

FireWire

The magazine for Issue 40, October 2019
DORSET & WILTSHIRE FIRE AND RESCUE

Cover story:

Three peaks
challenge raises
over £7,700 for
charity

Also inside:

- Events
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PASSIONATE ABOUT

CHANGING & SAVING LIVES

Corsham firefighters complete biggest fundraiser yet

Corsham firefighters raised over £7,700 for charity after climbing all three of England's highest peaks in a day – while wearing fire kit!

A concert and auction held in Corsham Town Hall on 13 September provided a significant boost to the coffers, with numerous local businesses being extremely generous with donations.

The One and Only Adele Tribute – aka Jodie Evans, wife of firefighter Mark – performed, and the evening also included a disco and an auction. Amongst the lots on offer were a race track experience, meals at various locations, golf, cricket and football tickets, a holiday for eight worth £1,500, food hampers and even designer sunglasses.

Other fundraising included a quiz night, and a collection around the local pubs, while all of the participants also collected sponsorship.

On 21 September, the intrepid team of Tom Page, Paul Clifford, Chris Hughes, Mark Evans, Simon Chun, Luke Somerville and Andy Webster, together with former firefighter Lee Tregelles, took on Scafell, Scafell Pike and Helvellyn, all in the Lake District. That's 12 miles and over 1,800m of ascent in one day to raise money for the Fire Fighters Charity and Dorothy House Hospice.



At time of writing, the total raised was £7,727.04, including Gift Aid, and this will be split evenly between the two charities.

CM Andy Webster said: "Thank you so much to everyone who donated and supported us! It was our hardest challenge yet, so raising such a phenomenal amount of money made the pain worthwhile. A big thanks as well to the rest of the station, who kept the pump on the run and made it possible for us to do this."

In recent years, Corsham firefighters have raised many thousands of pounds for a range of charities, including the Fire Fighters Charity, Wiltshire Air Ambulance, Julia's House Hospice, the Motor Neurone Disease Association and Meningitis UK.

Previous challenges – all in fire kit – have included a 22 mile walk along the Kennet & Avon Canal towpath, an ascent of Snowdon, a 26 mile walk along the Jurassic Coast and the 21 mile Five Valleys Walk, in and around Stroud.

It's not too late to make a donation to the team after this most recent challenge – visit <https://uk.virginmoneygiving.com/Team/CorshamFireFighters>



Success at South West Councils Team Challenge!

On Thursday 3 October, the Service entered a team of six managers to take part in the South West Councils Team Challenge for the first time.

This is a strategic management role play development event, which is held annually and is open to all local government authorities in the South West to take part and compete in.

Our team consisted of Kathy Collis, Vikki Shearing, Charlie Windebank, Steve Waller, Darren Langdown and Greg Izon, who made up the fictional senior management team of the failing council 'Longton'.

The team were put under pressure, having to take on the roles of the Senior Management Team and overcome a number of challenges and scenarios to develop their strategic management and leadership skills.

This included having to deal with the media, meeting with partner organisations to explore possibilities of partnership working and sponsorship, and managing councillor and customer email and telephone complaints - all whilst trying to develop a proposal that would be presented to the Leader of the council at the end of the day.



This tested their time management, customer service, presentation, strategic management and leadership skills, and the team did the Service proud!

Out of the 19 other teams that entered, the DWFRS team was delighted to be nominated in the best sponsorship category and Charlie Windebank was nominated in the best CEO category. To top off the day, the team went on to win the award for Best Partnership Working, which will be displayed proudly in reception at HQ as a reminder and celebration of their success.

Well done to everybody who took part - Jenny Long, Director of People Services, said: "Whilst an intense day, our team really enjoyed the challenge and were absolutely buzzing! Being nominated for three awards and winning one was the icing on the cake!"

We will be looking at entering a team at the South West Councils Team Challenge next year and will provide further information nearer the time. If you have any questions please contact felicity.williams@dwfire.org.uk



National cycling event

The National Emergency Services Cycling Road Race was held in Dorset this year, with riders from across the country descending on Bovington on 14 September to take part.

Hosted by Dorset Police, the race featured a course of approx 16.2km, which was covered five and a half times.

Two DWFRS riders took part – SM Julian Lockwood finished 16th overall, while FF Sarah Bascombe was the first female fire service representative over the line and received the coveted FRS National Champion jersey. Not bad for her first ever road race!

She said: “I definitely jumped in at the deep end, having only started doing some club time trials at the end of April this year. It’s all very new but I love racing and I aspire to get stronger and faster on the bike. It was a great day, and I hope more DWFRS staff will enter the various emergency service and UK Fire Sport events next year.”

The race organisers invited CFO Ben Ansell to present the overall fire service trophy, and this went to Elliott Davies of Avon FRS, who also won the veterans’ category.



Open day at Bridport

The annual open day at Bridport fire station was held on 7 September and was a great success, raising £1,500.87 for the Fire Fighters Charity – double the amount raised in 2018!

There were a number of static displays, and the hot oil fire demonstrator drew the crowds! The crew also used the day to gain some Safe & Well referrals, and it was a chance to promote a forthcoming ‘have a go’ event for potential new recruits.

WM Nic Courtice said: “The open day is gaining popularity in the local community every year, due to the effort put in by all my station members. I would like to thank them and their family members who donated prizes and assisted on the day, and I would particularly like to thank the OCSOs Mike Jackson and Martin Hoole, whose input and hard work helped the day run smoothly.”



Salamander held for Adult Community Learning Team

Friday 6 September saw 25 members of Swindon Borough Council's Adult Community Learning (ACL) Team join the Salamander team for a day at Swindon Fire Station.

A recent file audit by ACL to quality assure, monitor impact of tutor CPD and other quality improvement interventions, and to inform their Quality Improvement planning, graded Swindon Salamander as Outstanding in all areas.

The ACL team took part in activities such as ladder and water drills, search and rescue in the smokehouse, and RTC work.

It was not only a day to raise awareness of important safety messages, but also to give information about our referral process for Safe & Well visits.

ACL in Swindon target the most vulnerable members of the community, so raising the profile of Safe & Well visits is vital.

