
Performance Report Quarter 3

Dorset & Wiltshire Fire and Rescue Service

Dorset Local Performance & Scrutiny Committee

1 October – 31 December 2019



DORSET & WILTSHIRE
FIRE AND RESCUE

Dorset

Priority: Making safer and healthier choices

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

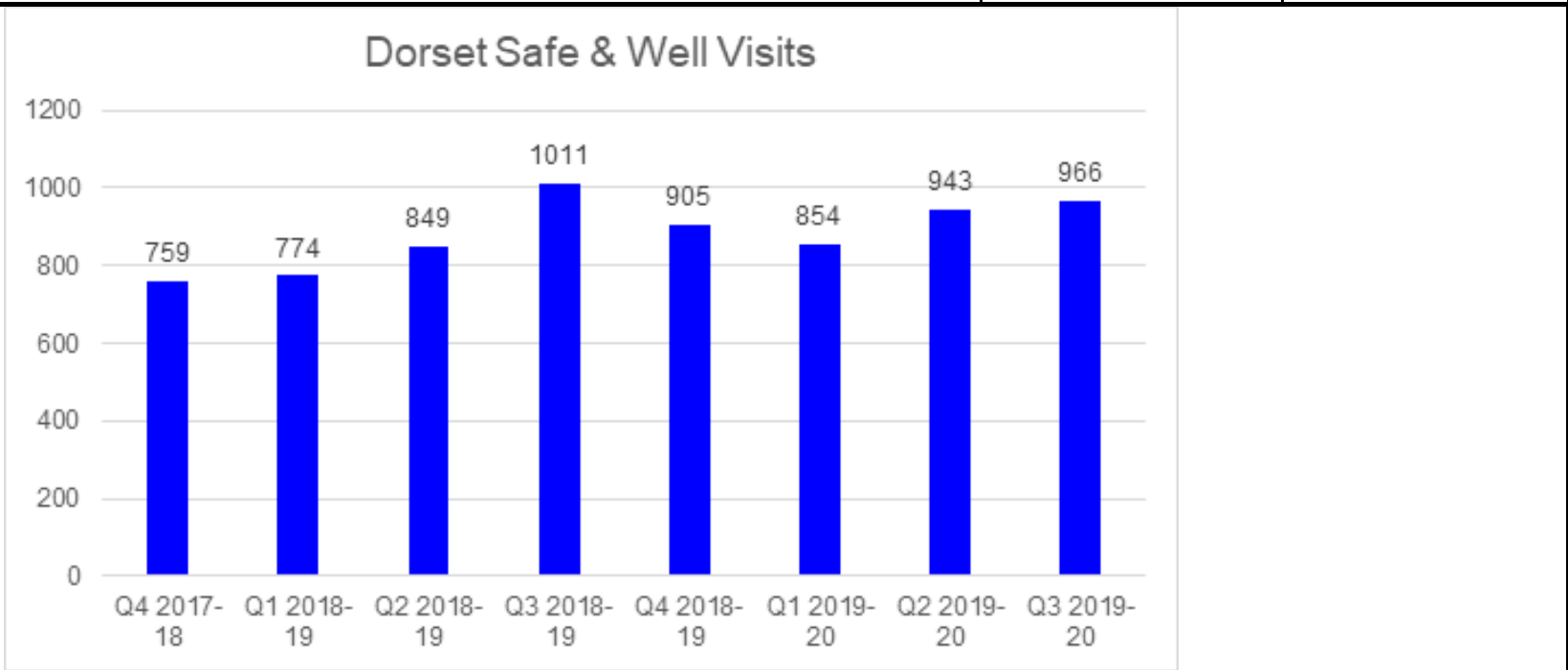
Action Code	Action Name
1.1.1.3	KLOE 1: How are we working with our partners in Dorset to reduce fire and other community risks to improve the well-being and independence of vulnerable people?
<p>Progress comment:</p> <p>We are continuing to work with partners to ensure that we are targeting resources at the most vulnerable and making every contact count. Our approach uses data and information to support the delivery of our prevention and education activities. We identify those most at risk through several methods, including referrals from our partners, direct referrals from the public, and uses specialist computer modelling software. 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 also contribute towards wider health outcomes through health and wellbeing boards. To help achieve this AM Seth Why attends the Dorset Health and Wellbeing Board. Our aim is to contribute towards the strategic outcomes that are set out in the Sustainability and Transformation Plans (STP) for our Service area and within the Integrated Care System which captures how the main organisations intend to work together to deliver the national long term plan. 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 working 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 evaluate key priorities within Health and Wellbeing strategies.</p> <p>Area Management teams continue to coordinate work and build on partnership arrangements across the Service area to see where we can add value. This 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 working with the Dorset Community Safety Partnership to raise the profile of arson and deliberate fires and their impact both on the Service and the community. Through sharing of intelligence on these fires, we will work collaboratively with partners to reduce them.</p>	

