are compliant with national safeguarding legislation. We share best practice and receive peer support and supervision. The SLs review cases referred to the Group by the Safeguarding Adults Review Subgroup. The Group looks at complex cases where lessons can be learnt and how this can effectively translate into actions as a result of the group across partner organisations. This will be ongoing.</p> <p>The Service continues to work with multi agencies: receiving referrals from the police and SWASFT.</p> <p>We make referrals to Children Services, GPs and NHS teams, Social Services, police, Community Mental Health team (CMHT) and sight and hearing teams, falls clinics and more.</p> <p>The Safeguarding Coordinator is supported in response to safeguarding referrals by area managers who provide 24-hour cover. Area Management teams monitor performance reports to ensure consistency in reporting.</p> <p>An Area Manager has represented the Service on the Dorset Safeguarding Adult Board. From July this will be changing to the Group Manager.</p>	

Key Performance Indicators



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

Action Code	Action Name
1.2.2.2	KLOE 6: How are we providing advice, support and consistent regulation for local businesses in Dorset so they can meet their legal fire safety obligations?
<p>Progress comment:</p> <p>Q1 Protection - Dorset</p> <p>Fire safety teams are committed to working at the heart of local communities through a targeted business support programme; auditing businesses to raise awareness of fire safety responsibilities; educating to increase voluntary compliance regarding fire safety standards; and working to reduce the overall impact and cost of fire. By end of March 2020, we will have audited 100% of known sleeping accommodation identified as high risk where the Fire Safety Order applies.</p> <p>Our aim is to:</p> <ul style="list-style-type: none"> • Pursue a positive approach to business support and education, aimed at promoting residential and commercial sprinkler systems. • Further enhance our effective working practices with partner agencies such as the Care Quality Commission, Food Standards Agency, Environmental Health, Immigration and the Environment Agency; sharing intelligence and maximising our impact in the reduction of both commercial and residential risks. • Address compliance issues in Houses in Multiple Occupation (HMO) and to protect vulnerable people who often reside in this type of housing through multi-agency work-streams with local authority (LA) housing, Immigration and the Police. • Promote initiatives such as the Primary Authority Scheme and Better Business for All to offer professional and consistent fire safety advice across a broad spectrum of businesses. <p>Building Regulations</p> <p>We continue to manage reasonably high levels of building regulation applications with 93 completed this quarter. We work closely with Local Authority Building Control to ensure we are consistent in delivery and meet statutory consultation times.</p> <p>Automatic Fire Alarms</p> <p>We understand the impact that false alarms have on business and to the Service. We have a new corporate target to reduce automatic fire alarms (AFA) by 5% each year. The fire safety teams analyse data from incident reports to create a list of buildings which are inspected. The inspection is used to educate and inform the responsible person on the impact of false alarms and provide practical steps on how they can reduce in number. Through our proactive work in Dorset we have seen a reduction of 26% in AFAs against the same quarter last year.</p> <p>Complaints</p> <p>We receive complaints or concerns for safety from operational crews, partners and the general public. Action is prioritised based on life risk (inspected in 24 hours) and non-life risk (inspected in seven days). In Dorset there was only one complaint which was high risk, and successfully dealt with in 24 hours.</p> <p>Post Fire Audits</p> <p>As part of our reactive work, we will audit premises that fall under the Regulatory Reform (Fire Safety) Order 2005 following a fire. The purpose of these audits is to confirm satisfactory fire precautions within the building, identify trends and support recovery of small/medium enterprises to recover after a fire. During the last quarter we completed 20 post fire audits.</p>	

Licensing

The South team frequently deals with licensing applications to ensure premises are safe for temporary changes in use and occupancy. During the last quarter we completed 32 Licensing applications.

The last quarter has been a busy period attending safety advisory groups in preparation for the busy summer season of festivals and events.

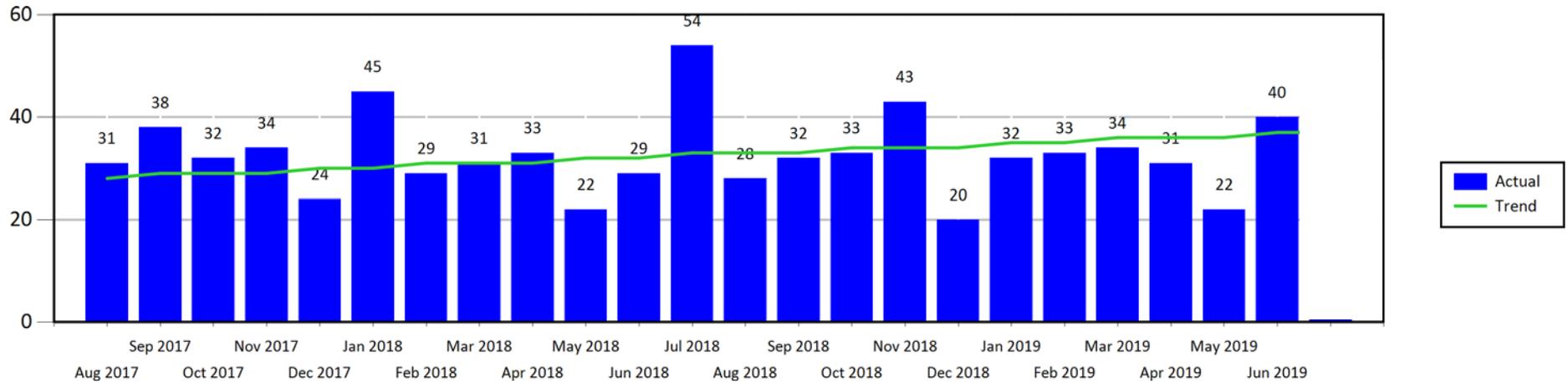
We support business to be self-compliant with fire safety legislation but where we find unsafe or dangerous conditions, we use our enforcement powers to prohibit, restrict or require the owner to make improvements to the building. Following an audit at a Swanage public house an enforcement notice was issued to ensure the safety of tenants and public with significant improvements now being made by the leaseholder and the freeholder.

Common failings that fire safety inspecting officers find are fire doors not maintained, storage of combustibles on escape routes, management of fire safety apparatus lapsing, inadequate fire training for staff.

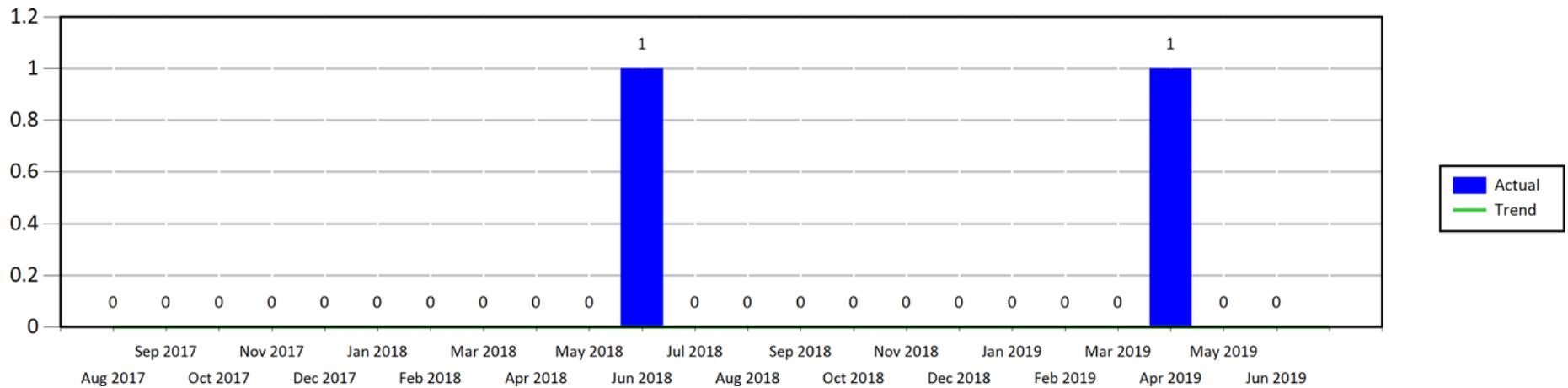
Our new Fire Safety Business Support team held a fire door seminar in June at our Service Headquarters, attended by over 50 people and with presentations from industry experts. Feedback was extremely positive. This was such a successful event that there are plans to hold another this year at around the same time as the national fire door safety week in September.