Their priority groups include:

- Adults, regardless of age, who are unemployed, economically inactive or in low paid employment, including those who may not be currently job seeking but are at risk of social exclusion, and where learning will enable adults to develop new skills (including literacy and numeracy) and build learner confidence.
- Residents with multiple support needs, including those recovering from mental illness, drug and alcohol addiction, single parents, and ex-offenders.
- Adults with learning difficulties and/or disabilities.
- Those where a lack of digital skills could result in isolation and limit entry to the labour market.
- Unemployed eligible learners where English is a barrier.

The ACL team commission four courses a year with us and this day gave a very real experience of Salamander to also aid them in identifying and referring those learners they work with who may benefit from attending a future course.

Rachel Loxston, Quality Improvement Manager, wrote to say: "Firstly, and most importantly, thank you so much for an amazing day! Absolutely everyone I spoke to had fun; they were smiling, positive and energised. Many were amazed at what they had achieved personally and it was wonderful to see colleagues supporting each other and celebrating their successes.

"Colleagues' awareness of the benefits of Salamander has without a doubt been increased and I am sure they will be spreading the word and referring potential participants to you in the months to come, which is fantastic.

"For our tutors, the opportunity to observe such high standards of teaching, learning and assessment is of real benefit. I am sure many will reflect on what they have experienced and - as a result - develop their own practice, which can only benefit our future learners."



Council's 999 Day event

Bournemouth, Christchurch & Poole (BCP) Council supported Emergency Services Day on 9 September to promote good citizenship and the effectiveness and efficiency of the emergency services.

This annual event always starts at 9am – the ninth hour of the ninth day of the ninth month (999).

Vice-Chairman of the Council, Cllr George Farquhar, hosted a flag raising ceremony at Bournemouth Town Hall, and welcomed AM Seth Why, SM Steve Broad and Green Watch Westbourne as his guests. Also in attendance were representatives of Dorset Police, South Western Ambulance Service and the RNLI, amongst others.

At the same time, flags were also raised at the council offices in both Christchurch and Poole.

After two minutes' silence in memory of those staff who have lost their lives, Cllr Farquhar gave a brief speech in recognition of current and former emergency services personnel.



Charity car wash

A charity car wash and cake sale held at Wilton fire station on 21 September raised £1,160, to be shared between the Fire Fighters Charity and local fundraiser Love For Louis.

FF Charlotte Twomey, who organised the event, said: "We can't thank everyone enough for their support – we never imagined it would get as busy as it did! We were overwhelmed with amazing cake donations, and we washed well over 50 cars. The community spirit shone bright, and we even had a visit from Louis and his dad."

Love for Louis supports a Fovant boy born with an extremely rare genetic condition, Congenital Disorder of Glycosylation. The on-going fundraising campaign pays for specialist treatment that supports his development.

More information about Love For Louis can be found at www.facebook.com/louiscandoit



Working together to keep people safe in high rise homes

Following the tragic fire that occurred at Grenfell Tower in June 2017, the Service carried out proactive reinspections of all high rise premises in Dorset and Wiltshire.

As a result of this inspection programme, cladding at Westbourne Heights in Bournemouth was sent away to BRE Global, where it was confirmed that it was not the same ACM cladding as at Grenfell; however, following further investigation, it was determined that the fire breaks and cavity barriers were not suitable and a replacement programme was agreed by housing provider Sovereign.

This major refurbishment, which includes replacing the external cladding, sees other work being carried out, including the retrofitting of a residential sprinkler system, improving internal compartmentation and upgrading the fire alarm system. This will not only improve safety for residents, but will also assist firefighter safety during any incident.

While the works are ongoing, Sovereign has introduced a new evacuation procedure and added a temporary upgrade to the fire alarm system. This change from a 'stay put' policy to a 'full simultaneous evacuation' has been shared with Fire Control and responding crews.



The Protection team has worked closely with the housing provider at Westbourne Heights and, on 23 September, the Protection, Prevention and Response teams worked together to further support and educate residents, using our sprinkler demonstration unit. This is a great asset and enables residents to see how quickly sprinklers can suppress a real 'live' fire.

WM Richard Cole, Westbourne Blue Watch, told residents: "In addition to protecting residents, sprinklers in high rise buildings have the potential to provide a safer firefighting environment for operational crews to work in. Recent firefighter fatalities have proven how dangerous high rise firefighting can be, therefore the early suppression benefits offered by this sprinkler system can only be a good thing."

Safe & Well teams have also provided support and guidance to residents about fire prevention within their own flats.

This #oneteam approach between housing provider, Prevention, Protection and Response is a great example of how the Service is working to keep residents safe in their high rise homes.



Leading for Performance

On 17 and 18 September, the fourth module of the Leading for Performance programme was delivered to a selection of Station and Corporate Managers, which focused on the subject of 'Leading Individuals'.

Both days were facilitated by an external leadership consultant, Paul Kinkaid, who provided delegates with skills and techniques to help them:

- identify what motivates us and what motivates our teams
- hold challenging conversations effectively
- hold challenging conversations using different feedback models
- lead individuals remotely

We have received some really positive feedback from the delegates:

- "I particularly enjoy how each module is linking together, for example aspects of coaching are crossing over into each of the topics."
- "Fresh ways of thinking, I'm inspired to try new methods of coaching people."
- "The visual aids used, including the TedTalks, were incredibly informative, and I will be referring to these to assist my learning and developing my skills in motivating and engaging with my team."

We will continue to keep you updated with the progress of the Leading for Performance programme. The next module will be held in October, focusing on 'Influencing'.

The next Leading for Performance programmes will be delivered from January. Station and Corporate Managers will be invited to attend over the next few months.

If you would like any further information, please email leadership@dwfire.org.uk

Leadership masterclasses

The third sessions of our Leadership Masterclasses were successfully delivered at HQ on 9 and 23 September.

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

First up was the theme of Managing Recruitment and Interviews, where Jane Deuchars and Stacey Holton delivered a session to make managers aware of the Workforce Planning and Resourcing team and their responsibilities throughout the recruitment process.

After lunch, members of SLT, including Jim Mahoney, Jenny Long and Byron Standen, joined the group to answer questions and discuss any topics raised. Dave Geddes then delivered a presentation around Structured Debriefs, and this was followed by an update on the HMICFRS outcomes by Nick Sjogren.

