
Performance Report Quarter 2

Dorset & Wiltshire Fire and Rescue Service

Wiltshire Local Performance & Scrutiny Committee

1 July – 30 September 2019



DORSET & WILTSHIRE
FIRE AND RESCUE

Wiltshire

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?

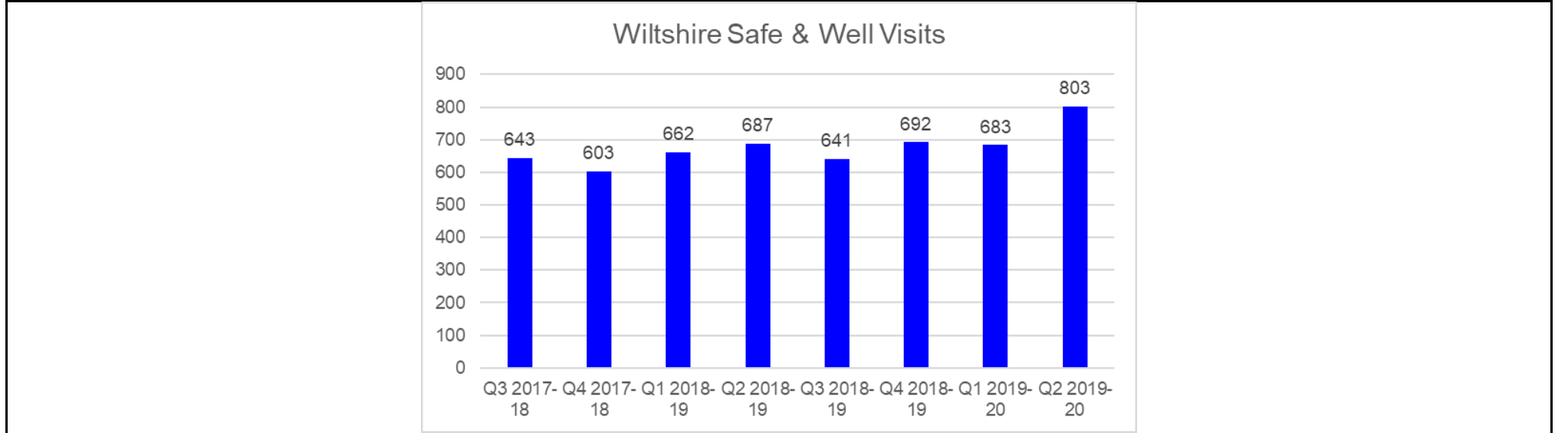
Action Code	Action Name
1.1.1.5	KLOE 1: How are we working with our partners in Wiltshire to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
Progress comment: <p>We continue to work with our partners to streamline the Safe and Well process and ensure that we are targeting resources at the most vulnerable 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. These include referrals from our partners, direct referrals from the public and using specialist computer modelling software, Pinpoint and MOSAIC. The modelling software uses data sets and algorithms to help us determine where the most vulnerable in our communities are and this is actively used to target resources.</p> <p>We are also working to ensure we are contributing towards wider health outcomes through health and wellbeing boards. Our aim is to contribute towards the strategic outcomes that are set out in the Sustainability and Transformation Plans (STP) for 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>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 having 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 a 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> <p>Area Management teams also continue to coordinate work and build on partnership arrangements across the Service area to see where we can add value. It helps 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.</p> <p>We are also working with a number of community safety partners to raise the profile of arson and deliberate fires and their impact both on the Service and the community. Through sharing of intelligence on fires we will work collaboratively with partners to reduce these.</p>	