Key Performance Indicators

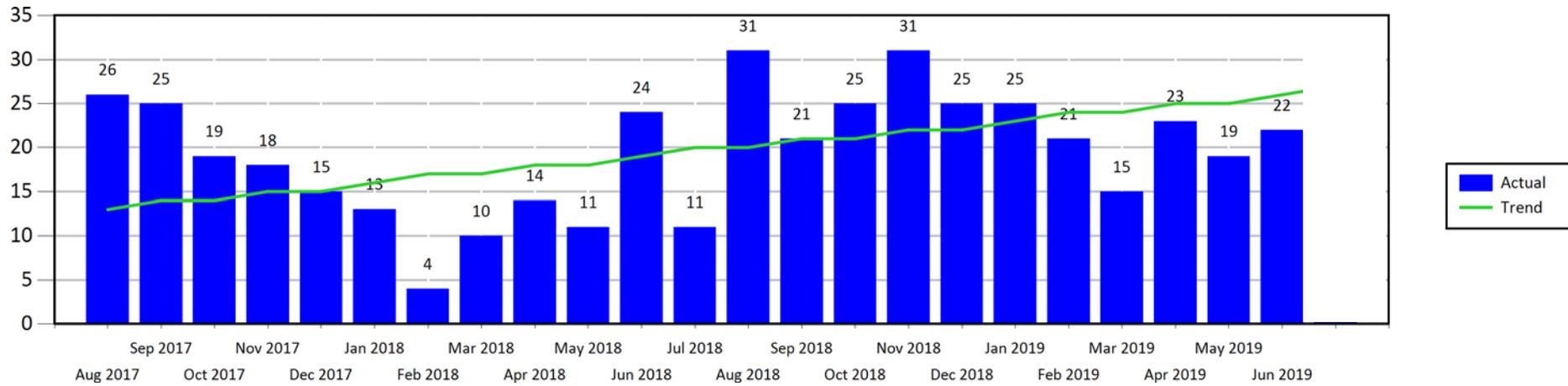
KPI Title	Period	Time Frame	Period Actual
Number of building regulation consultations completed in Dorset Council	Month	June 2019	40



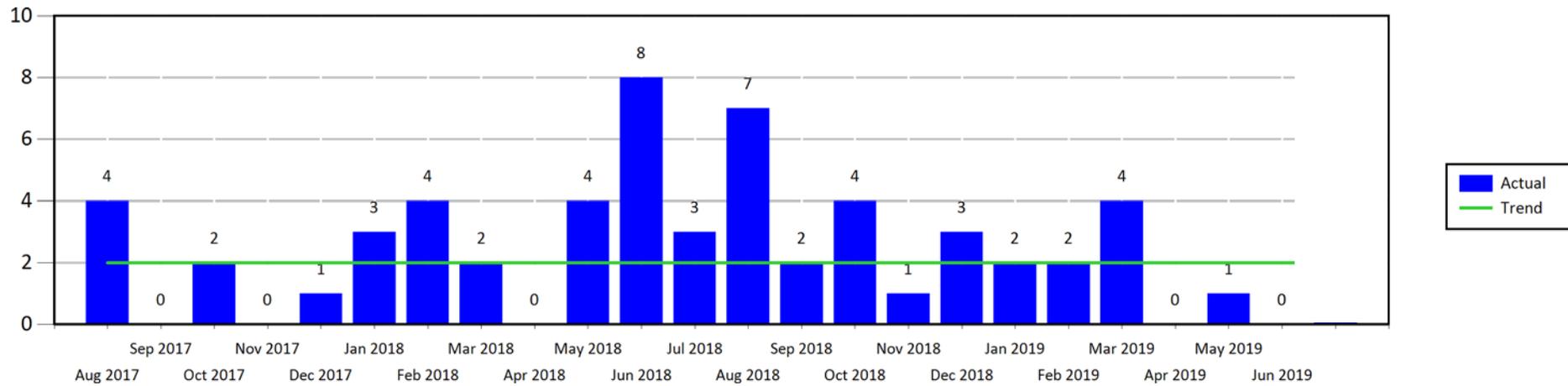
KPI Title	Period	Time Frame	Period Actual
Number of enforcement notices served in Dorset Council	Month	June 2019	0



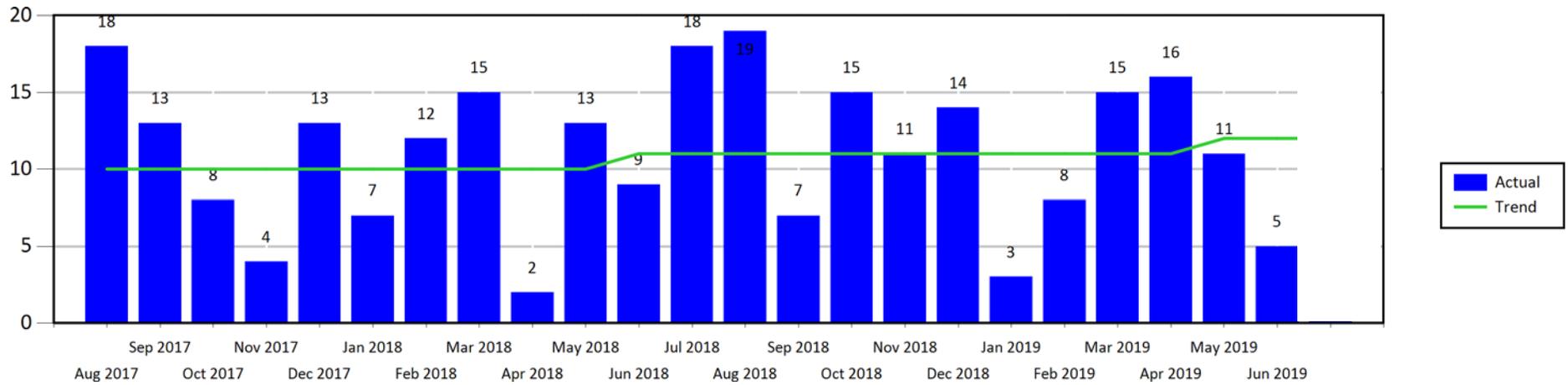
KPI Title	Period	Time Frame	Period Actual
Number of fire safety audits completed in Dorset Council	Month	June 2019	22



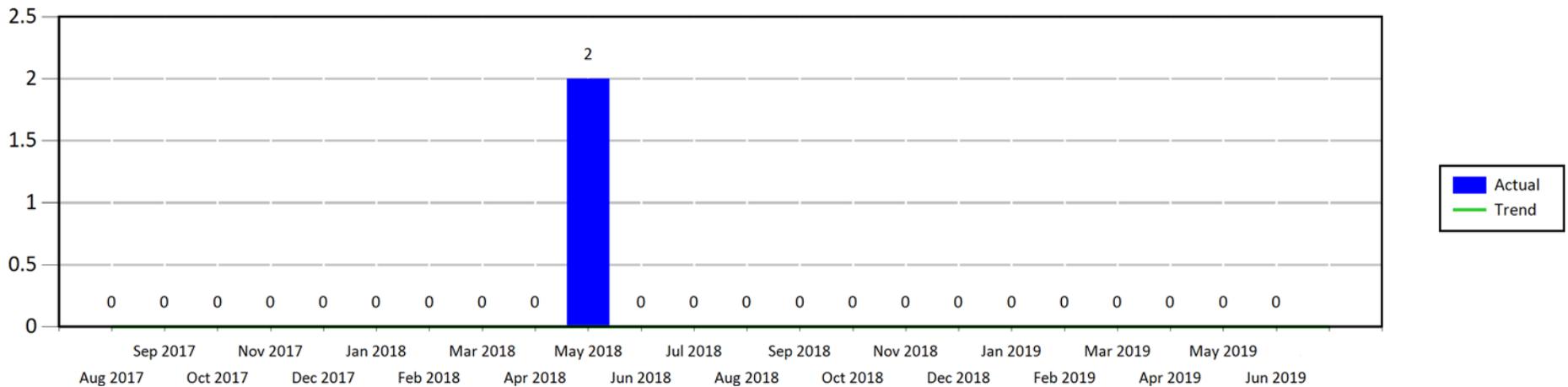
KPI Title	Period	Time Frame	Period Actual
Number of Fire Safety Complaints - Dorset Council	Month	June 2019	0