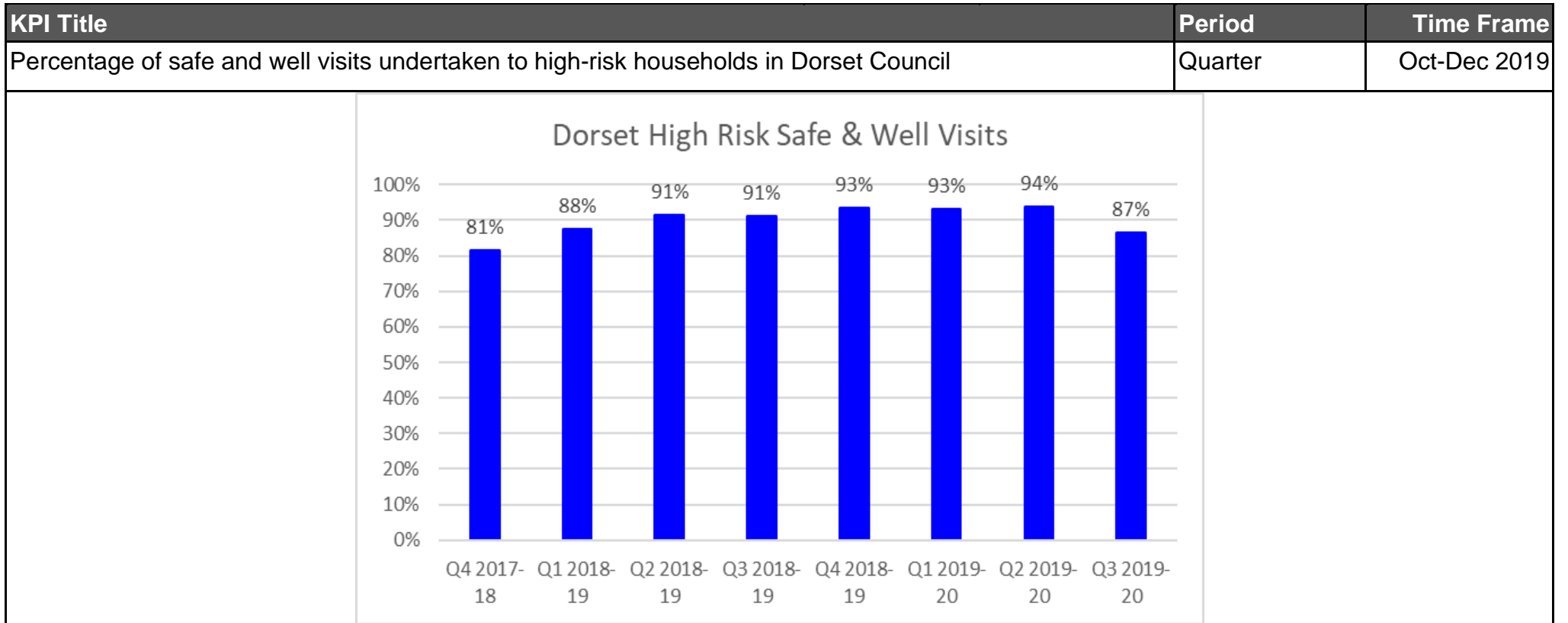
KLOE 2: How are vulnerable people receiving the support, advice and information they require reduce their risk of fire?

Action Code	Action Name
1.1.2.2	KLOE 2: How are vulnerable people in Dorset receiving the support, advice and information they require to reduce their risk of fire?
<p>Progress comment:</p> <p>In quarter 3, we completed 966 Safe and Well visits. This is a decrease of 4% compared to the same quarter last year. 87% 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 close to achieving this target.</p> <p>A key challenge for stations is generating enough referrals to meet the target number of visits. Work being carried out to increase the number of referrals includes:</p> <ul style="list-style-type: none">• our crews engaging with members of the public at our Christmas Cracker event at Weymouth Fire Station to provide advice and guidance and where appropriate ensure a Safe and Well check is scheduled; and• utilising our crews' knowledge of their station ground to take a proactive approach to community engagement by visiting areas that they have identified where high-risk vulnerable people reside. <p>In quarter 3 we delivered Safe and Well presentations to eight partners, ranging from the NHS and Community Mental Health, Help and Care and Rehabilitation teams.</p> <p>Our pilot with the British Red Cross and National Fire Chiefs Council (NFCC) ceased in October and is currently being evaluated. In tandem with this work 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 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 five years). In this quarter, there have been 38 accidental dwelling fires which is six less than the same quarter last year. This quarter there were no fire related deaths or fire related injuries.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame
Number of Safe and Well visits in Dorset Council	Quarter	Oct-Dec 2019