We still have a number of open seats available if you would like to attend. please see [the Leadership Masterclass programme for 2019/20](#) and contact leadership@dwfire.org.uk to book your space.



Get ready for Brexit - Service preparations

Together with our partners in the Wiltshire & Swindon and Dorset Local Resilience Forums (LRFs), we are busy preparing for the potential impacts of Britain leaving the European Union on 31 October.

Strategic Coordinating Groups (SCG) have been set up by both LRFs, and these will meet more frequently as Brexit approaches.

An SCG consists of senior representatives from the emergency services, health, local authorities, Environment Agency, Public Health England and any other organisation involved in the Local Resilience Forum, such as the military.

It provides the policy and strategic direction, and makes strategic decisions, including the provision of resources to manage the incident. For Fire, SCG is usually attended by a Brigade Manager or Area Manager.

From mid-October, we are also expecting frequent Tactical Coordinating Groups (TCG) to be held within both LRFs, potentially twice daily.

TCG provides tactical management of the incident, with members again drawn from the emergency services, health, local authorities, Environment Agency, Public Health England and any other organisation involved in the Local Resilience Forum, such as the military. For fire, TCG is usually attended by a Group Manager or Station Manager.

In preparation for these additional meetings – which will be teleconferences much of the time – the resourcing team are starting to allocate officers to both SCG and TCG roles, and the Media & Communications Team are supporting media cells in both LRF areas.

As the process starts in earnest, there will be an impact on ‘business as usual’ as affected officers are pulled away from their usual workloads. Staff are asked to plan projects with this in mind, and to seek additional resilience away from these officers where possible.

We have an internal Board, chaired by ACFO Jim Mahoney, to consider the impacts of exiting the European Union.

Short-term impacts relate to managing the immediate issues associated with exiting the EU where agreements have not been reached, i.e. in the event of 'No Deal', while medium-term impacts relate to areas such as our capital replacement programme, where we procure goods and services from the EU.

There is still much uncertainty as to the UK's future relationship with the EU, and the role of the Service will be to support multi-agency partners in managing the consequences of any outcomes.

As more information becomes available, we will keep you all informed via Weekly Update, CONNECT and email. If you have any concerns in the meantime, please speak to your line manager in the first instance.



Get ready for Brexit - Government travel advice

With Brexit looming, the Government is advising people to make sure they know what effects leaving the EU may have on them.

A raft of information can be found at www.gov.uk/prepare-eu-exit and there is also a Brexit checklist at www.gov.uk/get-ready-brexit-check

If you are visiting Europe after 31 October, there are things you need to do before you travel, whether you're a tourist or traveling for business.

These include:

- check your passport
- get travel insurance which covers your healthcare
- check you have the right driving documents
- organise pet travel - you need to contact your vet at least four months before you go

You may need to renew your British passport earlier if you're travelling after Brexit. On the day you travel, you'll need your passport to have at least six months left, and be less than 10 years old (even if it has six months or more left).

If you don't renew, you may not be able to travel to most EU countries and Iceland, Liechtenstein, Norway and Switzerland.

You can use a tool to check whether your passport is valid for the country you're visiting - www.gov.uk/check-a-passport-for-travel-to-europe

It usually takes three weeks if you need to renew your passport, although there is a premium service if you need it sooner.

You should always get appropriate travel insurance with healthcare cover before you go abroad. After Brexit, your European Health Insurance Card (EHIC) card may not be valid.

It's particularly important you get travel insurance with the right cover if you have a pre-existing medical condition. This is because the EHIC scheme covers pre-existing conditions, while many travel insurance policies do not.

If you're intending to drive in Europe after Brexit, you may need an international driving permit to drive in some countries. Visit www.gov.uk/guidance/driving-in-the-eu-after-brexit-international-driving-permits to see if this is required.

If you're taking your own vehicle, you'll also need a 'green card' from your vehicle insurance company (allow one month to get this) and a GB sticker.



Get ready for Brexit

 Prepare for Brexit at gov.uk/brexit

On-call recruitment campaign hits the media

Over the last few months, the On-Call Support Officers have been working closely with Media and Communications, 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:

- a press 'Have a Go' event at Devizes Training Centre;
- FF Aishlen Taylor and CM Sam Pyne taking over our social media channels and answering questions about being part of an on-call team;
- on-call firefighters from across the Service sharing their stories for social media case studies; and
- firefighters in Tisbury completing the #TetrisChallenge with a great image and some empty fire kit (thanks to SM Dave Geddes for the drone support!)

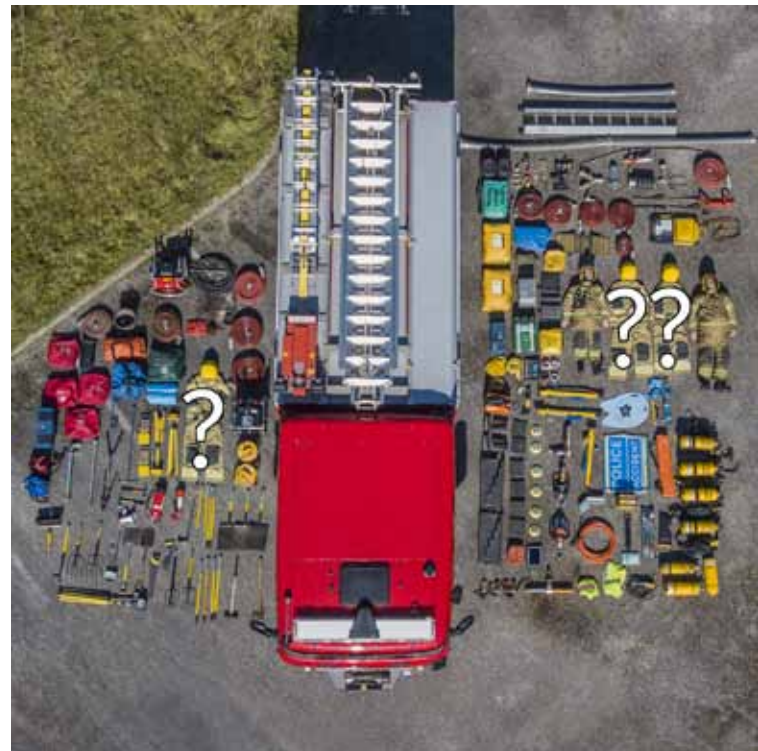
This was supported with banners, other social media content, our website and much more, and thanks go to everyone who took part.