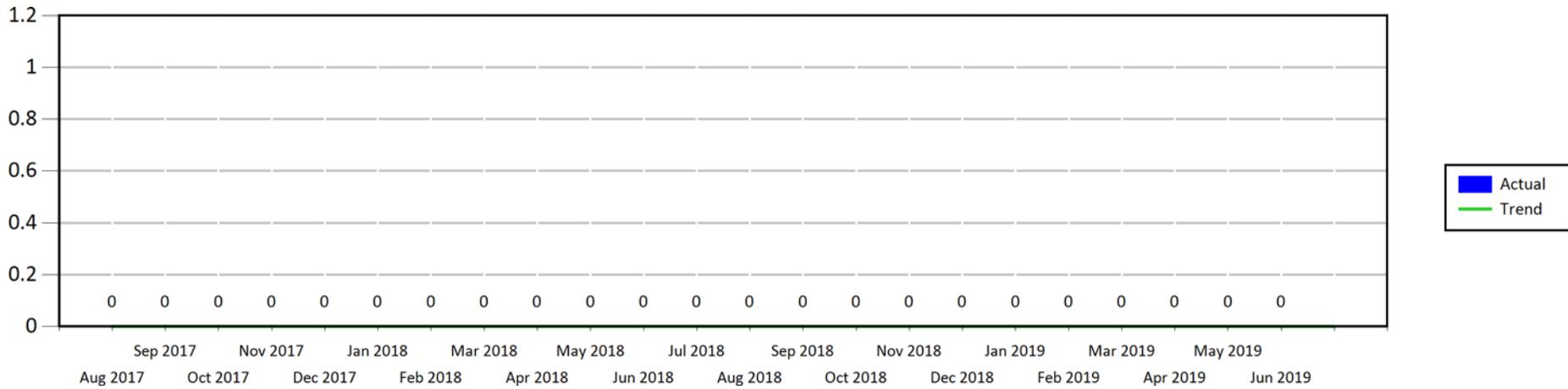
KPI Title	Period	Time Frame	Period Actual
Number of licensing jobs completed in Dorset Council	Month	June 2019	5



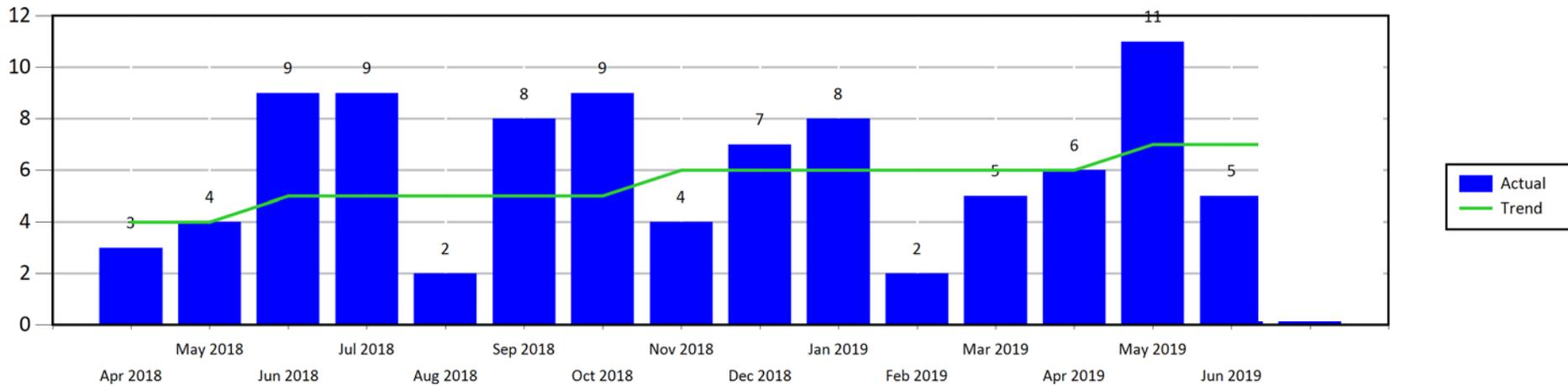
KPI Title	Period	Time Frame	Period Actual
Number of prohibition notices served in Dorset Council	Month	June 2019	0



KPI Title	Period	Time Frame	Period Actual
Number of prosecutions in Dorset Council	Month	June 2019	0



KPI Title	Period	Time Frame	Period Actual
PRO01-Number of fires in Non domestic properties-Dorset Council	Month	June 2019	5

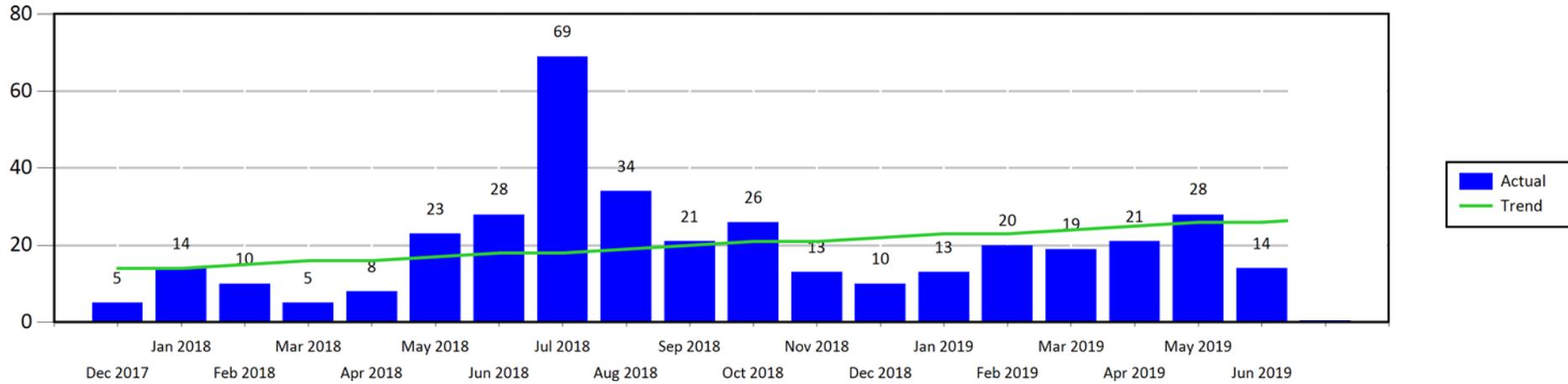


KLOE 7: How are we identifying and driving down risks to the community, heritage and environment?