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

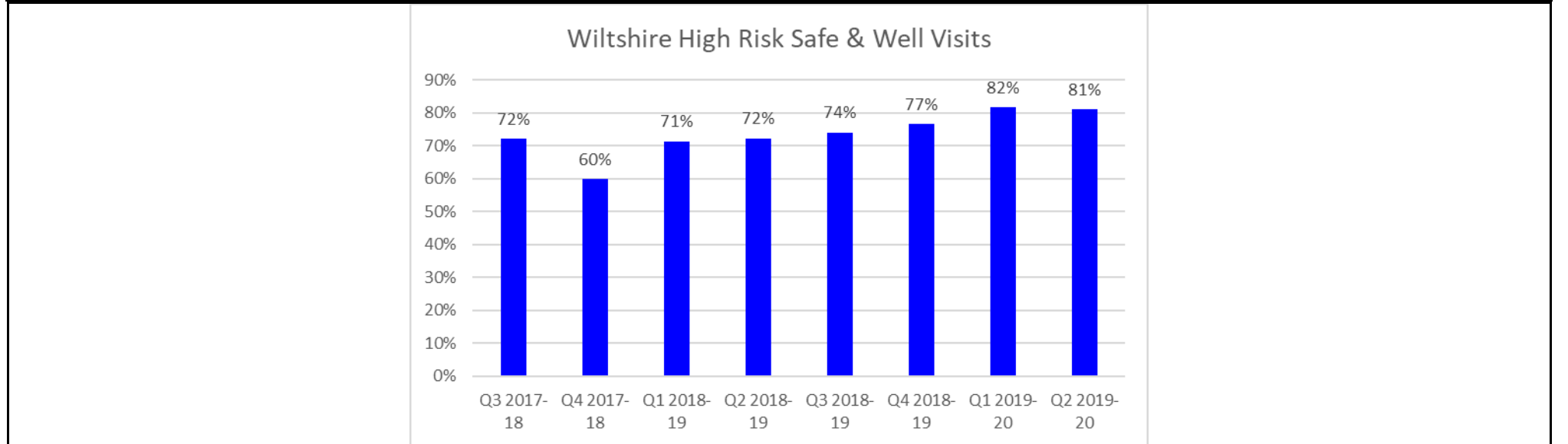
Action Code	Action Name
1.1.2.4	KLOE 2: How are vulnerable people in Wiltshire receiving the support, advice and information they require to reduce their risk of fire?
<p>Progress comment:</p> <p>In quarter 2 we completed 803 Safe and Well visits. This is an increase of 17% compared to the same quarter last year. 81% of these visits were carried out with occupiers classified as high to very high risk vulnerable people. As our corporate target is to ensure that 90% of our planned Safe and Well visits are undertaken on high priority, high risk vulnerable people by 2020, we are therefore slightly below this target.</p> <p>A key challenge for fire stations is generating enough referrals to meet the target number of visits. Work being done to increase the number of referrals includes:</p> <ul style="list-style-type: none">• crews routinely carry out 'hot strikes' following domestic property incidents• stations carrying out leaflet drops to high risk homes, and• stations attending community events <p>A pilot with the British Red Cross has commenced in the south. This has been scoped out by the National Fire Chiefs Council and is aiming to increase referrals for people who have recently been discharged from hospital. The pilot ceased in October and feedback will be drawn nationally to look at a national memorandum of understanding. We will feedback to Members once we have an update on this. In tandem with this project the Safe and Well teams have been working with key hospitals to raise the profile of our work and set up referral mechanisms across primary care networks to target vulnerable people who are discharged from hospital.</p> <p>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 being sent letters to encourage them to take up the offer of a visit. This has been running since the beginning of June 2019. Monitoring has revealed that 16% of these turn into visits.</p> <p>One of the ways that we measure how Safe and Well visits help to reduce fire and other community risks is by our corporate target of achieving a 5% reduction in accidental dwelling fires (from the average achieved during the last 5 years). In this quarter there have been 49 accidental dwelling fires which is ten more than the previous quarter. There were no fire related deaths and four fire related injuries in accidental dwelling fires this quarter. We continue to increase the number of Safe & Well visits and work with prevention and our partners to raise awareness of fire safety in the home across our community.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame
Number of Safe and Well visits in Wiltshire	Quarter	Jul-Sep 2019



KPI Title	Period	Time Frame
Percentage of Safe and Well visits to high risk households in Wiltshire	Quarter	Jul-Sep 2019



