



DORSET & WILTSHIRE
FIRE AND RESCUE

Making Dorset and Wiltshire Safer

Community Safety Plan

2018–2022

(Our Integrated Risk Management Plan)



PASSIONATE ABOUT
CHANGING & SAVING LIVES

FOREWORD



Ben Ansell,
Chief Fire Officer



Cllr Spencer Flower,
Chairman

As your fire and rescue service we are always looking to improve what we do and how we do it. We have a great workforce that works tirelessly to help make Dorset and Wiltshire a healthier and safer place to visit and work. As you would expect, we continue to save lives through our response to fires and other emergencies. However, there is no doubt that we save many more lives through our prevention and education work. The easiest fires to deal with are those that never start. We know that many people who are vulnerable to the risk of having a fire in the home are also the same people that our partners such as the NHS, local authorities

and the police are also trying to help. By working together with other agencies in a more joined up way we can help people to lead safer, healthier and more independent lives. For example, we undertake Safe and Well visits that not only provide education and equipment to reduce the risk of a fire starting, but also look at how we can help to reduce other hazards such as potential slips, trips and falls in the homes of older and more vulnerable people. By doing this we can also reduce the demand for these services. This saves us all money and time and allows us to give you a better overall service.

We would also be pleased to hear from you if you would like to know even more. See the section Contacting Us at the back of this document or find out more at: dwfire.org.uk

ABOUT US

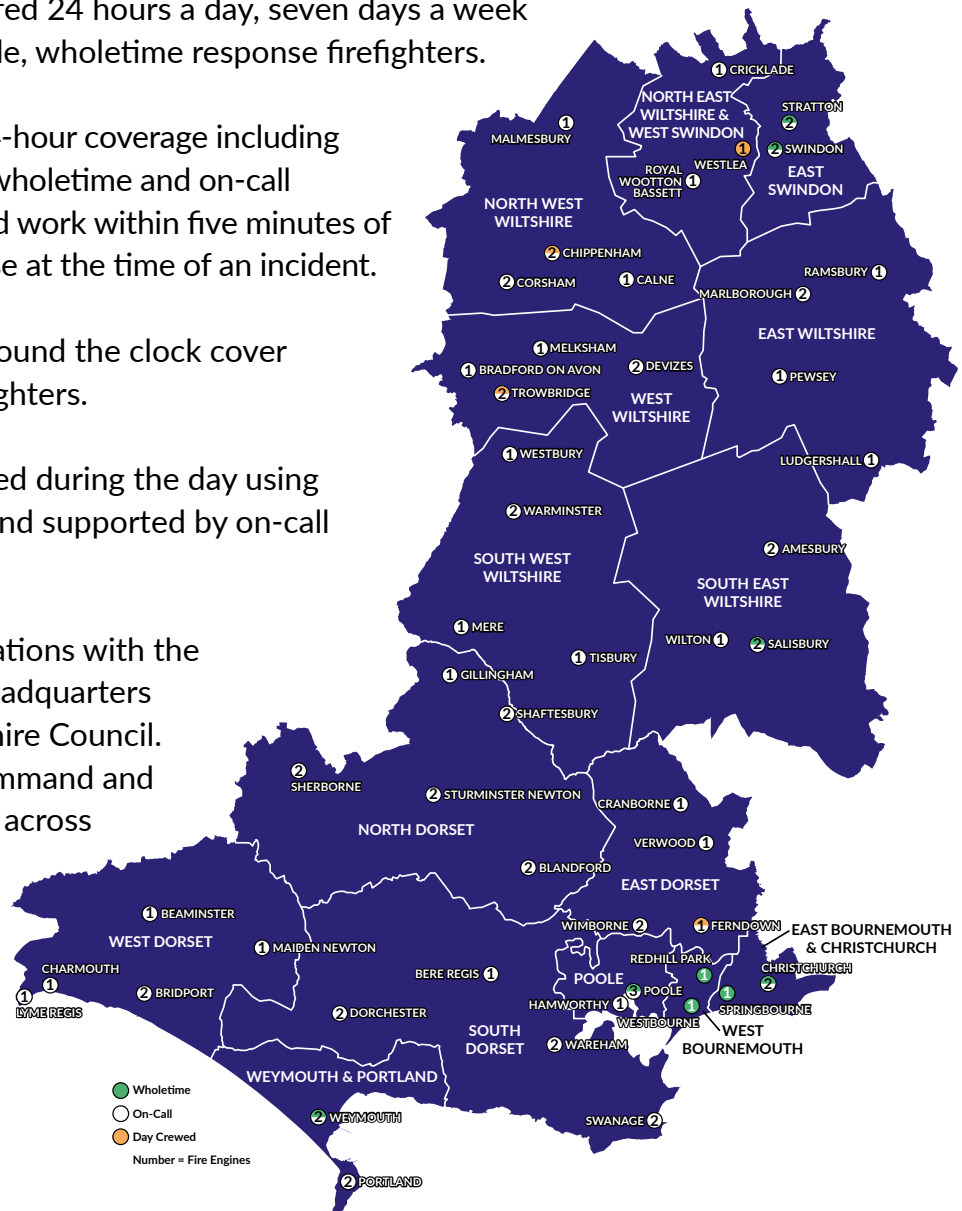
Following our combination in April 2016 we became one of the largest fire and rescue services in England. It's our responsibility to help improve the safety, health and wellbeing of over 1.45 million people living in the areas of Bournemouth, Dorset, Poole, Swindon and Wiltshire - an area covering some 2,500 square miles. To help us to achieve this we have:

- 50 fire stations.
- 74 fire engines and a large number of specialist vehicles.
- Supported by firefighters, control staff, non-station based staff and corporate staff, including many enthusiastic volunteers who work with us.

Our fire stations consist of:

- Three fire stations staffed 24 hours a day, seven days a week by immediately available, wholetime response firefighters.
- Six fire stations with 24-hour coverage including immediately available, wholetime and on-call firefighters who live and work within five minutes of the station and response at the time of an incident.
- 37 fire stations with around the clock cover staffed by on-call firefighters.
- Four fire stations crewed during the day using various shift patterns and supported by on-call firefighters.

We share many of our stations with the police and our Service headquarters is also shared with Wiltshire Council. We also have a single command and control system operating across Dorset and Wiltshire; Devon and Somerset and Hampshire fire and rescue services. This helps us to work in a better and more joined up way as well as saving us all money.



PLANNING FOR CHANGING OUTLOOKS

To ensure that this Community Safety Plan (that incorporates our requirement to produce an Integrated Risk Management Plan) remains reflective of the wider environment in which we operate, we undertake an annual strategic assessment of risk. This assessment (see our website [dwfire.org.uk](https://www.dwfire.org.uk)) examines a range of factors that impact on our organisation. This helps us to identify emerging opportunities and challenges. As well as analysing our own data, we use a great deal of information from our partners and their

own assessments. Our approach also considers the risks and threats of major incidents that might occur. We work in partnership to do this through our membership of local resilience forums.

By using all of this information and intelligence it allows us to set our strategic direction and to focus our resources and future investments needs. This helps us to ensure that we continue to target those that are most at need and make the most of our limited time and money. Partnership working at a local, regional and national level remains central to our thinking as it helps us to maximise our capacity and capability.

ABOUT OUR VISION

As our strapline says 'we are passionate about changing and saving lives'. To explain this a bit more, what we mean is that we are much more than what many see as an organisation that solely puts out fires and rescues people. If you need us we will always respond quickly and professionally to limit distress, harm and economic loss. This remains very important to us but we want to use our influence to do more than this. We want to do even more with young people to help them make better choices and be safe. We want to be a key player in helping those at risk to become safer, healthier, and for those who are more vulnerable, to live more independently. We will also continue to play a key part in making sure buildings are safe and to help businesses grow safely and responsibly.



ABOUT OUR CULTURE

Our biggest expenditure is on people and they remain the most important element of our Service. We have enthusiastic and professional staff across our Service. It's important that we are clear what culture we are working to maintain and grow so that everyone understands what we are trying to achieve and what we mean by Our Values. The safety of the public and our firefighters is foremost in our minds and in everything we do. We expect that people working with us will be impressed by our professional and knowledgeable approach to developing new and innovative ways of working. We want staff working

within the Service to continue to be proud of the role they undertake and we are working hard to develop a 'one team approach' with an optimistic 'can do' attitude. It's important to us that our staff work in a really supportive environment. Equality, diversity and inclusion runs through everything we do. Team work is crucial at every level for us, and we want all staff to feel trusted and empowered to maximise their skills and commitment to you. Our values are inherent in everything we do and they are demonstrated at all levels through preferred behaviours to enable us to become a learning organisation.

OUR VALUES



Responsibility



Equality



Support



Professionalism



Excellence



Communication



Transformation

OUR PRIORITIES

As stated earlier to support our wider vision, we have set ourselves five clear priorities that run through everything we do. These are:



Making safer and healthier choices.