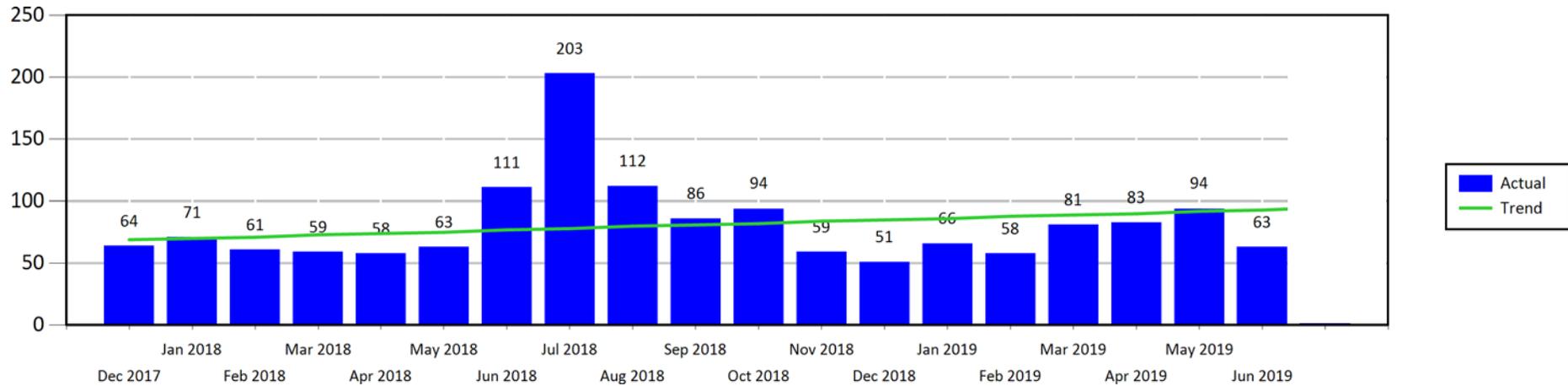
Action Code	Action Name
1.2.3.2	KLOE 7: How are we identifying and driving down risk risks to the community, heritage and environment in Dorset?
<p>Progress comment:</p> <p>Operational crews continue to gather and review information on key risks within their geographical areas to help ensure that they are prepared for emergency incidents should they occur. The highest risk sites have Site Specific Risk Information (SSRI) produced which is available for crews on mobile data terminals when they attend incidents. This information is regularly audited and updated by crews to ensure it is up to date, accurate and relevant. Station managers liaise and coordinate with partners and risk owners/occupiers to assist them in producing information and guidance on their risks that is also made available to operational crews. This can include the production of tactical fire, salvage and environmental protection plans.</p> <p>Area Management teams work closely with the fire safety teams to ensure operational crews are made aware of fire safety issues and to ensure work is undertaken with risk owners to reduce their risk of a fire starting and to make sure expected control measures and information are available. Specific work takes place with local authorities and environmental partners on heathland fire safety including wildfire weather predictions and flood working groups.</p> <p>As a Category 1 Responder we play an active role in supporting both Local Resilience Forums that cover our Service area. This includes planning, preparing and responding to risks within the Community Risk Register. We also actively participate in reviewing local plans that complement generic risk plans. Where this could have an impact on our emergency response, these plans are shared with the Integrated Risk Management Planning team for inclusion in any reviews of our emergency cover arrangements.</p> <p>A process is in place identifying and driving down risk in our community. Pinpoint and Mosaic are used to determine and target those who are most at risk.</p> <p>Prevention and protection resources are prioritised to mitigate individual and community risks that sit outside our response standard areas. Stations can continually monitor community risks through our Community Mapping programme.</p> <p>We continue to maintain effective links with developments in our area and respond to local consultations to ensure that we have an influence on how proposed developments may impact on the Service resources in the future.</p> <p>Sites with specific risks are often used as locations for Service exercises. This has the dual benefit of helping fire crews to become familiar with the site and allows a degree of testing of the sites own emergency procedures.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
PRE05-Number of deliberate fires (primary + secondary) - Dorset Council	Month	June 2019	14



PRE06-Number of fires - Dorset Council	Month	June 2019	63
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KLOE 8: How do we effectively support local resilience partnership arrangements to make sure we can fulfil our statutory responsibilities and improve community resilience?

Action Code	Action Name
1.2.4.2	KLOE 8: How do we effectively support our local resilience partnership arrangements In Dorset to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p>Progress comment:</p> <p>The Service is a statutory member of the Local Resilience Forum (LRF) and a Category 1 Responder under the Civil Contingencies Act.</p> <p>We are also a member of blue light groups across Dorset and Wiltshire. These groups include members of the police, ambulance and fire service and is a subgroup of the LRF. A typical meeting includes briefings on the latest threat from terrorism, VIP visits, new operational guidance and training opportunities, followed by debriefs of significant incidents for shared understanding. The most significant learning points are raised nationally using the Joint Emergency Services Interoperability Programme (JESIP) and the Joint Organisational Learning (JOL) system.</p> <p>Officers are an integral stakeholder in the recently formed 'Melcombe Regis Board' which is looking at creating opportunities for improvement in retail, housing, crime, health and environment in the Weymouth area. At the last meeting it was decided that the Service would also commit to part of the funding for this initiative and is currently involved in scoping for options regarding Houses in Multiple Occupation (HMO).</p> <p>Station managers attend the Partnership Coordination Groups (PCG) in Weymouth, Purbeck, North, East and West Dorset. Where appropriate the Safe and Well Coordinator has also attended these meetings to promote the work of the Service and to look at how we can support partners.</p> <p>Officers attend the Pan Dorset Early Help Board which seeks to identify and assist the most vulnerable in the community, focusing specifically on loneliness and transportation. The newly updated SAIL process is integral to this partnership approach.</p> <p>Community resilience events are held by the LA and as joint events by members of the LRF to promote the benefits of local level emergency planning. A strong example of community resilience in action is the Flood Warden Scheme run by the Environment Agency with support from partners. This Scheme engages local people to act as community representatives, reporting flood information, informing their community and helping to prepare for a flooding emergency.</p> <p>Community resilience plan templates are available on LRF and partner websites which help communities understand and assess their risk and make local plans to respond. A key benefit of this process is engagement with responders and establishing an understanding of the realistic response of the emergency services.</p>	

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

Our LRF is overseen and coordinated by a Business Management Group (BMG) and an executive group which oversees the work plan and provides strategic or tactical direction.

The Service is continuing to carry out JESIP training with our partners, including Coastguard, SWASFT, Police & the Royal National Lifeboat Institution RNLI.

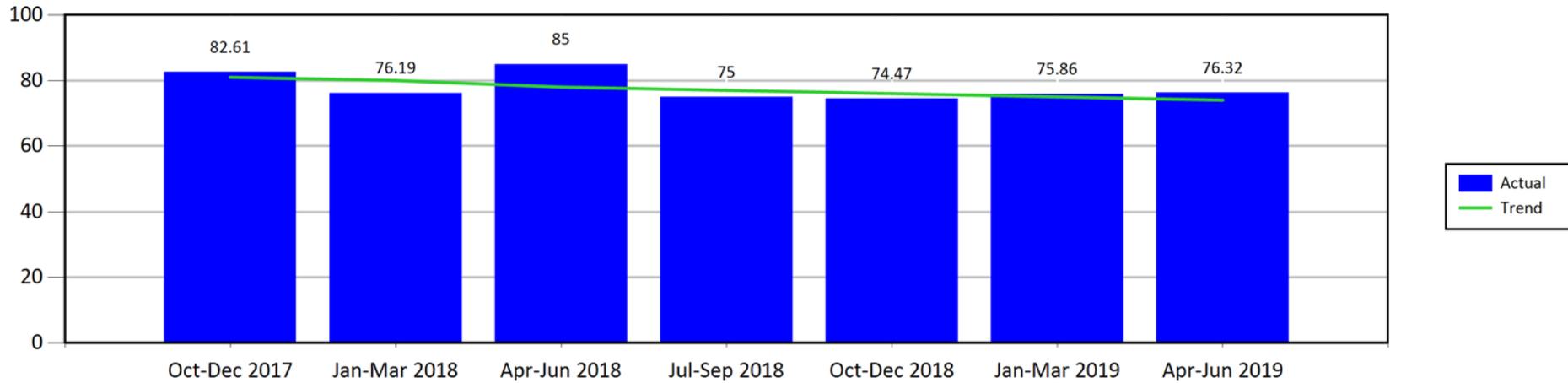
Priority: Being there when you need us

KLOE 9: Are appliances available when we need them?

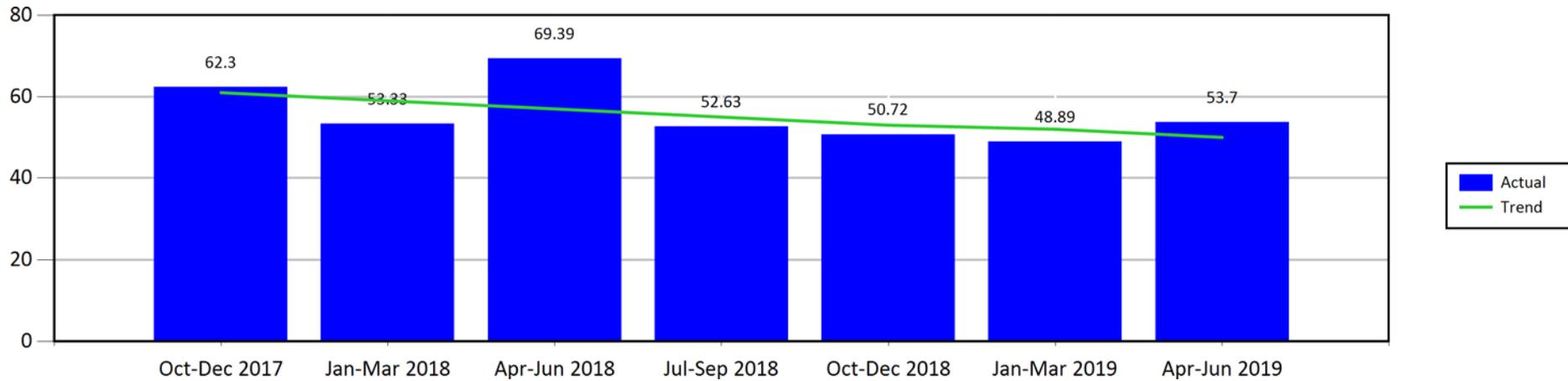
Action Code	Action Name
1.3.1.2	KLOE 9: Are appliances available in Dorset when we need them?
<p>Progress comment:</p> <p>Appliance availability across the Dorset Group continues to be good, with both wholetime and On-Call sections in a strong position with over 80% availability. We continually monitor and manage through local action, working with Human Resources through our Postings Group, and Workforce Planning.</p> <p>All On-Call sections remain at or near full strength and we can respond to fluctuations through our On-Call support officers who work with station managers to predict issues in advance. In addition, we have a crewing shortfall system which helps to fill any establishment gaps in cover.</p> <p>We have received a small number of resignations from wholetime staff and are sighted on staff who we anticipate may leave with the near to medium future. We work with Workforce Planning to manage the impact of anticipated shortfalls.</p> <p>An ongoing challenge we face is the current establishment and disposition of drivers. We have the numbers of drivers we should have across the Dorset group; however, some drivers are displaced through temporary promotion, secondment or sickness/light duties. Close planning takes place by watches, station managers and the training team to ensure stations are self-sufficient where possible.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame	Period Actual
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone-Dorset Council	Quarter	Apr-Jun 2019	76.32%