KPI Title					Period	Time Frame			
Number of accidental dwelling fires, number of fire related deaths in accidental dwelling fires & number of fire related injuries in accidental dwelling fires in Wiltshire					Quarter	Jul-Sep 2019			
Wiltshire incidents									
	Q3 2017-18	Q4 2017-18	Q1 2018-19	Q2 2018-19	Q3 2018-19	Q4 2018-19	Q1 2019-20	Q2 2019-20	
Accidental dwelling fires	28	44	48	53	45	52	39	49	
Fire related deaths in accidental dwelling fires	0	0	0	0	0	0	0	0	
Fire related injuries in accidental dwelling fires	1	1	1	1	0	2	0	4	

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
1.1.3.4	KLOE 3: How do we deliver our safety education to children, young people and communities in Wiltshire, helping them build safer and healthier lives?
<p>Progress comment:</p> <p>Education officers continue to target the following year groups in primary schools: Reception, Year 2, 5 and 6. In quarter 2, the number of children receiving fire safety lessons in school was 1,675 compared to 1,096 in the same quarter last year.</p> <p>The Education Team aims to visit 75% of schools within Wiltshire. In quarter 2 they visited 20 of 165 schools in Wiltshire, equating to 12% of schools. At this time there are no schools in Wiltshire that we are unable to visit.</p> <p>During the school holiday period we provided libraries with the opportunity to arrange a date to have an interactive safety story session. The library staff arranged the date and we provide the resources and themed session for children and their parent /carers. The education officers visited eight libraries across Wiltshire, the theme being water safety and how to keep safe during the summer holidays.</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 Wiltshire this includes Salamander, an intensive eight-day course for young people aged 12-18 who are at risk of engaging in anti-social behaviour.</p> <p>We also have a Fire Cadet Unit in Wiltshire that is based at Trowbridge Fire Station. This programme, for young people aged 13-18, follows the National Fire Cadet model and lasts for 38 weeks. The cadets take part in practical and theory sessions, which enable them to work towards the National Fire Cadet Level 1 certificate and the BTEC Level 2 Award in Fire Services and the Community. The new cohort of Fire Cadets started on 4 September 2019. The unit is good mix of males and females and varying age ranges. The 14 new recruits have been learning about personal protective equipment used by the fire service, radio communications and how to put up ladders and run out hose.</p> <p>The Firesetters scheme is an early intervention programme that aims to reduce firesetting behaviour by explaining the dangers and consequences to young people in a sensitive and informed manner with appropriate resources. In quarter 2 we received three new referrals and there were no interventions.</p> <p>This work contributes to our corporate target of achieving a 5% reduction in deliberate fires (from the average achieved during the last five years). In this quarter, there were 76 deliberate fires (primary and secondary) in Wiltshire compared to 107 in the same quarter last year. Since 2014-15 there has been a gradual increase in deliberate fires year on year across the Service which is consistent with national trends. The Arson Reduction Coordinator has developed a five-stage action plan as part of an Arson Reduction Strategy to tackle deliberate fires.</p> <p>Over 100 students at Wiltshire College's Lackham campus benefited from a one day water and animal rescue training on 25 September, courtesy of White Watch from Stratton Fire Station. Firefighters demonstrated the equipment they have for such rescues, and how it is used in an emergency situation, giving the students both theoretical and practical input.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame
Number of deliberate fires (primary and secondary) in Wiltshire	Quarter	Jul-Sep 2019

Quarter	Number of Deliberate Fires
Q4 2017-18	42
Q1 2018-19	80
Q2 2018-19	107
Q3 2018-19	58
Q4 2018-19	62
Q1 2019-20	77
Q2 2019-20	76