We are working on launching the toolkit to stations to allow you to use these resources for your own social media channels, recruitment events and other recruitment opportunities in your area. The toolkit should be available by the end of October.

Media and Communications are now working on preparing for the National Fire Chiefs Council national on-call firefighter awareness week in January.

If you have any ideas or examples of recruitment activity that have worked well for your station, please contact Emily Cheeseman by emailing emily.cheeseman@dwfire.org.uk



Meet the team - HR Business Partners

HR Business Partners are the first point of contact, working out in the field with staff and managers to provide dedicated expert advice and guidance on HR related matters, in liaison with subject matter experts and centres of excellence.

We can support you with recruitment, job evaluation, performance management, discipline, grievance, restructures, the health and wellbeing of you and your teams, signposting, contract terms and conditions, and policy interpretation and application.

What can you do to help us is to engage with us early, see us as part of your team and work with us to proactively to seek early resolutions.

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HR Business Partners

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Salisbury, Assets, Response Development,
Procurement



Don't forget, there is a dedicated HR area on CONNECT, where you can find a wealth of information.

Amongst the areas covered are pay, pensions, health & wellbeing, recruitment, HR Services, workforce planning, induction and much more.

[Click here to access the site.](#)

Role play volunteers

One of the volunteer roles that we offer is for role players to support exercises.

The involvement of volunteers in this way makes an exercise even more realistic for operational crews, as having live 'casualties' within the vehicles allows us to replicate exactly what firefighters are faced with every day.

By using stage make-up, volunteers can be made to look like they have sustained typical and very graphic injuries from an RTC, such as cuts, broken bones and even exposed intestines.

Alongside all the gore, the volunteers have the chance to act out their injuries, so crews can identify those who need immediate intervention or those who are less seriously hurt.

This work also gives our volunteers first-hand experience of being inside a vehicle after a crash and they understand more about what we do and how we do it.

See www.dwfire.org.uk/volunteers for more about the opportunities within the Service.



New crisis support text line launched

HRH The Duke of Cambridge visited the Fire Fighters Charity's newly-refurbished Harcombe House on 9 September.

As part of his visit, the Duke was given a tour of the facilities by the Charity's Chief Executive Dr Jill Tolfrey, Chair Andrew Lynch and mental health specialist practitioner Dr Pennie Blackburn.

He also met with beneficiaries who have been supported by the Charity with their physical and mental health, as well as families who have spent time on child and family programmes.

As the date of the visit corresponded with Emergency Service Day, the Duke also met with representatives from other blue light charities and organisations.

A highlight of the day was the official launch of a new dedicated crisis support text line for the emergency services community.



Operated by Shout, a dedicated crisis line set up by The Royal Foundation, the new text service allows members of frontline emergency service communities to have 24/7 access to a trained and supervised crisis volunteer.

By texting BLUELIGHT to 85258 at any time, day or night, emergency services personnel in need of immediate support can take part in an anonymous text conversation that will flow back and forth.

The crisis volunteer at the other end of the text service will listen without judgement and support them through the moment, helping them to articulate the issue, and empowering them in regards to taking the next steps.

A legacy of the Duke and Duchess of Cambridge and the Duke and Duchess of Sussex's Heads Together campaign, Shout aims to change the national conversation on mental health.

Find out more on Shout here: www.firefighterscharity.org.uk/latest/proud-to-support-shout-the-royal-foundations-new-crisis-text-line

Text BLUELIGHT to
85258 for 24/7 support.
Anytime. Anywhere.

Premises Information Plates

Premises Information Plates (PIPs) were first introduced to the legacy services pre-combination, although with different styles of PIP adopted.

Post-combination, a common PIP format was decided upon to use for all of our high rise buildings within the new Service. Currently we have just over 200 high rise buildings within our area, with more development plans being put in every year. A large proportion of these buildings are found in Bournemouth and Poole.

Great progress has been made in delivering the new PIPs for many of these buildings.

The completed PIPs should be visible to crews on arrival at an incident and will soon be available via Mobile Data Terminals (MDTs) to assist incident commanders with formulating tactical plans more quickly, thanks to the fuller picture of information.

Over the course of the next 12 months, you will start to see more and more of the new PIPs across the Service area, with the aim of covering all of our high rise buildings.

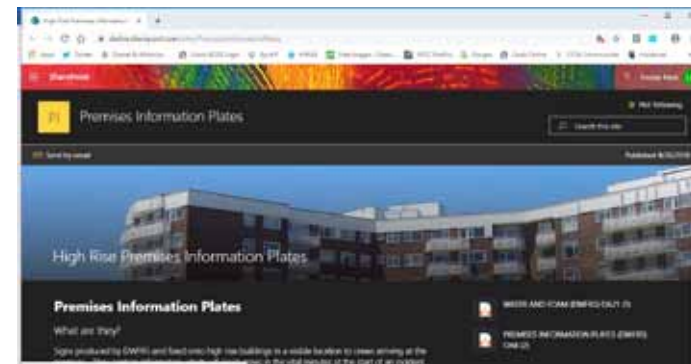
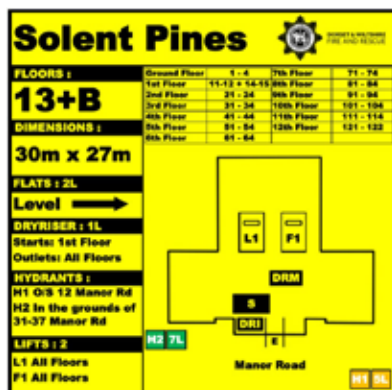
It is hoped that all building managers will see the benefits of this system; however, it is not mandatory for them to display the PIP. In these cases, the PIP information will still be made available on the MDT.