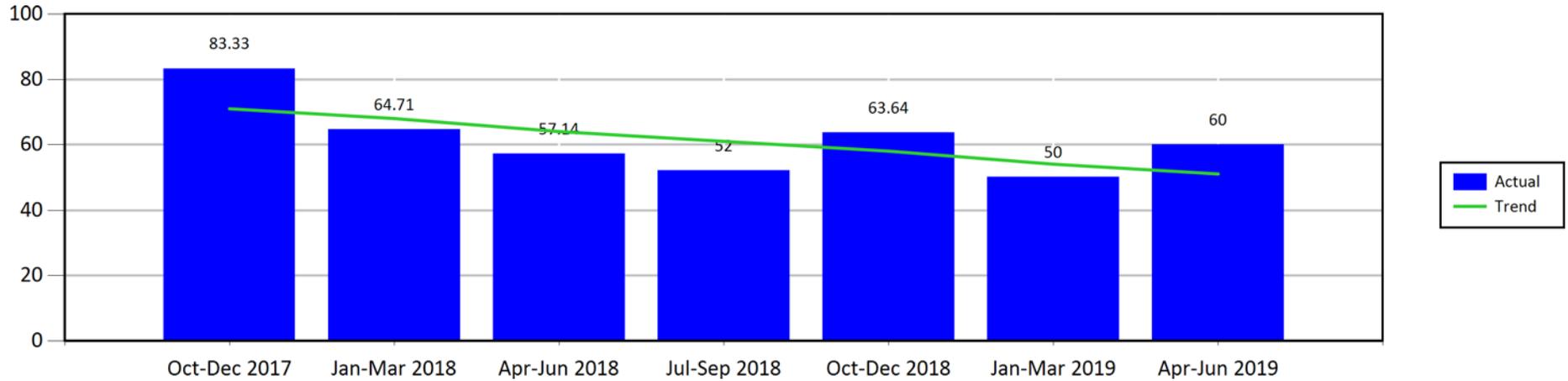


RES01-Percentage of sleeping risk properties where the first appliance met the response standard-Dorset Council	Quarter	Apr-Jun 2019	53.7%
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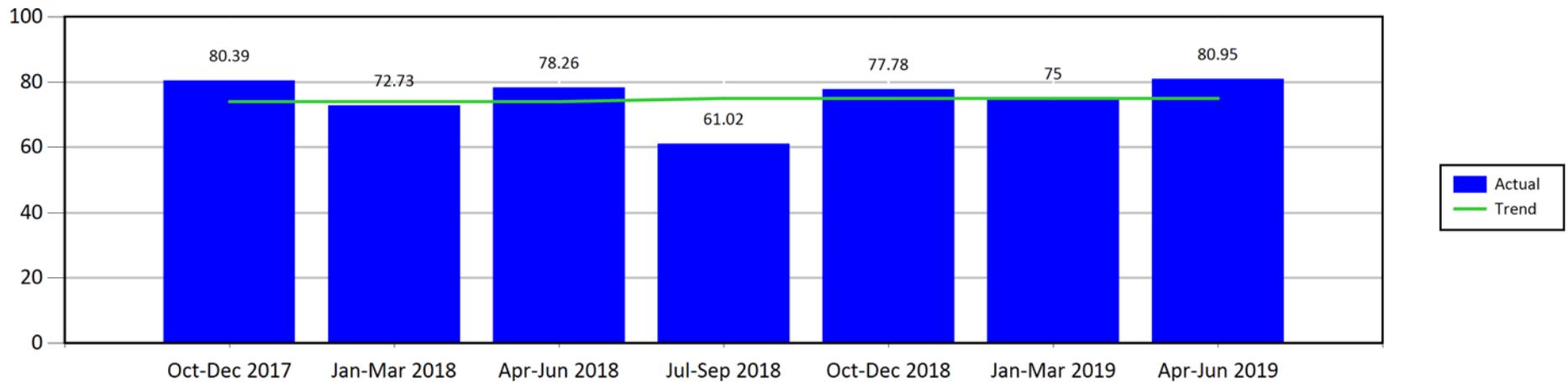


Key Performance Indicators

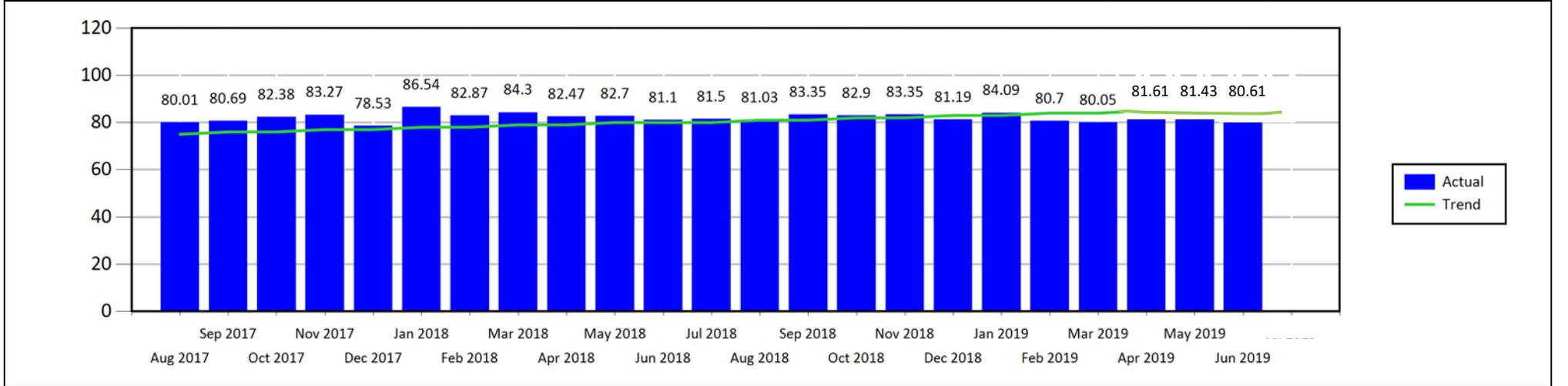
KPI Title	Period	Time Frame	Period Actual
RES03-Percentage of incidents to other properties where the first appliance met the response standard-Dorset Council	Quarter	Apr-Jun 2019	60%



KPI Title	Period	Time Frame	Period Actual
RES05-Percentage of road traffic collisions where the first appliance met the response standard-Dorset Council	Quarter	Apr-Jun 2019	80.95%



KPI Title	Period	Time Frame	Period Actual
RES07-Percentage of time On Call pumps are available to respond to incidents (On Call availability)-Dorset Council	Month	June 2019	100%