This is about educating people to the dangers around them and preventing risky behaviour.



Protecting you and the environment from harm.

This is our legal obligation to keep buildings and businesses safe for people to use.



Being there when you need us.

Our emergency service responds quickly to people who are in danger or distress.



Making every penny count.

It's important we are well managed and that we spend our budget wisely, and maximise what we do with it.



Supporting and developing our people.

Making sure our people are at the centre of everything we do; are well-led and have the right, approach, knowledge and skills, is crucial to the success of our Service.

ABOUT OUR PRIORITIES



MAKING SAFER AND HEALTHIER CHOICES



TARGETING THOSE MOST AT RISK

We have identified that the number of vulnerable individuals and households is set to increase. We are focussed on further strengthening our approach to targeting high risk individuals and households to reduce deaths and serious injuries from fire and prevent unnecessary hospital stays. We will offer a tailored level of support and engagement for those at medium and low risk. We will also continue to deliver an integrated approach to risk management. This means that we will bring together our work in prevention, protection and response to target those most at risk from fire and other emergency events. This one team approach to risk reduction starts at an organisational level and works its way down to actions delivered by stations and teams who work directly with targeted vulnerable people and households. To help us, we work with partners to use data to identify those most at risk and jointly work to get 'up stream' of the demand for our services. Our approach to integrated risk management can be found on our website (dwfire.org.uk).

SAFETY BEGINS AT HOME

We perform thousands of free 'Safe and Well' visits a year, fitting free smoke alarms and making people aware of potential risks to their health and well-being. This has all helped to deliver a reduction in the number of injuries from accidental fires and a reduction in hazards in the homes of people we have visited. By working with our partners, we continue to improve the wellbeing of vulnerable people. We do this by helping them with their additional needs and signposting to appropriate help, advice and services. This means that vulnerable people can carry on living independently in their homes by reducing the potential for slips, trips and falls, as well as the likelihood of a fire occurring.





SAFER ROADS

We work closely with others such as the police and local councils to improve the safety of our roads and reduce the number of road traffic incidents. In Dorset and Wiltshire, over a quarter of all casualties are between 17 and 24 years old. Working with our partners and charities such as SafeWise, our focus is on helping to educate new and inexperienced drivers about the dangers of speeding. Our flag ship education programme is Safe Drive Stay Alive. This is a hard hitting, interactive roadshow that is delivered to schools, colleges and to military personnel across Dorset and Wiltshire.

IMPROVING YOUNG LIVES

We also deliver a range of education and intervention programmes designed to support children, young adults, their families and vulnerable people. This helps them to live safe and healthy lives, achieving their potential. Our targeted education programmes are delivered to children and young people who require specialist interventions and they aim to meet their individual needs where this is practicable. Through our work with younger people we've been able to help reduce the number of deliberate fires we attend and help other agencies to reduce anti-social behaviours. We also offer programmes that encourage young people into training, education and employment. We do this through the many initiatives we run and by actively working with our partners and supporting the SafeWise charity.



OUR PLANS FOR THE FUTURE

We are targeting our services so we can reach more vulnerable people and improve their lives through education and support. This involves working with others so we can take a more coordinated approach to working with older people, families, children and young adults. A key means of delivering our education programmes is through the safety centres that are run by the SafeWise charity. The Chief Fire Officer is a trustee of the charity and the Service provides a

significant annual financial contribution to enable children and the community to access the interactive learning environments in Weymouth and Bournemouth. In the build up to our combination we were also successful in receiving a substantial government grant to build a safety centre in the north of our Service area. This project will allow us to help SafeWise to expand their footprint and deliver safety education in Wiltshire and Swindon.

THE OUTCOMES WE EXPECT TO SEE:

- Fewer emergency calls.
- Fewer injuries and deaths from accidental fires and preventable fires in the home.
- Fewer road traffic collisions that result in injury and death.
- Less anti-social behaviour and arson, and more young people reaching their potential.
- More protection and support for vulnerable children and adults and those with disabilities, so they can live fulfilling, independent lives.
- Fewer hospital admissions for vulnerable people.

To support the tracking of these outcomes we have several corporate targets that we monitor and report (see Supporting information - corporate targets). Where we do not have a separate corporate target we contribute to targets and outcomes agreed within wider partnerships that we sit on.