Legacy older style PIPs are still considered a useful source of information and will remain in place until the new style PIPs are completed and ready to be replaced. During this time, local crews will be given notice of the changeover and input into understanding this format of PIP.

Where crews identify any error or amendments to information contained in a PIP, they should raise this via the Operational Effectiveness Database (OED) as a matter of urgency so that it can be rectified.

Information regarding PIPs [can be found on Sharepoint](#) and within policies & procedures under Premises Information Plates (DWFRS) OA8.

Please contact CM Matt Bray if you have any further queries about the project.



Great feedback from Safe & Well clients

The Service often receives positive feedback and lovely comments following Safe & Well visits. Here are some of the most recent:

- Kim was very helpful, listened to any fears we might have and gave us useful information; we didn't expect her to immediately fix the necessary new appliances. She answered all our questions.
- The crew of two were polite, professional and swift. They were as unobtrusive as possible. They installed more equipment than we expected; a very fine service quickly achieved. They gave us lots of good advice - friendly and clearly. They were first class in their demeanour and sensitivity to our needs (with regard to privacy). They were swift and positive. They had rare skills in relating so well to/with the customer - not many could do this job.
- Paul Pieri was very friendly and polite. He replaced smoked alarms, a CO detector and installed a heat detector, at all times treating us and our home with respect. A very nice and knowledgeable man.
- Jon MacDonald - first class in all aspects. He gave excellent good advice re: general fire safety. He was first class, very helpful and polite.
- Linda was extremely helpful and knowledgeable and also set up three new fire alarms in three rooms. She also gave good advice.
- Bill Smith (Trowbridge Group 2), was kind, approachable and obviously professional in his knowledge and its application. He pointed out things we were not aware of.
- A pleasant visit throughout. Nothing was too much trouble, excellent service, pleasant man. Very pleasant and friendly operative who explained everything in a cheerful way – Bob Tabel.
- The lady who came had good communication skills, a positive attitude and was smart. We learnt important things about different fire alarms and this has made us feel more secure and less anxious. She was very calm and her explanations were clear, especially about our door and how it would protect us from fire. There was lots we did not know and she was easy to understand. She reinforced safety measures and precautions, particularly about hair straighteners. The best thing was the special fire alarm with strobe light that was fitted, to alert me in the event of a fire as I wouldn't hear it.
- Michelle was patient and thorough and seemed to genuinely want to leave our home with us safer than when she arrived! We were very pleased that she was able to supply and install a carbon monoxide detector free of charge. Michelle was excellent and very professional. We have now made several changes as a result of her visit.
- Rebecca was so thorough, yet very friendly. It was an exceptional visit. I am very happy with my visit. Rebecca was such an excellent teacher - I hope she gets to speak to groups of folks, especially anyone with a disability.
- Crew visited our retirement housing. They were pleasant and helpful. It was a pleasure to have them on site. We were so lucky to be given the opportunity to speak to this crew - very knowledgeable and good to listen to.
- The advisor came the same day I rang and got on with the job quickly and efficiently. The advisor replaced the smoke alarm (batteries were dead) and provided us with two carbon monoxide detectors. The advisor was factful and understanding. They were very thorough and unhurried.

Macmillan coffee mornings are great success

A coffee morning in aid of Macmillan Cancer Support was held at Service HQ on 11 September and an astounding array of cake, most of it homemade, was on offer!

Staff and visitors were able to eat their fill, and donations totalled a magnificent £211.03, almost £100 more than the year before.

A huge 'thank you' to everyone who donated cake, money or both, and also to receptionist Tamsin Turner, who organised the morning.

A Macmillan coffee morning was also held at Amesbury fire station, this time on 27 September.

Hosted by the Amesbury Neighbourhood Policing Team and DWFRS On-Call Support Officers, the Royal Military Police also took part, and a number of blue light vehicles were on display.

CM Paul Vickery said: "We had a constant flow of school children and members of the public from far and wide who came along to taste our treats and we raised just over £440 in just four hours! A big thank you to everyone who supported us, especially the Rev. Barry Davis from Amesbury Baptist Church, who supplied us with coffee, tea, plates, mugs and urns."



Christmas card competition

We are again running a competition for the children of all DWFRS staff and volunteers to design a Christmas card for CFO Ben Ansell to send out this year.

It doesn't matter what size paper it's drawn on, whether it's in colour or black & white, done in paint or crayon - as long as it's festive and related to the fire service in some way.

It could be of a fire engine, a prevention activity or maybe a picture of mummy or daddy at work. We're leaving it entirely up to them to get as creative as possible!

Entries from all ages will be considered and judged appropriately.

So, if you've got a budding artist in the family, please send their design to Max Furneaux at Poundbury Support Offices by Friday 1 November, or email max.furneaux@dwfire.org.uk

Remember to include their name and age, with contact details for a parent or carer on the back, so that we can return their design after judging.

The winner will see their design made into a card and they will be invited to HQ to be presented with the final version by the Chief.



Photo of the month



Every month we choose our favourite photo taken by a member of staff. FF Nathan Lenehan, who's on Green Watch at Stratton Fire Station, wins with this photo of a "crisp September morning over Swindon Fire Station".

Why we like this photo: It's nice to be getting some beautiful fresh days now that autumn's upon us. And Nathan's photo is a great reminder to us all that we only have to reach for our phone to grab a quick snap when something catches our eye.