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

Action Code	Action Name
1.1.4.4	KLOE 4: How are we delivering effective road safety education in Wiltshire to reduce road traffic deaths and injuries?
<p>Progress comment:</p> <p>Working in partnership, our corporate target is to reduce the number of deaths and serious injuries in road traffic collisions (RTC) by 40% by 2020 (against the average killed or serious injuries figures 2005-09). At present we are awaiting confirmed data from Wiltshire Police concerning the Killed and Seriously Injured (KSI) figures for RTCs across Wiltshire.</p> <p>In September, the Road Safety Partnership visited each of the Wiltshire College campuses with road safety messages, crashed car (drink related) and a driving simulator.</p> <p>Safe Drive Stay Alive (SDSA) roadshows are currently being booked and the Wiltshire roadshows start in October with 20 roadshows running until December.</p> <p>There were 12 Survive the Drive events held at a number of MOD establishments:</p> <ul style="list-style-type: none">- DSTL Fareham- HMS Collingwood- RAF Odiham- MOD Lyneham- RAF High Wycombe <p>Bikerdown is a course designed to provide training to motorcyclists in what to do in the event of a collision to preserve another rider's life, until the emergency services arrive. Motorcyclists' deaths have made up about a quarter of all road deaths over the past four years in the Wiltshire and Swindon areas. Watch Manager Dean Hoskins is leading on the initiative and has several courses planned. Funding has been secured for the provision of two fire bikes across the Service which will be used to highlight and further engage with the biker community and raise the profile of Bikerdown and Bike Safe.</p> <p>There were three Bikerdown courses held in this quarter at Wiltshire Air Ambulance Headquarters. Attendance this quarter was as follows:</p> <ul style="list-style-type: none">11 July – 17 attendees15 August – 11 attendees5 September – 24 attendees <p>On 20 September 2019, Operation Close Pass was hosted at Melksham Fire Station to raise awareness of cycle safety and crack down on motorists who drive too close to cyclists. The Service's Road Safety team worked with Wiltshire Police, Wiltshire Council and Wiltshire Air Ambulance. In 2017, 101 cyclists were killed on UK roads and a further 18,321 were injured. Thankfully, both figures were down from the year before but are still too high. In 2018, two cyclists died on Wiltshire's roads and 139 riders were injured, 26 of them seriously. Operation Close Pass asks drivers to be patient and plan their overtaking to give plenty of room. The Highway Code rule 163 states drivers should give the same room as when overtaking another vehicle, which is about 1.5m or an open car door's width.</p>	

Key Performance Indicators

KPI Title		Period	Time Frame
Number of people killed and seriously injured in road traffic collisions - M4 & Wiltshire		Quarter	Jul-Sep 2019
	Wiltshire RTCs	Q2 2019-20	Q2 2018-19
	Fatalities	Data not available	5
	Seriously Injured	Data not available	56
	KSI total	Data not available	61
	M4 RTCs	Q2 2019-20	Q2 2018-19
	Fatalities	Data not available	0
	Seriously Injured	Data not available	0
	KSI total	Data not available	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
1.2.1.4	KLOE 5: How are we effectively working with our partners in Wiltshire to safeguard the vulnerable people we come into contact with?
<p>Progress comment:</p> <p>In this quarter, 22 safeguarding referrals were made, 15 of which came from operational crews, five from Safe and Well, one from Youth Intervention and one from Fire Control.</p> <p>The Area Manager represents the Service on the Wiltshire Safeguarding Adult Board.</p> <p>Area Management teams monitor performance reports to ensure consistency in reporting of safeguarding issues across the group.</p> <p>The Service referred a fire fatality to the Board for a safeguarding adults review. Although this case did not fully meet the review criteria, it was deemed significant enough to hold a multi-agency debrief to ensure the lessons would be learned across partners about the links between mental health and the risks from fire.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame			
Number of safeguarding referrals from DWFRS to Wiltshire Council	Quarter	Jul-Sep 2019			
	Wiltshire safeguarding referrals	Q1	Q2	Q3	Q4
	2018-19	12	13	15	19
	2019-20	20	22		