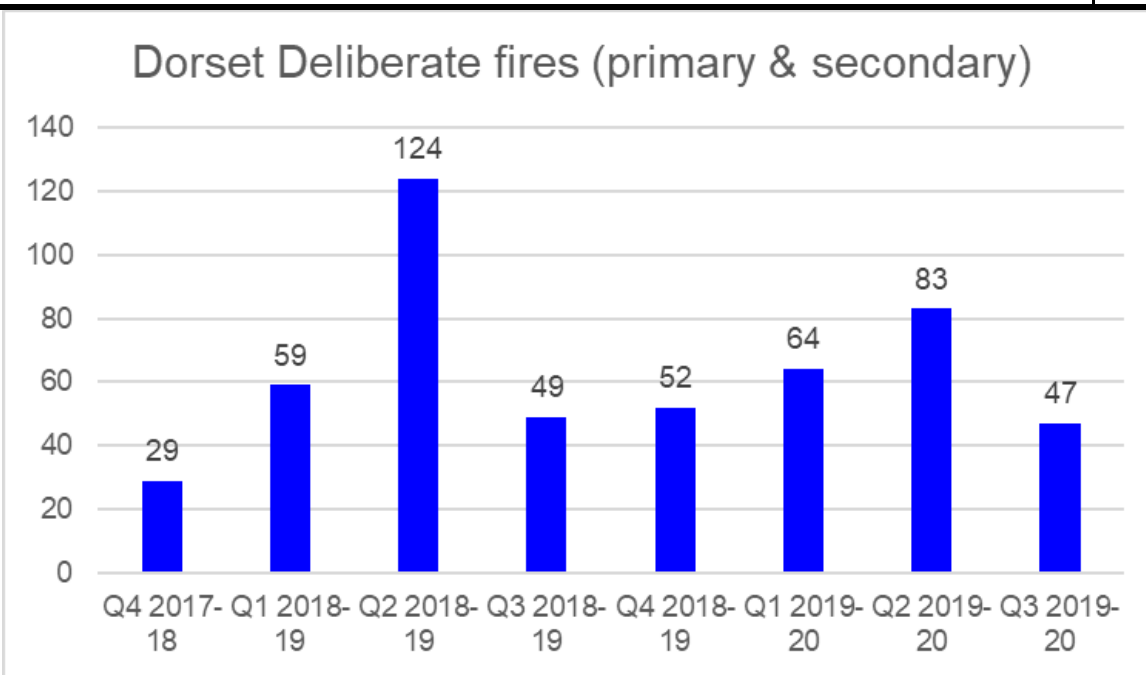
KPI Title	Period	Time Frame						
Number of accidental dwelling fires, number of fire related deaths in accidental dwelling fires and number of fire related injuries in accidental dwelling fires in Dorset	Quarter	Oct-Dec 2019						
Dorset incidents	Q4 2017-18	Q1 2018-19	Q2 2018-19	Q3 2018-19	Q4 2018-19	Q1 2019-20	Q2 2019-20	Q3 2019-20
Accidental dwelling fires	48	42	42	44	41	48	34	38
Fire related deaths in accidental dwelling fires	0	0	0	0	0	0	0	0
Fire related injuries in accidental dwelling fires	3	1	1	1	2	1	0	0

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

Action Code	Action Name
1.1.3.1	KLOE 3: How do we deliver our safety education to children, young people and communities in Dorset, helping them build safer and healthier lives?
<p>Progress comment:</p> <p>Education officers continue to target specific year groups in primary schools of Reception, Year 2, Year 5 and Year 6 but also visit other year groups based on local need. In quarter 3, the number of children receiving fire safety lessons in school was 2,832 compared to 3,134 in the same quarter last year. The reason for the lower number of education visits overall this quarter compared with last quarter is due to staff sickness.</p> <p>The education team aims to visit 75% of schools within Dorset. In the academic year to date they have visited 39 primary schools out of 133, equating to 29% of schools. There have been 333 primary aged children visiting the Weymouth SafeWise Safety Centre from eight educational establishments.</p> <p>In October a five-day Safer People and Responsible Communities (SPARC) course was held at Weymouth Fire Station. This bespoke course was a response to a local need identified at the Weymouth and Portland Health and Wellbeing Forum, where professionals recognised an increase in the number of teenage girls not attending school due to experiencing anxiety. This was an excellent partnership project where we worked with the Chesil Family Partnership Zone, who supported the Service by recruiting teenage girls who met the criteria. They also provided a Youth Worker throughout the five-day course to help with pastoral issues and support the individuals. Dorset Mind also provided professional support throughout the week to help deliver emotional wellbeing sessions. This course was part funded by Weymouth Town Council and saw a total of 12 girls starting the course with 11 completing and gaining the Assessment and Qualification Alliance (AQA) Award in Fire Services Training.</p> <p>The next SPARC course for the Dorset area will be held in February at Wareham Fire Station. This course is in partnership with Ansbury and The Purbeck School.</p> <p>Dorset also holds a Fire Cadet Unit, based at Hamworthy Fire Station, which has young people aged 13-18 from across Dorset attending. This programme follows the National Fire Cadet model and lasts for 38 weeks. Cadets take part in a mixture of practical and theory sessions that enable the Cadets to work towards the National Fire Cadet Certificate Level 1 and the Business and Technology Education Council (BTEC) Level 2 Award in Fire and Rescue Service in the Community.</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 involved in firesetting or “fire play” in order to reduce risk, promote safety, and enhance life skills. This quarter we have four firesetter cases open.</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 47 deliberate fires in Dorset (27 primary and 20 secondary fires) compared with 49 deliberate fires 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 aligns with national trends, however during 2019-20 we are noticing a 27% reduction in deliberately set fires within Dorset. The Arson Reduction Coordinator has developed a five-stage action plan as part of an Arson Reduction Strategy to tackle deliberate fires.