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

Updates from the Operational Effectiveness Database

Reminder - It is the responsibility of crews to ensure that toolboxes on appliances are fully stowed with the correct equipment as detailed on the inventory. **N-EE62**

Lesson Identified LI02534 - When responding to an incident where you are instructed to turn off or 'de-match' electronic equipment, please ensure your staff include smart watches. Wearing smart watches in certain environments such as Control of Major Accident Hazards (COMAH) sites could result in interference with the site's telemetry and may increase the potential for explosion or fire. **N-EF66**

Lesson Identified LI02573 - We have seen an increase in the response to incidents at ports. Relevant responding agencies should consider familiarisation at such sites, including Personal Protective Equipment (PPE) requirements and site-specific plans. Consideration for training to be shared with emergency services on the port's safety policy in respect of opening and searching containers would also be of benefit. **N-EF6A**

Lesson Identified LI02570 - During a recent incident, the presence of underground watercourses was identified late on in the response, this had implications in terms of the potential for blockages and pollution to the watercourse, which was not considered at an earlier stage. Responding staff should be reminded of this consideration when attending an incident. **N-EF6E**

Notable Practice NP02569 - During a protracted incident, consider the activation of a 'real time' peer review with another Local Resilience Forum (LRF) to review Strategic Coordination Group (SCG) decisions, actions and processes. This could be completed via teleconference or in person, dependant on geographical location. **N-EF72**

Operational Assurance Feedback

- Rescue of Large Animals from Water - Simple rescue using standard procedures and safe system of work. Good communication with vet and owners. Analytical Risk Assessment (ARA) implemented. Successful rescue.
- HAZMAT - The incident was a confined incident within a building, on a well-managed site only affecting the site. Inter-agency liaison extended to working with local authority and site engineers.
- Fire Commercial/Industrial - The tactics and procedures used were standard operating procedures, which were executed effectively to resolve this incident. Incident command was carried out well, utilising sector commanders and safety officers.
- Fire Domestic - Response to incident was structured and effective. All responding crews adopted safe systems of work, resulting in a swift and appropriate outcome.

Equipment Review Group

The Decisions and Actions Log from September's ERG meeting can be found on the Operational Effectiveness SharePoint page in the document library.

There are two open seats available per meeting, if you would like to attend please contact Lucrezia Slinn. Future ERG dates are Wednesday 27 November 1000-1230 and Thursday 19 December 1000-1230.

Operation Close Pass

On 20 September, 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 a drop 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.

All too often, drivers are unaware of the correct passing distance for a cyclist and therefore carry out a manoeuvre that endangers both themselves and the cyclist. If caught, car drivers can be fined £100 and get three penalty points on their licence. Drivers of HGVs face heavier penalties.



Household chemicals

People have been reminded to take care with household chemicals, following an incident in Shaftesbury on 26 September.

The occupier inadvertently mixed two household chemicals in an attempt to unblock a sink, but the resulting mixture created a noxious gas, causing irritation to their eyes and breathing problems. Thankfully, they were able to leave the home safely.

Two crews from Shaftesbury using breathing apparatus and chemical gloves were able to ventilate the property, while removing and safely disposing of the remaining chemicals.

SM James Plumley said: "Chemicals can be harmful substances, no matter if you are at home or in a lab. However, home chemical use can be very dangerous, especially if chemicals are mixed by homeowners, either intentionally or unintentionally.

"Mixing chemicals can create explosions and noxious gasses, both of which could cause injuries or death. Therefore, homeowners are strongly advised not to mix any household chemicals and always read the label prior to use, to ensure that the correct safety measures are followed."



Investing in learning

Swindon Salamander instructors have embarked upon a series of Level 2 qualifications with support from Swindon College in order to gain new skills, receive recognition of skills gained and, most importantly, improve the learning experience for the learners on our courses.

The training is free, and the instructors are trialling it before recommending it to others within the Service. There's a wide range of specialist skills/personal development courses available, and the courses are nationally recognised, fully accredited distance learning qualifications (workbook based not online) from CACHE.

The courses can be studied at your own pace but need to be completed within four months. An enrolment form needs to be completed and study books and workbooks are given by the tutor, who supports and guides as a tutor and assessor and can be reached by phone, email, What's App or in person.

Swindon Salamander instructors are undertaking courses in: Working with Mental Health Needs, Understanding Children and Young People's Mental Health, Counselling Skills, and Understanding Behaviour that Challenges.

Other course titles include Diabetes Management, Understanding Autism, Principles of Working with Learning Disabilities, Equality & Diversity, and Nutrition & Health.



JESIP app now available

Following an OED notification, a link to the JESIP app has been placed onto all Risk Information Tablets (RITs) for use by operational crews and commanders.

A full instructional guide on how to use the App can be found on the News section of [the MDT SharePoint site](#), and crews are requested to familiarise themselves with its contents.

Due to access requirements, the 'share' functionality is not currently available on the App. However, work is ongoing to make access easier which will enable these functions.

If you have any questions or suggestions for improving MDTs, RITs or other mobile technology, please contact Daniel Grew.



What's IT all about?

Welcome to this month's roundup of news and top tips from the ICT Trainers!

Skype for Business being replaced with Microsoft Teams Meetings

Some of you will already have experienced the new MS Teams Meetings online video conference call technology, which will be replacing Skype for Business completely over the next few months.

Currently both online video conference facilities are available, but Skype for Business will eventually be withdrawn.

MS Teams Meetings brings with it an improved user interface as well as a higher level of video and audio quality during calls. In addition, there are more advanced features such as Background Blur, Whiteboard, Screen Sharing and Meeting Notes.

Teams Meetings can be scheduled in advance via Outlook Calendar, or set up instantly via the Chat option in the Teams App, enabling you to invite colleagues directly into a video call using PCs, laptops or even mobile phones.

Take a look our new [MS Teams Meeting promotional video!](#)



This month's Top Tip - Using Dark Modes

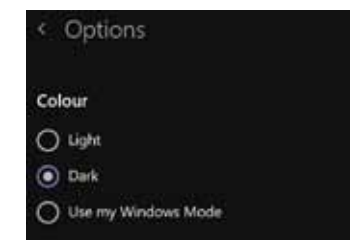
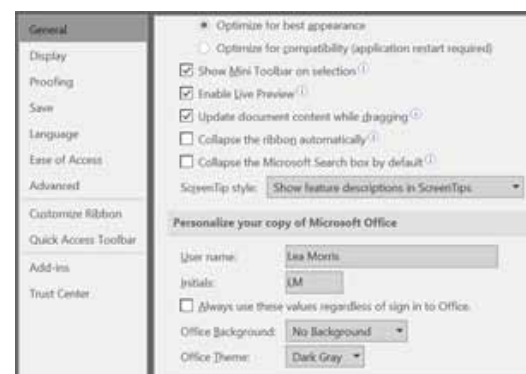
Dark Modes enable you to alter the image display when using MS applications in order to make it easier on the eyes if working in low light levels, or if you prefer a less bright on-screen interface.