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
1.2.2.4	KLOE 6: How are we providing advice, support and consistent regulation for local businesses in Wiltshire so they can meet their legal fire safety obligations?
<p>Progress comment:</p> <p><u>Fire Safety Audits</u> One of our corporate targets is that by end of March 2020, we will have audited 100% of known sleeping accommodation identified as high risk where the Fire Safety Order applies. We have completed 651 of 750 audits (86.8%) as of this quarter.</p> <p><u>Building Regulation Applications</u> 48 building regulation applications were completed this quarter compared to 64 in the same quarter last year. Of these, all were completed within the 15-day statutory consultation period. We work closely with Local Authority Building Control to ensure we are consistent in delivery and meet statutory consultation times.</p> <p><u>Automatic Fire Alarms</u> We have a new corporate target to reduce Automatic Fire Alarm activation (AFA) by 5% each year. Current performance against this target is a 21.1% decrease for this quarter. Analysis suggests that the highest proportion of AFAs are evenly spread between system and detector faults and unknown cause; and accounts for 41 out of 142. Protection and Group teams are working together with the top 10 AFA repeat generators to prioritise reducing their AFAs.</p> <p><u>Fire Safety Complaints</u> 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 Wiltshire there were nine in total in this quarter, with four deemed high risk and all of these were dealt with successfully within 24 hours.</p> <p><u>Post Fire Audits</u> As part of our reactive work, we will audit premises that fall under the Regulatory Reform (Fire Safety) Order 2005 following a fire. During this quarter there were 19 fires in non-domestic properties, and we completed 16 post fire audits.</p> <p><u>Licensing Applications</u> The team deals with licensing applications to ensure premises are safe for temporary changes in use and occupancy. During this quarter we completed 30 licensing applications compared to 34 in the same quarter last year.</p> <p><u>Notices and prosecutions</u> During this quarter there were no enforcement notices and two prohibition notices were served in Wiltshire. There were no prosecutions.</p>	

Key Performance Indicators

KPI Title					Period	Time Frame			
Number of building regulation consultations, enforcement notices, fire safety audits, fire safety complaints, licensing jobs, prohibition notices, prosecutions and fires in non-domestic properties in Wiltshire					Quarter	Jul-Sep 2019			
Wiltshire Fire Safety activity	Q3 2017-18	Q4 2017-18	Q1 2018-19	Q2 2018-19	Q3 2018-19	Q4 2018-19	Q1 2019-20	Q2 2019-20	
Building regulations	68	70	51	64	70	84	79	48	
Enforcement notices	1	2	0	0	0	0	0	0	
Fire safety audits	101	154	155	133	155	151	123	134	
Fire safety complaints	5	7	6	7	3	8	5	9	
Licensing jobs	26	28	32	34	22	44	36	30	
Prohibition notices	3	8	1	1	2	1	2	2	
Prosecutions	0	0	0	0	0	0	0	0	
Fires in non-domestic properties	9	23	26	15	21	12	14	19	

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 Wiltshire?
<p>There is currently one SSRI (site specific risk information) plan out of date within the Wiltshire group.</p> <p>All teams, with support from their station managers, continue to review the new and existing risks within their areas of responsibility, adopting a methodical and systematic approach to reviewing and updating site specific risk information held for different premises. Alongside on-call support officers, visits are subsequently programmed to all identified premises with some attracting a higher level of information capture and dissemination.</p> <p>Crews continue to identify risks in accordance with the Fire and Rescue Service Act 2004 (7.2d) and through local intelligence. This information is shared with local and neighbouring fire and rescue service crews through Mobile Data Terminals on appliances.</p> <p>Watches across the area continue to monitor local industrial and commercial areas for risk/arson reduction. This is linked in with our Protection department to ensure they are made aware of any significant issues that may need further investigation.</p> <p>Flood gates have been installed at either end of a narrow B-road near Trowbridge where firefighters frequently rescue drivers who have ignored 'road closed' signs. The B3106 between Holt and Staverton floods most winters when the adjacent River Avon bursts its banks. Thanks to funding from the Service and Local Area Boards, Wiltshire Council has now installed the gates to prevent drivers from accessing the road and then getting stuck when their vehicles are overwhelmed by water.</p>	