PROTECTING YOU AND THE ENVIRONMENT FROM HARM

We have important duties under the Civil Contingencies Act and play an active role in both Local Resilience Forums (LRF) that cover our area. An important part of this is to work closely with communities and our partners to prepare specific local plans to help communities ensure they can react to, and recover from, events that directly affect

their homes and businesses. To support this we ensure that we have effective internal business continuity arrangements in place so that we can fulfil our responsibilities in the event of a large-scale emergency. These plans are tested and enable us to effectively support the delivery of LRF plans which are developed in partnership with others.



ENFORCING THE LAWS THAT PROTECT YOU

Fire protection laws are there to keep you safe whenever you enter a public building or business. We're here to help those responsible persons for these buildings to meet lawful standards and make sure their businesses are protected from fire. Fire safety officers undertake audits based on our risk based system, giving priority to buildings assessed as being of higher risk or outside of our ten minute response areas for life risk. To support this part of our role we work with our partners to share intelligence and data.

Where this approach fails, we also take the lead role in prosecuting those who refuse to maintain a safe environment that could put lives at risk. However, rather than resorting to legal threats, we'd much rather work with businesses and organisations to help them solve their issues, and make their premises safe for everyone.

We're also involved in influencing the safety of buildings even before they are built. We work closely with architects, planners and owners, advising them how to maximise the safety of occupants, the public and our fire crews through technical solutions and building design. This work includes encouraging the use of sprinklers in higher risk buildings such as high rise, schools and residential care homes. By working proactively like this, we can save lives, reduce the number of false alarms and reduce the huge economic impact on a business if it's affected by fire.

SAFEGUARDING VULNERABLE PEOPLE

We fully recognise our duty to protect vulnerable people and work with partners to ensure that we have processes in place to provide the right support to those people when they need it. To make sure this happens we ensure that our staff are trained to understand their responsibilities in relation to safeguarding. We also closely monitor our staff as they often deal with very challenging situations that can have a detrimental effect on their mental and physical well-being if support isn't provided.



PROTECTING THE PAST

We're one of the guardians of our local heritage and we work hard to protect the valuable buildings of Dorset and Wiltshire. To help us to do this we make sure that we have detailed information on buildings should they be involved in fire. This is made available to all fire crews through site-specific risk information that can be accessed via mobile data terminals on all our fire appliances.

OUR PLANS FOR THE FUTURE

Specialist officers and operational crews will continue to work together to reduce risk and keep people safe within the built environment. Local station action plans will continue to be a key part of our approach to integrated risk management and managers use their resources in the best way they see fit to reduce the risk from fire and to keep people safe.

We will continue to take a leading role in supporting our Local Resilience Forums and complying with the civil contingencies standards. This will include planning, training, response and recovery in the event of major incidents and emergencies.

We will continue to work with owners, responsible persons and our partners to

prevent unnecessary fires in heritage buildings. To do this we will collaborate in sharing information so that we can better understand potential risks so they can be effectively managed. This includes actively promoting the installation of sprinklers and the use of other technologies with local councils and housing trusts.

We want to do even more to protect our unique built and natural environment by working closely with those who own or look after them. As flooding becomes more commonplace, we will continue to work with the Environment Agency and other partners to help local groups to take preventive action, reducing the damage and misery that flooding causes.

THE OUTCOMES WE EXPECT TO SEE:

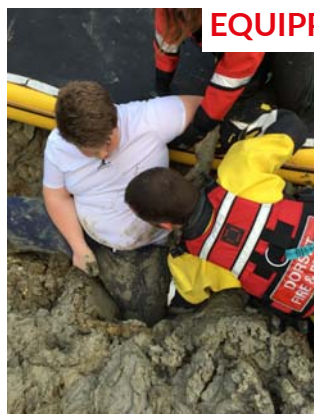
- Fewer preventable fires, deaths and accidents in homes, businesses, public buildings and historical buildings.
- Less damage to habitats and wildlife.
- More support and less disruption for communities and businesses in extreme weather conditions, especially flooding.
- Fewer false alarms and unnecessary call outs.
- More coordinated approach with local authorities and other partners to identify and report possible threats to residents and communities.
- Improved data sharing with partners so that we can better understand the risks we all face and target our efforts accordingly.

To support the tracking of these outcomes we have several corporate targets that we monitor and report (see Supporting information - corporate targets). Where we do not have a separate corporate target, we contribute to targets and outcomes agreed within wider partnerships that we sit on.