All the main MS applications have a Dark Mode function – Word, Outlook, OneNote, Excel and PowerPoint, as well as Office 365 Outlook emails and calendar.

To switch on Dark Mode in Office 365 Outlook, open 365 Outlook from CONNECT, then click the Settings cog.

For Dark Mode in Word, Excel, Powerpoint and Outlook applications, click on File > Options > General > Dark Grey.

Dark Mode in OneNote can be found under the More button > Settings > Options > Dark.



Training college students

Over 100 students at Wiltshire College's Lackham campus benefited from a day's water and animal rescue training on 25 September, courtesy of White Watch Stratton.

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.

WM Dan Burton said: "As these students are all studying animal welfare, this proved to be an invaluable experience for them. Moving forward, this venue and its facilities are now available to fire crews, building working relationships for the future on a reciprocal basis."



Awards nominations open

Planning is well underway for next year's awards ceremony, which will be held at the Guildhall in Salisbury on Thursday 14 May.

Nominations are now open for the various categories, with a closing date of 31 January 2020.

If someone in your team, or a colleague from elsewhere in the Service, has done something you feel is worthy of a Making a Difference award, please make a nomination. There are also categories for On-Call Employer of the Year and Young Achiever.

Equally, if you have attended an incident where a member of the public, a member of staff or a colleague from a partner agency has done something you feel worthy of a commendation, please make a nomination.

More information on the awards categories can be found in the Awards Ceremony area on CONNECT. Nomination forms should be completed and sent to Jackie Greene - jackie.greene@dwfire.org.uk



Jon finishes runner-up in national bowls competition

Education Officer Jon Sweet recently represented England in the singles competition of the annual Fire Service Four Nations bowls competition in Belfast. This is his report:

Starting early on the Friday morning, I travelled up from Dorset to the Cotswolds where my brother kindly gave me a lift to Bristol Airport for the short flight to Belfast.

Saturday was the start of the competitions at Belmont Bowling Club, on what have to be the best greens I have ever played on - and I have played on a lot. England had a depleted team this year which, as with all countries, is made up of serving and retired personnel across the different events of singles, pairs, triples and fours.

Following a speech from a Chief Fire Officer, each team parades onto the green to a suitably patriotic tune (which seems to change each year - last year it was Jerusalem, this year it was Land of Hope & Glory).

In the morning competition, I managed to come through a close match against my Welsh opponent 21/18 (singles matches are played until one player attains 21 shots). At the same time, the Scottish representative beat his Northern Ireland opponent by 21/11.

The afternoon session saw me up against my Scottish rival, who I always knew was likely to be my hardest test.

After a bad start, going 4/1 down, I managed to play my way back into the game, with neither of us really playing to the level of which we are both capable - he is a full Scottish international bowler and I regularly play national and county competitions.

At 16/16, I was holding a good three which would have put me 19/16 in front before my opponent managed to kill the end with his last wood. He eventually went on to win 21/16 with me not really finding my line and length on the last two ends, which was very disappointing.

I was not looking forward to an early start the following morning against my Irish opponent but surprisingly went on to win 21/3 in around 50 minutes. All I needed now was for the Scottish representative to lose to his Welsh opponent but, despite a close game, this was not to be with him going out a 21/18 winner.

As much as it hurts me to say it, the best player won over the two days but I will be even more determined to win in Wales next year.

If you play bowls, either socially or more competitively, please get in touch - if there is enough interest, we may be able to start a section or arrange a friendly between the north and south of our Service area. The outdoor season is now over but the indoor game is in full earnest and the English bowls section has friendly games in both disciplines - for more information, please contact me on 07825 733922 or jon.sweet@dwfire.org.uk



Salamander course for Down's Syndrome Group

August at Swindon fire station saw the 11th Salamander course for the Swindon Down's Syndrome Group.

The Group commissions an annual course for its members over the age of 12 and, this year, around half attended for the very first time.

The course had its challenges as the young people have very complex medical needs, varied physical needs and a wide range of learning needs. Having a learning disability does not preclude an individual from also having mental health difficulties.

Coping with bereavement, separation, trauma, every-day life and its ups and downs - whilst also struggling with communication and expression - can lead to anxiety, depression and other mental health difficulties.

Each Salamander course aims to meet the physical, social and mental health needs of those attending and this course was no different.



The challenge can seem greater when faced with young people who have significant learning needs but, when you focus on the individual, what they need and how we as a team can support, help and teach, then it becomes natural.

Our aim is to meet those needs through fun, learning, and a feeling of safety and security provided by instructors, support staff and the environment.

At the end of the week, the pass-out parade was pleased to welcome the Vice Lord Lieutenant of Wiltshire, William Wyldbore-Smith, and Justin Tomlinson MP to present certificates of course completion.

After the event, Mr Tomlinson said on his website: "The pass-out parade was fantastic to see, and I was very impressed with the skills they displayed during the demonstrations. I think it is important that young people with disabilities have the same opportunities to build confidence and learn new skills - and initiatives like the Salamander Project do fantastic work to facilitate this."



Be kind to yourself

Being kind to yourself is not a concept that comes naturally to many of us, but taking a bit of time out of each day for some self-care might be the best thing you do for your own wellbeing.

On an aeroplane, if something causes the oxygen masks to come down, you have to put on your own before tending to someone else, because you can't be of use to others if you can't help yourself. The same is true of self-care. Taking time out for yourself on a daily basis, and finding the balance between what you need and what others need of you, is so important to your wellbeing.

In the fire and rescue service, we're used to putting other people's needs before our own. But self-care isn't selfish. It doesn't mean only thinking about yourself. It means self-preservation, taking time out of your day, even if it's just 15 minutes, to do something just for you.

Self-care looks different for everyone. Maybe it's reading a book, or sitting quietly in the garden. It could be having a hot bath or detouring through a park on your walk home. It's about stopping for a moment.

And remember, if you're struggling and need advice, the Fire Fighters Charity is there to help. Call the Support Line on 0800 389 8820 or visit www.firefighterscharity.org.uk



Christmas Day help needed

A call is being put out for people to help manage the volunteers who form such an important part of the annual Christmas Day lunch held in Trowbridge.