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
1.2.4.4	KLOE 8: How do we effectively support our local resilience partnership arrangements in Wiltshire to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p>Progress comment:</p> <p>The Service has continued to support the Local Resilience Forum (LRF) by contributing to risk assessments of local risk, plan preparation, prevention activities, training, and response. This has been achieved by actively engaging with the LRF groups; Executive Group, Business Management Group, Risk Management Group, Training and Exercising Group and relevant sub groups.</p> <p>The Service has supported the following LRF activity:</p> <ul style="list-style-type: none">- BREXIT planning with Wiltshire LRF- Warning and informing group- Severe weather group- Representation at the regional Chemical Biological Radioactive Nuclear (CBRN) plan <p>The local Area Manager sits on the Swindon and Wiltshire LRF, and is made aware of all community and national risks. He also represents the Service at the Wiltshire PREVENT Board. The Service is working with Wiltshire Council and Wiltshire Police to deliver further PREVENT training to operational and other front facing staff. This training will assist in the identification and management of individuals susceptible to radicalisation and extremism.</p>	

Priority: Being there when you need us

KLOE 9: Are appliances available when we need them?

Action Code	Action Name
1.3.1.4	KLOE 9: Are appliances available in Wiltshire when we need them?
<p>Progress comment:</p> <p>At wholtime stations all appliances are available 24/7, however with on-call appliances there is less guaranteed availability. In this quarter on-call appliances were available to respond to incidents 75% of the time in Wiltshire.</p> <p>Our corporate target is that on 75% of occasions, we will achieve our response standards based on a ten-minute response time, including all call handling and travel time which is a good measure of whether appliances are available when we need them. For on-call stations this includes a five-minute turnout time, and for wholtime stations a two-minute turnout time, with a 90-second call handling time for Fire Control.</p> <p>In this quarter we attended:</p> <ul style="list-style-type: none">• 62.22% of incidents at sleeping risk properties where the first appliance met the response standard within the travel-time isochrone• 49.12% of incidents at sleeping risk properties where the first appliance met the response standard,• 40.91% of incidents to other properties where the first appliance met the response standard (59.1% within isochrone)• 62.70% of road traffic collisions where the first appliance met the response standard (73.3% within isochrone) <p>Work continues to improve the availability of appliances across the Wiltshire Group with management teams proactively looking at pragmatic interventions to improve pump availability. The Resourcing Team are also working hard throughout weekdays, in conjunction with the local station and watch managers to support an improvement in weekend cover. Two 'On-Call' Management meetings have also taken place in the Wiltshire area during the month of September, again to support, discuss ideas and explore alternative solutions to improve availability.</p> <p>Over the last few months, the on-call support officers (OSCO) have been working closely with Media and Communications, fire stations and other interested parties to pull together an on-call recruitment toolkit and on-call firefighter recruitment campaign. The campaign ran for a week in September, and highlights included:</p> <ul style="list-style-type: none">• a press '#HaveAGo' event at Devizes Training Centre• Firefighter Aishlen Taylor and Crew Manager Sam Pyne taking over our social media channels and answering questions about being part of an on-call team, and• on-call firefighters from across the Service sharing their stories for social media case studies. <p>A presentation was also delivered to the on-call managers regarding the On-Call Pay Model in preparation for the On-Call Review team visit to individual stations. Station managers are also actively intervening in contract management with a view to getting more coverage at weekends and in this process, all contracts will be reviewed and logged via teams as a progression report.</p>	

The OCSOs continue to look at ways of improving recruitment and are reviewing the '#HaveAGo' days in preparation for 'have a go lite' events during the evenings in November and December and full day events in 2020. Recruitment is improving, which is evident with the increase in numbers at Firefighter Selection Days and medicals, again to support full attendance during acquisition courses.