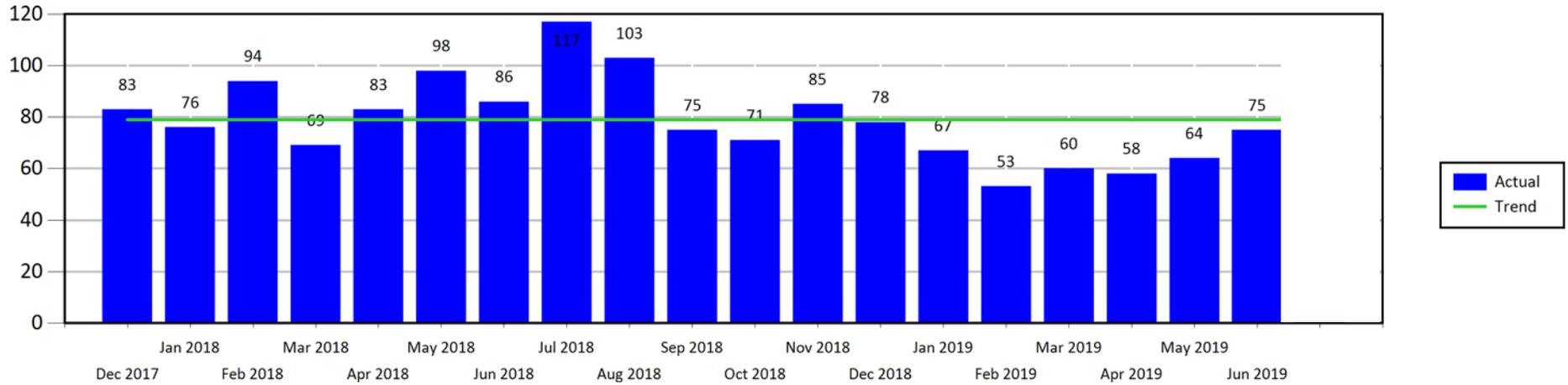


KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

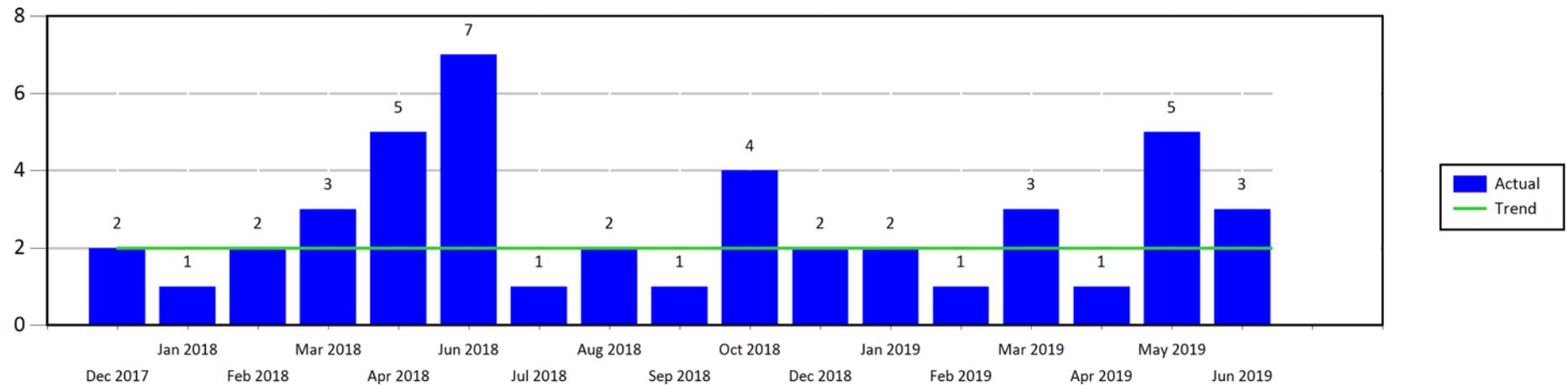
Action Code	Action Name
1.3.2.2	KLOE 10: How effective and efficient are our response arrangements in Dorset for dealing with the range of incidents we attend?
<p>Progress comment:</p> <p>Dorset area's availability and performance against the response standards is very good, especially when considered against the backdrop of supporting predominantly rural locations. Current performance to sleeping risks in Q1 is over 75%, and an improved performance to road traffic collisions (RTC) - achieving almost 81%.</p> <p>Any failure to arrive at an incident within ten-minutes is rare and will be due to exceptional circumstances. These occasions are thoroughly investigated by our station managers and any possible actions taken to ensure this is minimised.</p> <p>We review incident data reports and are using the Community Mapping programme to ensure we identify emerging trends early, taking suitable interventions to minimise risk. We work with partners where trends are identified and use social media to help communicate any messages deemed appropriate.</p>	

Key Performance Indicators

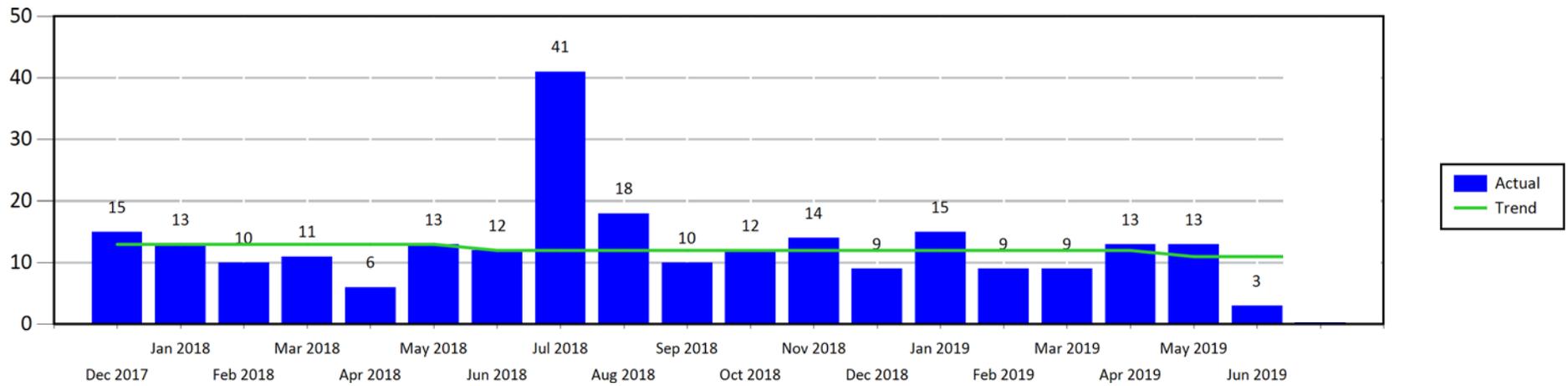
KPI Title	Period	Time Frame	Period Actual
PRO02-All attended false alarms from automatic fire detection equipment-Dorset Council	Month	June 2019	75



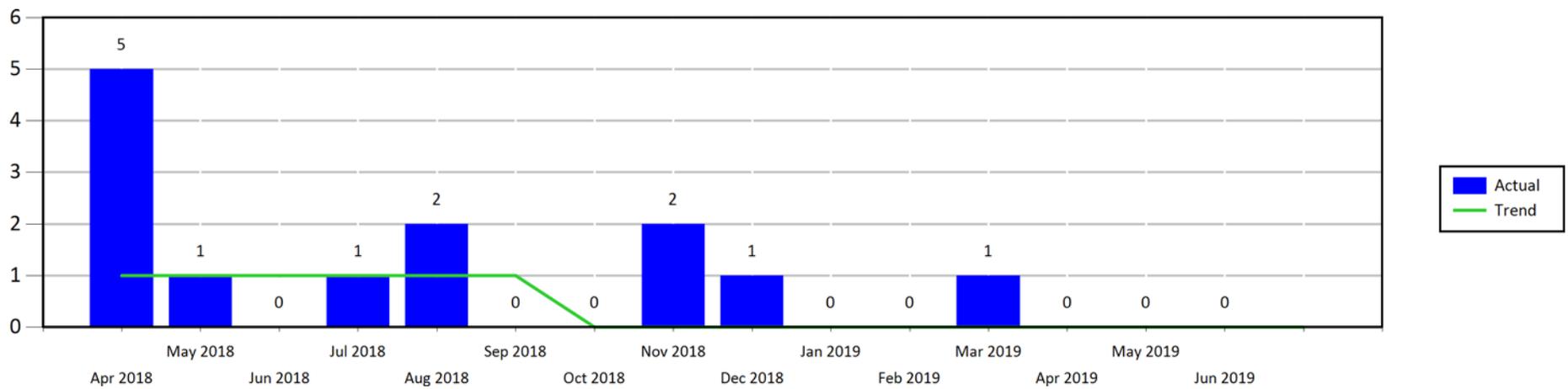
KPI Title	Period	Time Frame	Period Actual
RES11-Number of people rescued at fire related incidents-Dorset Council	Month	June 2019	3