KPI Title	Period	Time Frame
Number of deliberate fires (primary and secondary) in Dorset	Quarter	Oct-Dec 2019



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

Action Code	Action Name
1.1.4.2	KLOE 4: How are we delivering effective road safety education in Dorset to reduce road traffic deaths and injuries?
<p>Progress comment:</p> <p>Working in partnership, our corporate target is to reduce the number of deaths and serious injuries in road traffic collisions by 40% by 2020 (against the average killed or serious injuries figures 2005-09). Quarterly figures were unavailable at the time of reporting; therefore, an annual position will be provided.</p> <p>The primary aim of our road safety education is to safeguard young people from physical and psychological harm caused by traffic collisions. Our secondary aim is to assist the military and business drivers to improve their driving behaviour. The tertiary aim is to target all other road safety casualties.</p> <p>We are represented on local Road Safety Partnership meetings in Dorset and the Service has representation on the Strategic Group, Road Death Overview Panel and Tactical Group.</p> <p>There were eight Safe Drive Stay Alive (SDSA) events held in this quarter at; Gillingham, Gryphon, Sturminster Newton, Shaftesbury, Weymouth College, Budmouth College and Kingston Maurward, Thomas Hardy, Woodroffe, Colfox and Beaminster. 11 schools and colleges attended these events.</p> <p>There were also two Survive the Drive events targeted at military drivers held in November at Blandford Garrison.</p> <p>Another key road safety event in this quarter was the Sherborne Road Safe campaign held at Gryphon School in October. This included a presentation and stalls with road safety activities.</p> <p>We continue to look for innovative ways to engage with young people about road safety and the team are currently developing a new virtual reality education system.</p>	

Key Performance Indicators

KPI Title		Period	Time Frame
Number of people killed or seriously injured in road traffic collisions - Dorset Council		Quarter	Oct-Dec 2019
	Dorset RTCs	Q3 2019-20	Q3 2018-19
	Fatalities	Data not available	1
	Seriously Injured	Data not available	34
	Killed or seriously injured total	Data not available	35

Priority: Protecting you and the environment from harm

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

Action Code	Action Name
1.2.1.2	KLOE 5: How are we effectively working with our partners in Dorset to safeguard the vulnerable people we come into contact with?
<p>Progress comment:</p> <p>In this quarter, 16 safeguarding referrals were made. Seven came from operational crews, six from Safe and Well, two from District Commanders and one from Devon and Somerset Fire and Rescue Service.</p> <p>Area Management teams monitor performance reports to ensure consistency in reporting safeguarding issues across the group.</p> <p>The Group Manager represents the Service on the Dorset Safeguarding Board.</p> <p>During this quarter the Service's Safeguarding Lead worked with the Dorset Safeguarding Children's Lead to strengthening relations around safeguarding arrangements, as well as with Safeguarding Community Services to further assure our training processes, who are supportive of our current approach.</p> <p>Multi-agency training was attended following a recent Domestic Homicide Review/Safeguarding Adults Review. Discussions examined the challenges and opportunities from the learning which could influence practice.</p>	

Key Performance Indicators

KPI Title	Period	Time Frame
Number of safeguarding referrals - Dorset Council	Quarter	Oct-Dec 2019
	Dorset Council safeguarding referrals	
	Q1	Q2
	Q3	Q4
2018-19	7	12
	9	16
2019-20	10	20
	16	