BEING THERE WHEN YOU NEED US



EQUIPPED TO DEAL WITH FORESEEABLE EMERGENCIES

When we do need to respond to an emergency this is often a highly sophisticated operation, involving our key partners such as the police, ambulance service and potentially, local councils. Our response is designed to get the right equipment, to the right place as quickly as possible. It also requires highly trained firefighters with the latest up-to-date risk information and equipment to be available to deal with the emergency safely. We continue to develop our approach to collecting operational risk information and this will be available at the point of need on the incident ground via mobile systems. We also aim to make sure that this information is shared with partners in real time to help everyone have a consistent understanding of what is happening.

Our emergency response standards are life-focused and set challenging target response times. These times reflect the outcomes of research that was undertaken by Exeter University on fire survivability, which showed a distinct reduction in the likelihood of survival within a premises fire after ten minutes. Consequently, one of the factors that we use to prioritise our prevention and protection activities is whether a property falls outside of our ten minute response area. This is to try to reduce the risk of a fire occurring in the first place.

WORKING CLOSELY WITH THE AMBULANCE SERVICE AND THE POLICE

All our firefighters are trained in casualty care. This is incredibly important when we are the first on scene at an emergency as they can provide immediate, potentially lifesaving first aid. We are also working with ambulance colleagues to see where we can safely help to take the pressure off paramedics through the embedding of our medical co-responding role within our communities.



In addition, we also now respond to emergencies where the ambulance need to gain access to a property. This is a role that was previously undertaken by the police. This has released valuable police time which they can use to focus on other areas of public protection. Our skills and equipment have also meant that we are often able to gain entry to properties without having to force an entry. This has resulted in considerable savings on costs that had previously been incurred because of properties needing to be boarded up.



ENSURING AN EFFECTIVE RESPONSE

Bournemouth, Poole and Swindon are well served by whole-time duty system stations, because this is where there is the greatest concentration of risk within the Service area. The outcome is that in the majority of cases our response standards in these areas are able to be met. In the Wiltshire and Dorset county areas there are high levels of rurality. Most of our fire stations are therefore crewed by on-call firefighters who respond from their homes or workplaces.

We foresee continued pressure on recruiting and retaining on-call firefighters. This is due to a variety of factors amongst which are the affordability of housing within villages, the fact that people are increasingly working in more urban areas and issues relating to work life balance. This results in fewer recruitment opportunities and means that we need to continue to look at the offer we make to enable us to attract, recruit and retain more on-call firefighters and to be an attractive employer.

As a result, we are currently implementing an on-call salary scheme which has required significant financial investment. This is part of a wider programme of work that aims to improve recruitment and retention of on-call firefighters. One aspect of this work has been the introduction of on-call support officers to reduce the burden on on-call managers; improve recruitment; engage with local employers; capture local risk information and support community safety.

OUR PLANS FOR THE FUTURE

We use our integrated risk management process to ensure our response capability remains relevant, suitable and sufficient and to make certain that we are effectively planning for the future. We also ensure that we learn from every significant emergency that we attend by reviewing our performance and, where appropriate, we do this with our partners.

We are continuing to work closely with our neighbouring fire and rescue services in the Networked Fire Services Partnership to develop joint capabilities and to look to how we can align our ways of working regardless of our geographical boundaries. We will work to further align our response arrangements across the partnership and seek to work to develop a common integrated risk management methodology reflective



of the approach being developed by the National Fire Chiefs Council. This will also compliment work that we do with partners across the Southwest region. As a result, we will maximise value for money opportunities and provide more consistent services across our organisations.

THE OUTCOMES WE EXPECT TO SEE:

- The quickest mobilisation of the right resources to incidents at the right time.
- Fewer injuries and deaths from accidental fires and preventable fires.
- Fewer road traffic collisions that result in injury and death.
- Closer, more joined-up working with other emergency services.
- Fewer deaths and serious medical injuries.
- Safer firefighters and staff.

To support the tracking of these outcomes we have several corporate targets that we monitor and report (see Supporting information - corporate targets). Where we do not have a separate corporate target, we contribute to targets and outcomes agreed within wider partnerships that we sit on.



MAKING EVERY PENNY COUNT



BEING WELL RUN

We work hard to ensure that good governance is embedded throughout the organisation. We work closely with auditors, inspectors and others to help us maintain high standards and to further develop our approach. Our policies are underpinned by critical procedures that have been assessed to ensure we meet our legal equality duties and understand the effects of our actions on our diverse communities. Each year we produce a Statement of Assurance that comprehensively sets out how we are doing. We also produce an Annual Report that sets out what we have achieved. These statements are both available on our website (dwfire.org.uk).