KPI Title	Period	Time Frame	Period Actual
RES12-Number of people rescued from RTCs-Dorset Council	Month	June 2019	3



KPI Title	Period	Time Frame	Period Actual
RES13-Number of people rescued from flooding-Dorset Council	Month	June 2019	0



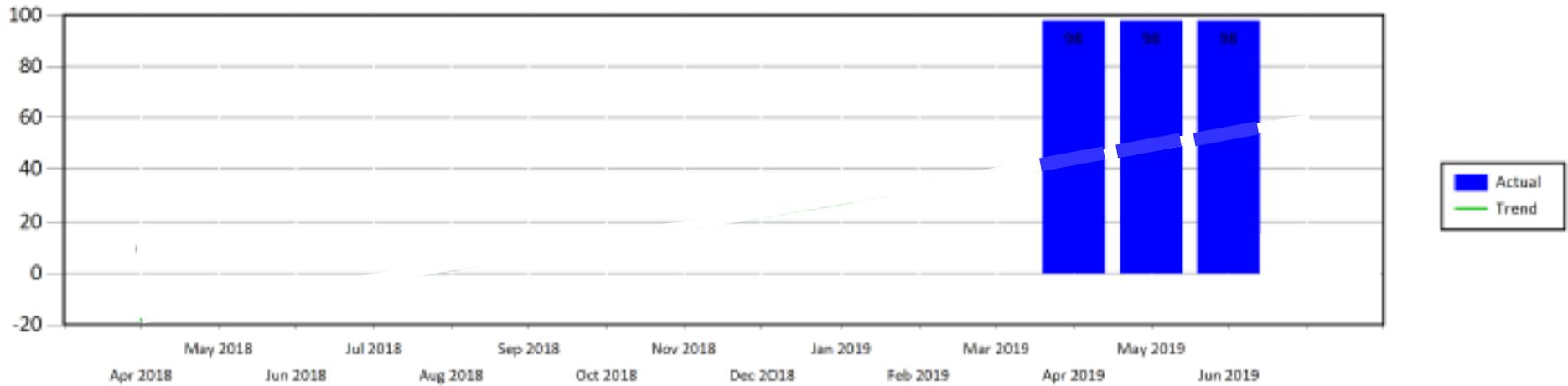
KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend?

Action Code	Action Name																				
1.3.3.2	KLOE 11: How are our operational staff prepared for the identified hazards and risks associated with the range of incidents they are likely to attend in Dorset?																				
<p>Progress comment:</p> <p>West Moors Training Centre continues to deliver training in areas such as Live Fire, Fire Behaviour, Incident Command and Trauma Care. A new training programme is being delivered centrally which involves training tours. This ensures that all personnel are in date for their competencies.</p> <p>Cross agency training such as the JESIP is delivered centrally which ensures our managers have effective understanding of this multi-agency approach. We are currently rolling out further training in this area and personnel from Dorset have received this multi-agency training.</p> <p>Most of our continuation training is delivered on station by the managers and this can be identified through a robust competency recording system. Training is planned quarterly for On-Call staff and includes opportunities for combined training between different stations and crews. This supports the maintenance of the firefighter competence. On-Call staff have just two and a half hours per week to maintain competence but overall, we have a good level of competence recording.</p> <p>The Operational Licence requirements are being very well managed across the area to ensure that critical skills e.g. breathing apparatus, emergency driving, and incident command are maintained to a very high level. Gartan Expert is our single system for recording staff competencies across their broad range of individual skills and has recorded the figures below for Q1.</p> <table border="1"> <thead> <tr> <th>Skill</th> <th>Dorset Overall</th> <th>Dorset On-Call</th> <th>Dorset Wholetime</th> </tr> </thead> <tbody> <tr> <td>Incident Command</td> <td>83%</td> <td>83%</td> <td>75%</td> </tr> <tr> <td>ERD*/LGV</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Breathing Apparatus</td> <td>96%</td> <td>98%</td> <td>92%</td> </tr> <tr> <td>Casualty Care</td> <td>89%</td> <td>92%</td> <td>93%</td> </tr> </tbody> </table> <p>* Emergency Response Driver/Driving</p>		Skill	Dorset Overall	Dorset On-Call	Dorset Wholetime	Incident Command	83%	83%	75%	ERD*/LGV	100%	100%	100%	Breathing Apparatus	96%	98%	92%	Casualty Care	89%	92%	93%
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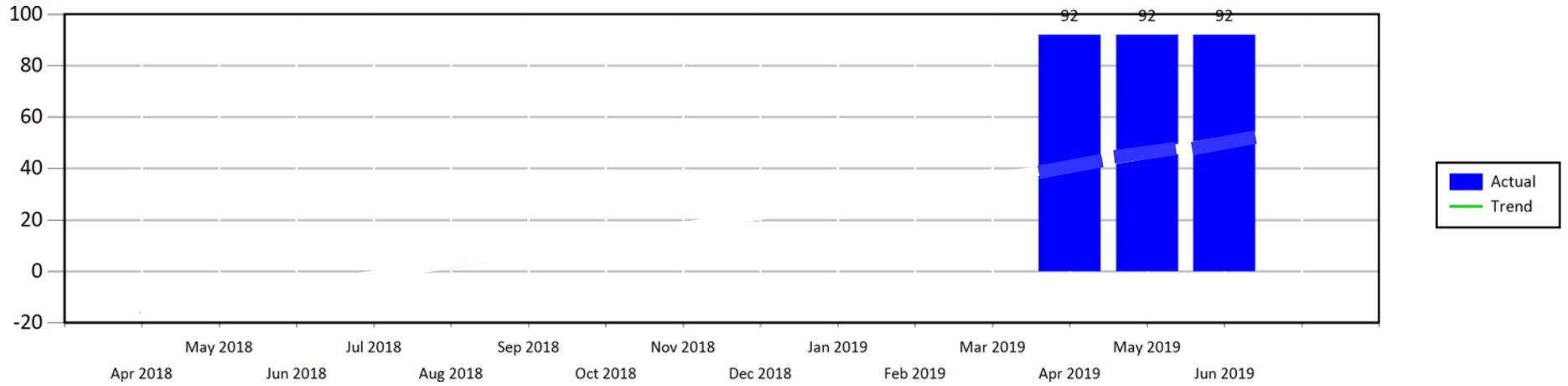
Key Performance Indicators



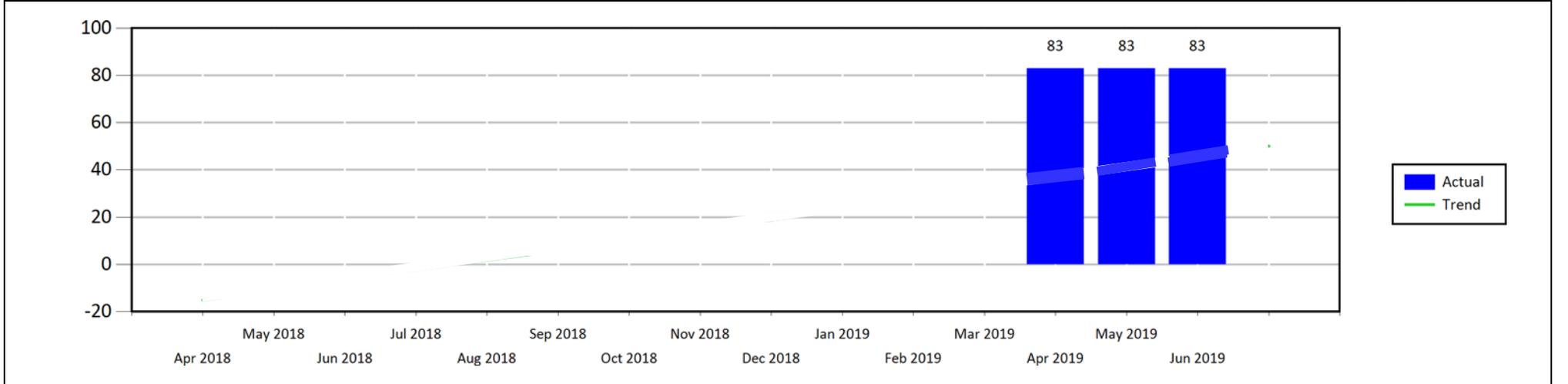
KPI Title	Period	Time Frame	Period Actual
Percentage of BA competencies in date-Dorset Council - On Call	Month	June 2019	98%