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

Action Code	Action Name
1.2.2.2	KLOE 6: How are we providing advice, support and consistent regulation for local businesses in Dorset so they can meet their legal fire safety obligations?
<p>Progress comment:</p> <p><u>Building Regulation Applications</u> 88 building regulation applications were completed this quarter compared to 96 in the same quarter last year. Of these, 100% 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>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 36 licensing applications compared to 40 in the same quarter last year.</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. Dorset have completed 967 of 1,086 audits (89%) as of this quarter so are on track to meet this corporate target.</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 14 fires in non-domestic properties and based on those that fell under the Regulatory Reform (Fire Safety) Order 2005, we completed 11 post fire audits. The predominant trend indicates faulty equipment of electrical supply as the main cause of these fires.</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 Dorset there were nine high-risk complaints in this quarter and 100% of these were dealt with successfully within 24 hours.</p> <p><u>Automatic Fire Alarms in non-domestic premises</u> We have a corporate target to reduce the number of incidents attended from Automatic Fire Alarm activation (AFA) by 5% each year. For non-domestic premises only, current performance against this target is a 9% reduction. Current analysis suggests that the highest proportion of AFAs are as a result of human error i.e. cooking or testing. The Protection team and Area Groups are working together with the top ten AFA generators to prioritise reducing their AFAs. The Protection team are supporting an AFA reduction process starting April 2020 whereby incidents within commercial, non-sleeping premises will be call challenged between 08.00 and 18.00.</p>	

Enforcement Action

During this quarter, there was one enforcement notice and no prohibition notices served in Dorset. There were also no prosecutions.

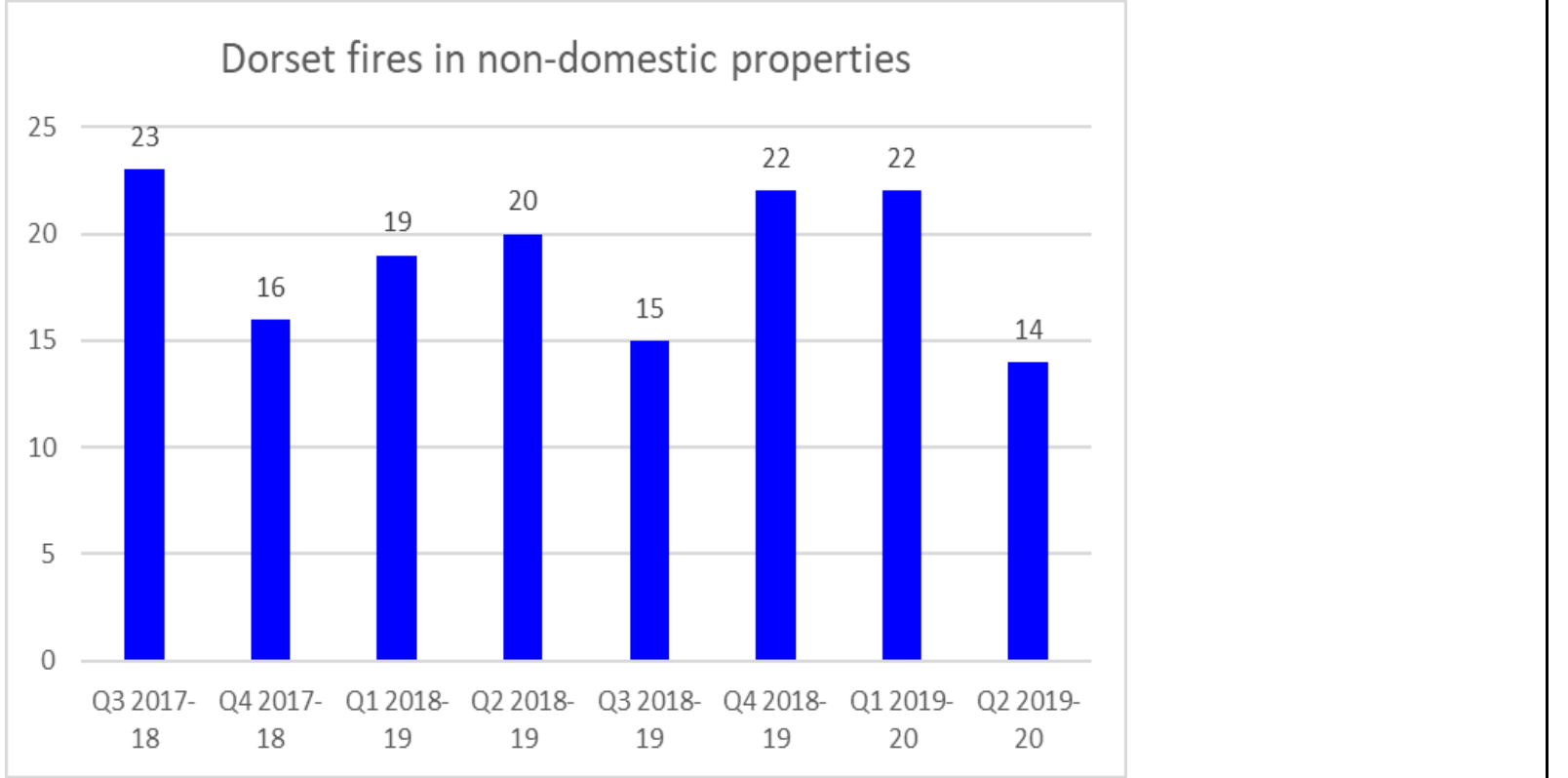
Targeted Initiatives

There continues to be a targeted initiative with a leading housing provider in Dorset. Following reports from operational staff of issues in some premises, improved liaison was set up with the provider and monthly reports are sent to them to instigate better procedures. This is proving to be beneficial, with a review meeting set up in the next quarter.