Key Performance Indicators

KPI Title						Period	Time Frame	
Percentage of sleeping risk properties where the first appliance met the response standard within the travel time isochrone, percentage of sleeping risk properties where the first appliance met the response standard, percentage of incidents to other properties where the first appliance met the response standard and percentage of road traffic collisions where the first appliance met the response standard in Wiltshire						Quarter	Jul-Sep 2019	
Response standards Wiltshire	Q3 2017-18	Q4 2017-18	Q1 2018-19	Q2 2018-19	Q3 2018-19	Q4 2018-19	Q1 2019-20	Q2 2019-20
Percentage of sleeping risk properties where the first appliance met the response standard within the travel-time isochrone	69.57%	54.55%	56.10%	69.77%	61.54%	60.98%	72.41%	62.22%
Percentage of sleeping risk properties where the first appliance met the response standard	43.84%	40.00%	47.92%	51.72%	45.28%	46.30%	52.50%	49.12%
Percentage of incidents to other properties where the first appliance met the response standard	35.71%	40.00%	45.45%	36.00%	45.45%	31.25%	60.00%	40.91%
Percentage of road traffic collisions where the first appliance met the response standard	67.50%	55.56%	67.31%	72.00%	70.49%	60.00%	61.82%	62.70%

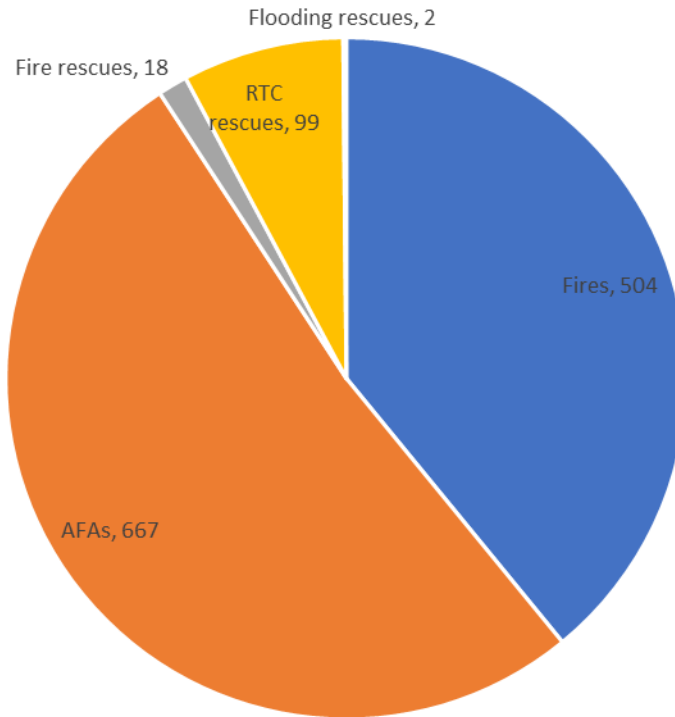
KLOE 10: How effective and efficient are our response arrangements for dealing with the range of incidents we attend?

Action Code	Action Name
1.3.2.4	KLOE 10: How effective and efficient are our response arrangements in Wiltshire for dealing with the range of incidents we attend?
<p>Progress comment:</p> <p><u>National Operational Guidance</u> The Service is working towards the National Operational Guidance (NOG) Programme which strives to introduce a nationally standardised approach to policies, procedures and training across all fire and rescue services in the UK. We continue to seek opportunities to work collaboratively with other fire and rescue services, both nationally and regionally, through the relevant NOG implementation forums. A gap analysis for the 21 NOGs is now complete which has provided the Service with a clear direction on the work now required to comply with the guidance at both strategic and tactical levels. The next steps are to streamline and simplify the guidance to make it more practical for operational use and introduce a robust document management system. A project team comprised staff from across the Networked Fire Services Partnership (NFSP) will be established in the coming months in order to progress this work.</p> <p><u>Networked Fire Services Partnership (NFSP)</u> The Service regularly meets with colleagues from Devon & Somerset and Hampshire Fire and Rescue Services to discuss cross-border collaboration. The three Control rooms across the partnership are linked, enabling each to take emergency calls and mobilise appliances on behalf of another Service. The system selects the nearest appliances and officers from across the partnership to meet the response plans, and they can be mobilised automatically without the need to refer to the host or supporting service. This approach has significantly reduced call handing and mobilisation times, and therefore provides a more effective and appropriate response to incidents. In this quarter a Programme Manager has been appointed to further strengthen the partnership, provide clear governance arrangements and drive NFSP related projects forward.</p> <p>The range of incidents that we attend include false alarms, fires, road traffic collisions and flooding in Wiltshire in this quarter included:</p> <ul style="list-style-type: none">• 266 fires• 9 people rescued at fire related incidents• 2 people rescued at flooding incidents• 46 people rescued at road traffic accidents, and• 383 fire alarms from automatic fire detection equipment.	