The event has grown substantially since it was started at Trowbridge fire station, and it is now hosted at County Hall in the town.

CM Kate Dewey, who works in Fire Control, has been the organisational lynchpin for several years but juggling the logistics, guests and volunteers as part of the charity Company for Christmas is now too much work.

Anyone who would like to offer their help would need to be at County Hall on Christmas Day and, ideally, have availability in the days beforehand to help with setting up the venue.

If you would like to get involved, please drop Kate an email as soon as possible or give her a call on 07855 746121.



Live fire experience

The Prevention Department's Education Team had the most fantastic experience of Live Fire on 10 September, thanks to the team at Devizes Training Centre. Yasmine Ellis reports:

The DTC instructors provided a classroom session on fire behaviour and then we travelled to Kemble to have a practical experience in real fire. The Education Team wore full fire kit and BA to watch the fire develop and saw how it reacted to the firefighting techniques described earlier that day in the classroom.

This experience will allow the education officers to fully appreciate the heat and smoke caused by a fire, and be able to use this to enhance their safety messages delivered in schools.

Our thanks to the training centre instructors for a great, educational day. The unanimous opinion was: "amazing, insightful, truly wonderful experience, delivered professionally by a very knowledgeable, well organised, supportive and considerate training team. Thank you so much, an experience I will never forget." All the team agreed - one of the best days at work ever!



Walk on fire for charity

Bridport fire station is hosting a Firewalk on Friday 6 December in aid of the Fire Fighters Charity.

They are now looking for brave volunteers to walk on fire! Training is given on the night, so why not face your fears and give it a try.

So what is a firewalk? It's red hot embers, raked level, usually around 1,200 degrees Fahrenheit, where you walk along the coals barefoot. Some describe the sensation as walking on eggshells, others say it's like walking on hot sand - each walker has their own experience.

To get involved, contact WM Nic Courtice at Bridport - for more information, take a look at www.ukfirewalk.com

FIREWALK
Friday 6th December 2019
Fun, Fire & Fundraising!

We are looking for brave volunteers to walk on fire.
Bridport Fire Station is raising funds for
The Fire Fighters Charity.
Training from 7pm
Firewalk 8pm

 **Bridport Fire Station**
Sea Road South, Bridport, DT6 3XA
email: nicholas.courtice@dwfire.org.uk
www.ukfirewalk.com 

WFB museum items

While sorting through the items at present stored in the former Wiltshire Fire Brigade collection, the following are now available to persons or groups who may wish to acquire them.

Former Benevolent Fund helmet collection stand

This item is in good condition and will only need rebranding. Freely available to any station or individual.



Large collection of Fire Magazines

These items are in good condition and the date range is from the 1950s to the late 1970s.



Large collection of IFE Journals

Items are in good condition and the date range is from the 1940s to the 1970s. Would suit an avid collector or as an IFE archive.



A reasonable donation to the Fire-Fighters Charity would be appreciated for the publications and Journals. For more information, please contact Chris Harris at Swindon fire station.

Flood gates installed

Flood gates have been installed at either end of a narrow B-road near Trowbridge where firefighters frequently have to 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 DWFRS 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.

The Service has been lobbying for gates to be installed at this location for many years. SM Andy Green said: "Pretty much every winter has seen our firefighters called to Staverton to rescue people trapped in their vehicles after trying – and failing – to drive through floodwater, even when there have been road closure signs in place.

"These gates will make a huge difference, as we can now physically prevent people from trying to use this road during flooding. We were happy to provide £7,000 to this project as it will save the Service money in the long run and, most importantly, it means our resources will be available to assist with other emergencies. The gates have been a long time coming, and many officers have worked on this before me, but it is great to see them finally in place."



Tisbury Carnival

Tisbury firefighters again took part in the village's annual carnival, held this year on Saturday 21 September. It was actually the carnival's 100th anniversary, having started in 1919 as a Peace Parade to mark the end of World War One.

The Tisbury crew enlisted children – the youngest of whom was just 11 weeks old! – to be mini firefighters.



Eyes and Ears survey

The next Eyes & Ears survey is being held during November and early December, and all staff are urged to get involved and have their say.

A link to the online questionnaire will be sent via email on Monday 4 November, and you'll have until Friday 13 December to complete it. On-call personnel whose primary employment is also with the Service can complete it twice (once for each role) if they wish.

Although you will be asked for your department/station, this information is used only to provide localised results. You will not be identified individually, and your views will remain completely anonymous, as this analysis is done by an external company. Look out for more information on CONNECT!



New car booking system

As part of the Tranman fleet management project, a centralised booking system has been developed and is currently undergoing tests before going live in the early part of next year.

This system should allow for more vehicles to be available to all personnel across the organisation, using cars/vans located at various sites across the Service. A list of vehicles affected by this can be viewed via the Weekly Update or on CONNECT under News.

The provision of arrive and use will no longer be available, you will need to book via the booking system. All vehicle bookings from 1 January 2020 onwards should be made through the Tranman system available via CONNECT. Vehicles booked prior to this date will not be affected.

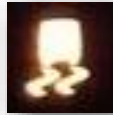
Feedback and experiences from end users within the system should be directed to Dawn Dukes.

An update of this project and User guides will be published in the Weekly Update prior to the 'Live' date. We hope that this should improve the availability and usage of fleet vehicles for all personnel across the entire Service.



Electronic Vehicle Safety Systems
continue to evolve on our appliances.
Our driving style needs to evolve as well.

DRIVING AROUND BENDS...TO AVOID THIS...



**KEEP CALM
AND
DECELERATE ON
CAMBERS**

Go slow into bends... then accelerate out



Refer to 'Scania Safety Systems Aide-Mémoire' for advice

Farewell to Mark

Mark Unwin left the Service on 19 September after an impressive 40 years with the organisation, both uniformed and corporate.

Mark was an on-call firefighter at Corsham for most of this time, finishing his career as Watch Manager in charge of the station. In latter years, he also had contracts supporting on-call staff and improving fire cover.

Mark has been passionate about fire appliance availability and is shown holding a framed print-out from Gartan Availability. He is now off on a world cricket tour and may even get a dog.



Get involved in FireWire

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

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

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