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 and in Dorset							Quarter	Oct-Dec 2019	
Dorset Fire Safety activity	Q4 2017-18	Q1 2018-19	Q2 2018-19	Q3 2018-19	Q4 2018-19	Q1 2019-20	Q2 2019-20	Q3 2019-20	
Building regulations	105	84	114	96	99	93	110	88	
Licensing applications	34	24	44	40	26	32	36	36	
Fire safety audits	27	49	63	81	61	64	84	80	
Fire safety complaints	9	12	12	8	8	1	10	9	
Automatic Fire Alarms	239	268	295	234	180	198	265	218	
Enforcement notices	0	1	0	0	0	1	0	1	
Prohibition notices	0	2	0	0	0	0	0	0	
Prosecutions	0	0	0	0	0	0	0	0	

KPI Title	Period	Time Frame
Number of fires in non-domestic properties in Dorset	Quarter	Oct-Dec 2019



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

Action Code	Action Name
1.2.3.2	KLOE 7: How are we identifying and driving down risk risks to the community, heritage and environment in Dorset?
<p>Progress comment:</p> <p><u>Risk Information</u> Operational crews continue to gather and review information on key risks within the areas, to help ensure that they are prepared for emergency incidents should they occur. There are three Site Specific Risk Information (SSRI) locations in Dorset which are currently being reviewed by a station manager to determine whether the premises require a record to be held, and one SSRI due in the next month.</p> <p>A common Premises Information Plates (PIP) format has been agreed for use in all high-rise buildings within the Service. Currently we have 6 of these buildings over 18 metres or six floors within Dorset, with more development plans being put in every year. The PIPs should be visible to crews on arrival at an incident and will soon be available via Mobile Data Terminals. Good progress has been made liaising with building owners and we are on track to complete the remaining PIPs across Dorset over the coming months.</p> <p><u>Local risks</u> Dorset group's local risk includes Portland Port, Wytch Farm and some significant areas of heathland. Current work towards managing local risk includes:</p> <ul style="list-style-type: none">• Officers have carried out familiarisation visits to the Portland Bunkers, which is one of the three Control of Major Accident Hazards (COMAH) sites across the Service, to help improve our knowledge and carry out some pre-planning should an emergency arise• close liaison is maintained with Perenco who operate the site at Wytch Farm to ensure that we pre-plan and exercise to ensure an effective response• our heathland plans are being systematically reviewed with the help of Heath Wardens and the Urban Heath Partnership to provide an improved clearer format for the mapping of operational information needed.	

KLOE 8: How do we effectively support local resilience partnership arrangements to make sure we can fulfil our statutory responsibilities and improve community resilience?

Action Code	Action Name
1.2.4.2	KLOE 8: How do we effectively support our local resilience partnership arrangements In Dorset to make sure we can fulfil our statutory responsibilities and improve community resilience?
<p>Progress comment:</p> <p>In October 2019 our internal auditors (South West Audit Partnership) undertook an audit to review our business continuity and multi-agency resilience arrangements, providing a rating of substantial assurance to the Finance & Audit Committee at their meeting in December 2019.</p> <p>The Service continues to strengthen the good relations with both Local Resilience Forums (LRF) and the partner agencies within it. Internal processes to ensure appropriate attendance at partner meetings locally and regionally have been successfully tightened which ensures appropriate engagement is undertaken.</p> <p>To enhance effective working and support, a lead Service contact is assigned to both LRFs and work programmes implemented to ensure that expectations are met and well embedded.</p> <p>The Service has an exercise procedure to ensure that exercising at area, group and station level is considerate of a multi-agency approach. To ensure that the Service can evidence the completion of learning outcomes and actions from exercises the Service has improved its internal arrangements and now record information within its operational effectiveness database. Work to embed this process Service wide is underway.</p> <p>In this quarter, the Service has taken part in a number of multi-agency exercises which include arrangements for exiting the European Union and flooding. In addition, the Service continues to exercise with bordering fire and rescue services to strengthen cross-border and multi-agency relations and working arrangements. During October our teams worked with cross-border services during an exercise at RAF Fairford. These exercises also support and assure the resilience of the Service's business continuity arrangements.</p> <p>As a Category 1 responder, identified within the Civil Contingencies Act 2004, the Service forms an official part of both the Dorset and Wiltshire & Swindon LRFs, and as such is involved within risk management in both. This ensures the delivery of local community risk registers, which are also considerate of national risks and threats. In turn, the Service ensures alignment to both local and national risks and threats and has robust and resilient business continuity arrangements in place that are supportive of LRF plans to improve community resilience.</p> <p>The Joint Emergency Services Interoperability Principles (JESIP) model and principles, which are the standard for interoperability (multi-agency working) in the UK, are well embedded throughout the Service. JESIP is used by all our partners within the LRFs and is a fundamental requirement for multi-agency working. JESIP is well embedded within Service procedures and training packages and Officers also have access to the JESIP app via their mobile devices to further support its use.</p>	