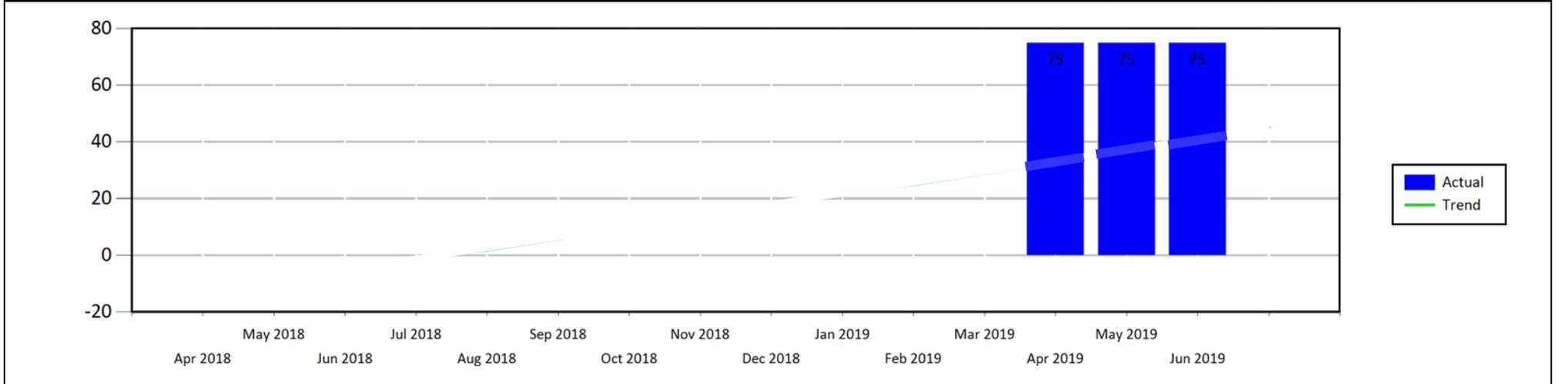
KPI Title	Period	Time Frame	Period Actual
Percentage of BA competencies in date-Dorset Council - Wholetime	Month	June 2019	92%



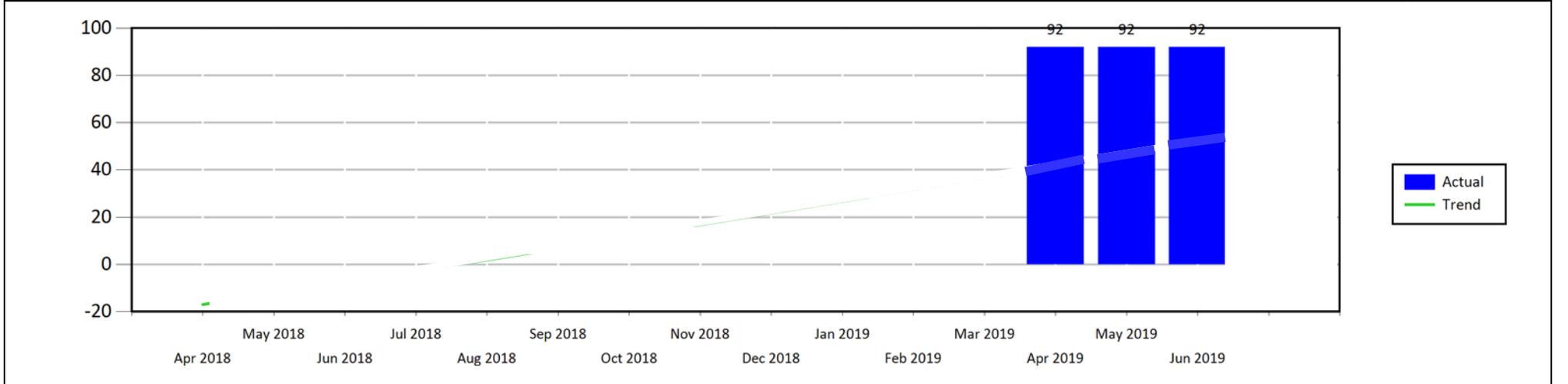
KPI Title	Period	Time Frame	Period Actual
Percentage of Incident Command competencies in date-Dorset Council - On Call	Month	June 2019	83%



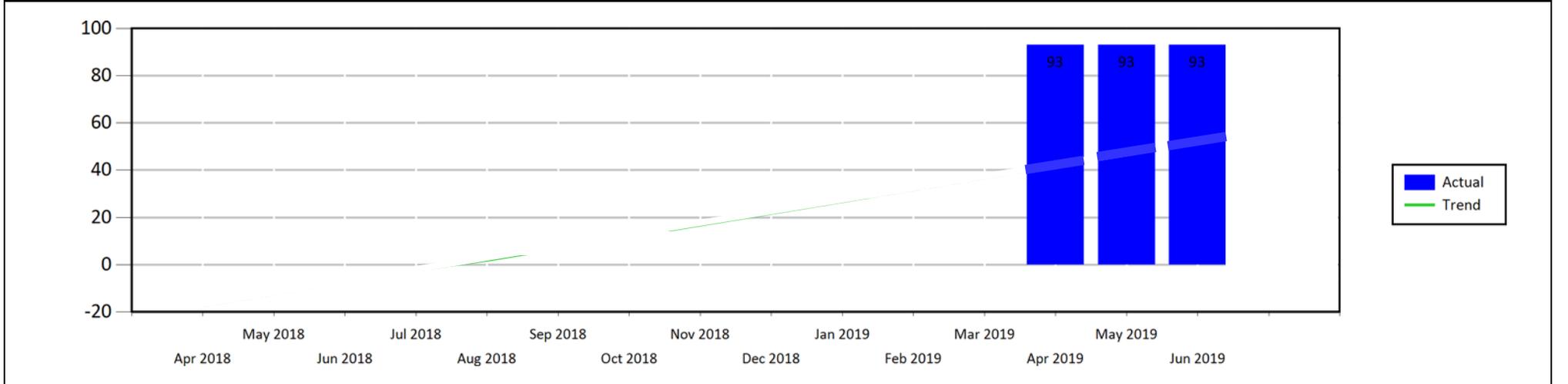
KPI Title	Period	Time Frame	Period Actual
Percentage of Incident Command competencies in date-Dorset Council - Wholetime	Month	June 2019	75%



KPI Title	Period	Time Frame	Period Actual
Percentage of Casualty Care competencies in date-Dorset Council - On Call	Month	June 2019	92%



KPI Title	Period	Time Frame	Period Actual
Percentage of Casualty Care competencies in date-Dorset Council - Wholetime	Month	June 2019	93%



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

Action Code	Action Name
1.3.4.2	KLOE 12: How do we learn from operational and community risks in Dorset to improve the response services we provide?
<p>Progress comment:</p> <p>Through our Integrated Risk Management Plan (IRMP) and operational reviews we are confident we have the required appliances and personnel in the right places. We undertake an annual Strategic Assessment of Risk. This assessment examines a range of key factors that may impact on our organisation from opportunities and challenges emerging from within the fire sector and those within the wider public-sector environment. We constantly review our position due to changes in incidents and the general movement of people and commercial and private dwelling development.</p> <p>We constantly monitor our prevention, protection and operational activity through our performance management meetings by managers working together with the aim of reducing community risk. Following an incident an operational debrief take place to discuss our performance and where necessary, the learning is shared with partners.</p> <p>Fatal fires attract an operational debrief to ensure that crews have performed to the highest level and once the coroner has held the inquest, a fatal fire case conference is held to help us understand what more we could do to prevent similar situations arising in the future.</p> <p>The administration team have established a weekly spreadsheet that lists the larger incidents that have occurred in the Dorset area. Station managers determine whether a hot debrief carried out at the time and was sufficient, or whether a further formal debrief is required. All learning points agreed are captured and entered into the Operational Effectiveness Database for further consideration and progression to the Training and Response Coordination Group (TRCG) where appropriate, for consideration and any further action required.</p> <p>As standard practice hot debriefs are carried out at most incidents and command debriefs carried out as required from significant incidents. Operational assurance is carried out on incidents by operational assurance officers and this is entered with any required learning into the Operational Effectiveness Database. Actions from the Operational Effectiveness Database are then logged, tracked and managed for operational improvements.</p>	