Key Performance Indicators

KPI Title	Period	Time Frame
Number of fires, number of AFAs, number of people rescued at fire related incidents, number of people rescued from RTCs and number of people rescued from flooding in Wiltshire	Six months	Apr-Sep 2019

Wiltshire range of incidents 2019-20 YTD



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
1.3.3.4	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 Wiltshire?

Progress comment:

Training Centres

Devizes Training Centre continues to deliver courses such as Breathing Apparatus Refresher, Compartment Fire Behaviour Training, Incident Command, Emergency Response Driving and Trauma Care via an annual service training plan which ensures a consistent approach is adopted to all operational staff. A quarterly delivery plan is utilised for on-call training to provide support in the delivery of Maintenance of Skills and other essential training as identified within Training and Response Co-ordination Group.

Maintenance of skills

Watch and station competency reviews form part of the monthly Group Management performance meeting. This ensures competency levels are at the required levels to maintain appliance availability.

Operational license

These are the skills required to keep appliances on the run and maintain availability. For this quarter the below percentage of competencies were recorded as in date:

Operational license	Overall Wiltshire	On-call Wiltshire	Wholetime Wiltshire
Incident Command	87%	90%	84%
Emergency Response Driving (ERD)/Large Goods Vehicle (LGV)	90%	88%	97%
Breathing Apparatus	100%	99.5%	100%
Casualty Care	78%	80%	75%

There is also cross agency training such as Joint Emergency Services Interoperability Principle (JESIP) and Operational and Tactical Courses, delivered centrally to ensure the majority of our managers have input in the multi-agency approach.

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

Action Code	Action Name
1.3.4.4	KLOE 12: How do we learn from operational and community risks, to improve the response services we provide in Wiltshire?
<p>Progress comment:</p> <p>Following an incident, an operational debrief takes place to review our performance. Where necessary any learning is uploaded to the Operational Effectiveness Database (OED) to share learning across the organisation, and where appropriate is taken to the Training and Response Coordination Group (TRCG) for consideration of any further action required. In this quarter we held five operational debriefs and four non-operational debriefs for areas that affect operational response of which the key learnings were; issues around fire-ground communications, general communications, project management and crew welfare. Positive comment was also made about staff engagement, operational crew professionalism and effective team-working.</p> <p>Fatal fires always trigger an operational debrief, and once HM Coroner has made a determination at the inquest, fatal fire conferences are held twice a year so that we understand what more could be done to prevent a similar situation occurring in the future. Themes from our fatal fire conferences follow a national trend in that those affected are elderly, live alone and have mobility issues. This is the target audience of our Safe and Well visits.</p> <p>Emergency Cover Reviews (ECR) are carried out to ascertain whether resources are in the right place at the right time. These reviews show that in the main part, our resources are correctly placed, however, specialisms are often reviewed separately due to the specific nature of the some of the training requirements and equipment needed. We continue to learn from all incidents and capture information through debriefing at all levels, which will include other agencies and partners if they are available. This is important to ensure that these are used to improve our performance in response and reducing risks to both our staff and our communities. A new 'Exercise Policy' has now been released with areas and station managers working hard to achieve the different levels and type of exercises required at certain times throughout the year. At present we are focusing particularly on cross border incidents and exercises with Hampshire, Berkshire and Oxfordshire Fire and Rescue Services. Operational Assurance Audits will also form part of this procedure, again fed through the OED to capture information for future improvement and joined up working.</p>	