Priority: Being there when you need us

KLOE 9: Are appliances available when we need them?

Action Code	Action Name
1.3.1.2	KLOE 9: Are appliances available in Dorset when we need them?
<p>Progress comment:</p> <p>Wholetime station appliance availability in this quarter was 98.9%.</p> <p>In this quarter on-call appliances were available to respond to incidents 81.1% of the time.</p> <p>Ongoing action being taken to ensure on-call availability improves where needed and can be consolidated where it is already high includes:</p> <ul style="list-style-type: none">• a Service wide on-call pay model due to be introduced in June 2020• a review of on-call staff current contract availability so that we can better target recruitment at station level to any availability gaps• coordination and collaboration on operational skills and succession planning to maintain availability and support recruitment• local on-call support officer (OCSO) organised 'have a go' events• the creation of an on-call engagement strategy to manage expectations and improve two-way communication across the Service. <p>An ongoing challenge we face is the current establishment and disposition of drivers. We have the numbers of drivers required across the Dorset group however some drivers are displaced through temporary promotion, secondment or sickness/light duties. Close planning takes place by watches, station managers and the training team to ensure stations are self-sufficient as much as possible.</p>	

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

Action Code	Action Name
1.3.2.2	KLOE 10: How effective and efficient are our response arrangements in Dorset for dealing with the range of incidents we attend?
<p data-bbox="107 336 416 371">Progress comment:</p> <p data-bbox="107 411 2027 552">Our corporate target is that on 75% of occasions, we will achieve our response standards based on a ten-minute response time. This includes all call handling and travel time and 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 wholetime stations a two-minute turnout time, all with a 90-second call handling time for Fire Control.</p> <p data-bbox="107 595 506 630">In this quarter we attended:</p> <ul data-bbox="159 651 2011 799" style="list-style-type: none">• 79% of incidents at sleeping risk properties where the first appliance met the response standard within the travel time isochrone• 53% of incidents at sleeping risk properties where the first appliance met the response standard• 48% of incidents to other properties where the first appliance met the response standard, and• 75% of road traffic collisions where the first appliance met the response standard. <p data-bbox="107 842 2045 948">We are seeking improvements in our response arrangements because at times on-call appliances within the Dorset area are unavailable due to crewing. We work hard to support availability and increase response arrangements. Failures to arrive at an incident within ten-minutes are thoroughly investigated by station managers and all possible actions taken to ensure this is minimised.</p> <p data-bbox="107 991 2040 1058">Call handling times at fire control can have a significant impact on response times. In this quarter 95% of calls were answered within five seconds and 76% had appliances assigned within 90 seconds.</p> <p data-bbox="107 1101 555 1136"><u>National Operational Guidance</u></p> <p data-bbox="107 1139 2067 1393">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 both at 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 comprising staff from across the Networked Fire Service Partnership will be established in the coming months in order to progress this work.</p>	

Networked Fire Services Partnership (NFSP)

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 the partnership have been focusing on strengthening the working relationships between the control rooms through further exercising, the progression of asset based resourcing to enhance our ability to resource incidents more effectively and a change in governance structure which will provide clarity and consistency across the partnership.

This quarter we rescued four people at fire related incidents, seven people at flooding incidents and 36 people at road traffic collisions.

The range of incidents attended over this quarter includes fires, road traffic collisions, automatic fire alarms due to apparatus, other fire alarms (malicious i.e. deliberately set or good intent (non-fire related smoke such as toasters)), co-responding events, collapsed behind closed doors and other special services. The highest proportion of incidents in Dorset this quarter were accidental fire alarms due to apparatus, with 218 attended, and the lowest proportion of incidents attended in this quarter was co-responder incidents where 20 were attended.

