



**DORSET & WILTSHIRE  
FIRE AND RESCUE  
AUTHORITY**

Item 21/06

MEETING	Wiltshire Local Performance & Scrutiny Committee
DATE OF MEETING	25 February 2021
SUBJECT OF THE REPORT	Performance report for quarter 3
STATUS OF REPORT	For open publication
PURPOSE OF REPORT	For consideration and scrutiny
EXECUTIVE SUMMARY	This paper sets out the performance achieved for the second quarter covering the period 1 October 2020 to 31 December 2020. The report outlines performance against the key lines of enquiry against the Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) methodology. As Members would expect there are number of aspects of the Service's work in prevention and protection that have been adversely impacted by the national pandemic. All statutory responsibilities are still being fulfilled and emergency response arrangements remain strong. There are no significant issues arising from this report.
RISK ASSESSMENT	There are no significant risks arising from this report. Performance remains good with no significant issues to raise with Members.
COMMUNITY IMPACT ASSESSMENT	Performance remains good and there are no significant adverse community issues arising from this report.
BUDGET IMPLICATIONS	None for the purposes of this report
RECOMMENDATION	Members are asked to scrutinise and comment upon performance of the Service period 1 October 2020 to 31 December 2020.
BACKGROUND PAPERS	<a href="https://dwfrs.dashboard.cammsgroup.co.uk/#/">https://dwfrs.dashboard.cammsgroup.co.uk/#/</a>

APPENDICES	None.
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## 1. Introduction

- 1.1 As Members are aware, the Service's performance is reviewed against the strategic priorities set out in the Community Safety Plan. This Committee oversees the performance against Priorities 1, 2 and 3 - *making safer and healthier choices, protecting you and the environment from harm and being there when you need us*, with the Local Performance and Scrutiny Committees scrutinising service delivery performance at a local level.
- 1.2 Part of this innovative approach to reporting and scrutiny has been to anchor reporting to specific Key Lines of Enquiry (KLOEs). Each of the strategic priorities is supported by a set of KLOEs.
- 1.3 The Service revised its KLOEs with effect from 1 April 2020 to align to the methodology within the three pillars of HMICFRS's methodology: Effectiveness, Efficiency and People.
- 1.4 This alignment is designed to provide evidence of the Service's performance against the methodology and to allow Members to monitor and scrutinise the Service's performance to ensure it continues to achieve the overall HMICFRS rating of 'good'.
- 1.5 A baseline assessment for each KLOE has been undertaken against the HMICFRS methodology and 'good' rating. The evidence collected for each has been assessed against three levels – requires improvement, good, or outstanding to determine the overall level of performance and where improvement actions are required.
- 1.6 This report sets out the performance for quarter 3, 2020-2021 and will be supported by the attendance of key Officers at the meeting to answer any specific points Members may wish to raise.

## 2. Quarterly performance summary

- 2.1 KLOE 1: How well do we understand the risk of fire and other emergencies?

Attendance of wholetime appliances remains good and in line with the corporate target. Our target is to attend and incident within ten minutes and where we are unable to do so this is thoroughly investigated and appropriate action is taken to ensure this is minimised.

In this quarter, on-call appliances were available to respond to incidents 70% of the time. Whilst the availability of on-call appliances continues to be stable, there are several initiatives underway to improve this further including:

- Service wide pay model introduced in October 2020

- a review of on-call staff current availability so we can better target recruitment to fill the availability gaps
- succession planning to maintain availability and support recruitment, and
- development of a Group availability action plan with planned recruitment drive in quarter 4.

## 2.2 KLOE 2: How effective are we at preventing fires and other risks?

Increasing partnership referrals remains a key focus for the Safe & Well team, particularly from hospitals and health care organisations. There has been a drop in partner referrals in quarter 3 as partners are focusing on responding to the pandemic. This is being addressed through re-engaging with partners. Whilst the coronavirus pandemic has changed the way we interact

and provide home fire safety advice for the vulnerable, we have continued to deliver Safe & Well visits for the most vulnerable in Wiltshire.

Social distancing measures have impacted delivery of face-to-face prevention work during this quarter, including on education, youth interventions and road safety. Teams have adapted to new ways of working to deliver our key safety messages such as the virtual safe drive stay alive and virtual fire safety lessons. Social media is used to maintain engagement with the wider public promoting key safety messages. Stations continue to support promoting key safety messages.

The Service is developing an evaluation of our prevention activities to measure the impact they are having on preventing fires and other risks. Alongside this is the value for money framework which provides evidence of the Service, partner and wider societal savings from our prevention interventions.

## 2.3 KLOE 3: How effective are we at protecting the public through the regulation of fire safety?

Progress against the Service's programme of fire safety audits at high-risk premises with sleeping risk is being monitored due to the downturn in proactive audits because of the current coronavirus pandemic. The Service is contacting care homes that would have formed part of the high-risk premises within the risk-based inspection programme to undertake a telephone audit in line with NFCC guidance.

The Service is revising its risk-based inspection programme for non-domestic buildings. This will include assessing the premises inspected compared to premises where incidents are occurring to ensure effective targeting. This work is on track to be delivered in time to start on 1 April 2021.

From April 2020, a new strategy was implemented for automatic fire alarms at commercial premises only whereby we will no longer attend between the hours of

8am and 6pm. Year to date, this is showing a significant reduction in the number of unwanted automatic fire alarms compared to the previous year across the Service. In quarter three this delivered cashable savings to the Service of £20,150 for on-call attendance and 123 hours wholetime attendance hours saved in quarter 3.

#### 2.4 KLOE 4: How effective are we at responding to fires and other emergencies?

The Service continues to be effective in evaluating and improving operational performance. Following an incident, where necessary, a structured debrief report captures any learning to share across the organisation, and where appropriate is taken to a cross-departmental group for consideration of any further action required.

Alongside this the Service continues to align with national guidance and oversee any further work necessary to strengthen its compliance against these standards.

#### 2.5 KLOE 5: How well prepared are we to respond to major and multi-agency incidents?

Officers continue to work closely with Local Resilience Forums (LRF) to capture community risks and ensure the safety and wellbeing of the community, particularly during the coronavirus pandemic. The Service has invoked its internal pandemic plan to support the management of the Service through this pandemic.

The Service continues to attend, advise and support the Tactical and Strategic Coordinating Groups that have been set up to manage the response to the pandemic.

Service exercise governance continues to be strengthened via a programme of exercising, including at our highest risk Control of Major Accident Hazards (COMAH) sites. The development of fire and rescue service specific tactical response plans continues for these COMAH sites to ensure clear guidance in the event of an incident at one of these sites. Programming is also underway with our LRF partners for a series of high-rise training exercises with real time evacuations.

### 3. Summary and key points

3.1 The use of KLOEs is an innovative approach to reporting performance. This approach provides a structured means for Members to receive performance information within a wider context.

3.2 There are no new significant issues to raise with Members at this time and good progress is being made.

- 3.3 The quarter 4 performance report for 2020-2021 will be provided to the Wiltshire Local Performance & Scrutiny Committee on the 27 May 2021.
- 3.4 Members can also view Key Performance Indicators via the on the online dashboard [here](#).