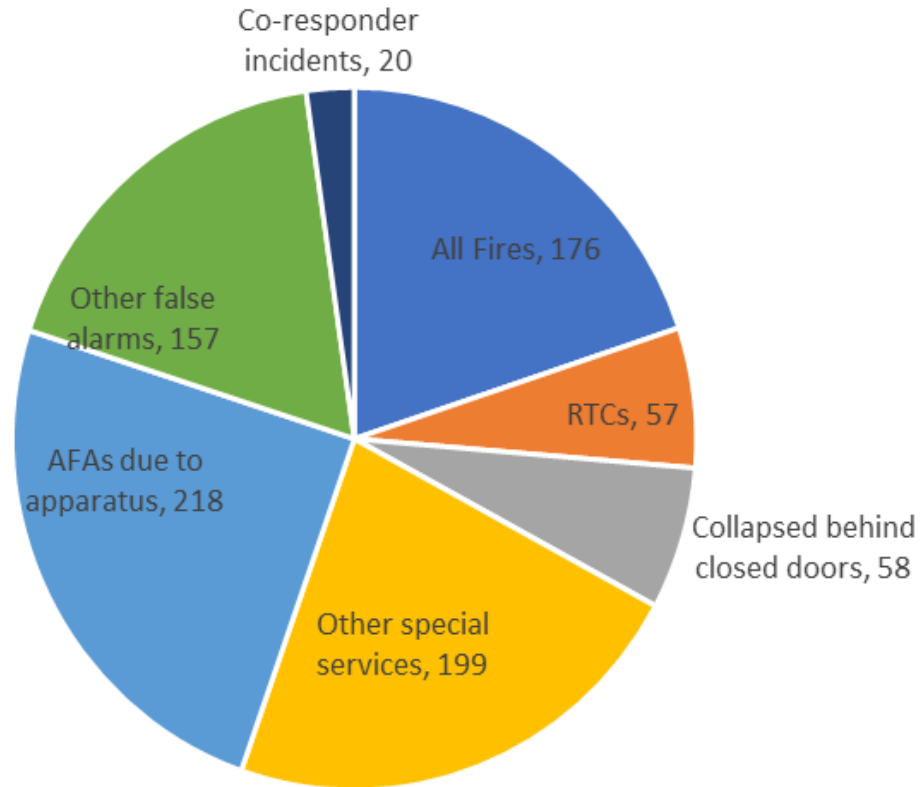
Key Performance Indicators

KPI Title								Period	Time Frame
Response standards in Dorset								Quarter	Oct-Dec 2019
Response standards Dorset	Q4 2017-18	Q1 2018-19	Q2 2018-19	Q3 2018-19	Q4 2018-19	Q1 2019-20	Q2 2019-20	Q3 2019-20	
Percentage of sleeping risk properties where the first appliance met the response standard within the travel-time isochrone	76.19%	85.00%	75.00%	74.47%	75.86%	76.32%	77.78%	79.41%	
Percentage of sleeping risk properties where the first appliance met the response standard	53.33%	69.39%	52.63%	50.72%	48.89%	53.70%	56.00%	52.94%	
Percentage of incidents to other properties where the first appliance met the response standard	64.71%	57.14%	52.00%	63.64%	50.00%	60.00%	33.33%	47.83%	
Percentage of road traffic collisions where the first appliance met the response standard	72.73%	78.26%	61.02%	77.78%	75.00%	80.95%	81.25%	75.44%	

Key Performance Indicators

KPI Title	Period	Timeframe
Range of incidents in Dorset	Quarter	Oct-Dec 2019

Dorset range of incidents Q3 2019-20



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

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

Progress comment:

Training Centres

West Moors 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 by 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 the Training and Response Co-ordination Group.

Operational license

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

Skills Dorset	Q1 2019-20	Q2 2019-20	Q3 2019-20	Q4 2019-20
Incident Command	83%	90%	95%	
Emergency Response Driving (ERD)/Large Goods Vehicle (LGV)	100%	100%	99%	
Breathing Apparatus	96%	99%	99%	
Casualty Care	93%	88%	88%	

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

Actions

Action Code	Action Name
1.3.4.2	KLOE 12: How do we learn from operational and community risks in Dorset to improve the response services we provide?
Progress comment: <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.</p> <p>In the OED this quarter there were:</p> <ul style="list-style-type: none">• 123 notifications raise• 10 actions assigned• 7 hot debrief forms completed, and• 54 operational assurance returns completed against these stations. <p>Fatal fires always trigger an operational debrief and, once the Coroner has held the inquest, a fatal fire conferences is held so that we understand what more could be done to prevent a similar situation occurring in the future. Fatal fire conferences are held twice a year. 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>Operational Assurance is performed at incidents by dedicated operational assurance officers and this is recorded with any required learning into the OED. Actions from the OED are then logged, tracked and managed for operational improvements.</p> <p>Following the publication of the Grenfell Tower Inquiry Phase 1 Report, Officers are working across departments, focusing on the lessons learned from the incident. There is an action plan in place for the various teams to work on. Some of this work will be completed by operational crews in Dorset through risk information.</p>	