SMARTER WORKING AND SHARING RESOURCES WITH OUR PARTNERS

We constantly review all aspects of our Service to identify ways in which we can improve our efficiency and make the money we receive go even further. We are now a larger Service covering nearly 2,500 square miles, so we have reduced non-essential travel for our staff. With new technology, staff can work more flexibly, from the office, at home or on the move. This saves time and money, reducing our carbon footprint and improving efficiency. Maximising and rationalising the space available in our buildings is another way we are reducing our costs. We already share facilities with the police, ambulance and councils at a number of our stations and at our Headquarters and will continue to realise new opportunities for sharing our buildings and generally working more closely.





PLANNING OUR FINANCIAL FUTURE

We aim to put every penny of our budget to the best use possible, thinking of innovative ways to provide the same high level of service but with less money - all the time trying to protect frontline services. We continue to receive below average funding from government and experience above average cuts. With our anticipated funding to 2021-22, we estimate a budget gap of around £2m per annum in 2021-22, rising each year. Since combination in April 2016, we have delivered over £4m of annual savings whilst still being able to invest in important areas such as supporting on-call duty staff; improved technology; improved command assessment; introducing modern specialist appliances and many other areas. Our medium-term finance plan sets out our financial context and our current and future investment programme. We also have an efficiency plan that will be delivered through this Community Safety Plan to address our budget gap. These documents are available on our website (dwfire.org.uk).

OUR PLANS FOR THE FUTURE

Although we have achieved the savings identified through our combination we were always clear that further savings would have to be achieved if we were to be able to balance our budget in the longer term. As part of this work we recognise that we need to look to constantly strengthen our approach

to value for money and reduce costs. One of the key ways we will achieve this, is to build upon our relationships with neighbouring emergency services and other key partners to allow us to better match resources to risk without compromising firefighter safety. We are also working extensively with the police

and others to look at further opportunities to share buildings and reduce our costs.

Our approach to integrated risk management has enabled us to look at what options are available to make further efficiency savings while protecting the services we offer as much as possible. To do this we have been looking at how risks are changing and identifying opportunities where we can match this with the right level of resources, while also ensuring that we have the very best technology available. A fuller explanation of this is set out in one of the 'How We' documents that are available on our website (dwfire.org.uk). Changing our crewing

arrangements to help meet our challenging financial outlook remains central to this. This is part of our approach to reducing community risks by having an integrated approach to our prevention, protection and response arrangements.

As a result of the work we have been doing we will be consulting with you over the summer on a proposed safety centre in the Swindon area. Opportunities may also arise to look at the position of our fire stations and appliances. If our analysis demonstrates that this is in the interests of the Service, we will consult with you to get your important feedback on any proposals.

THE OUTCOMES WE EXPECT TO SEE:

- A stronger, more financially stable fire and rescue service putting as much money in the frontline as we can.
- Making our budget work even harder so we can withstand reduction in our income
- Maximising the use of buildings for our Service and our partners while minimising their running costs.
- Being more cost-effective by working more closely with other emergency services and local authorities.
- A safe workforce with low rates of accidents and injuries.
- Reducing our carbon footprint, making fewer unnecessary journeys and more cost savings.

To support the tracking of these outcomes we have several corporate targets that we monitor and report (see Supporting information - corporate targets). Where we do not have a separate corporate target, we contribute to targets and outcomes agreed within wider partnerships that we sit on.



SUPPORTING AND DEVELOPING OUR PEOPLE



DISPLAYING GREAT LEADERSHIP

It's crucial that we have well motivated staff that are well led and have a 'one team' approach. Being a newly formed organisation, we have invested in developing our values to foster a culture that helps achieve the very best of services. A key part of our approach is to involve our people in the development and delivery of our key priorities to ensure that they are engaged and feel valued. To help us to achieve this we are working closely with the Royal National Lifeboat Institution (RNLI) to develop and share a common approach to leadership development. The leadership programmes cover all roles within our respective organisations and they are also designed to be suitable for people from different emergency services.

In addition to our work with the RNLI we are actively involved in work that offers the opportunity to align leadership programmes to a common strategic framework across all blue light services within the Southwest. This work is one strand in a programme of collaborative work that continues to develop through the South West Emergency Services Collaborative Partnership.

SUPPORTING THE WELLBEING OF OUR PEOPLE

Our people are central to ensuring we achieve the vision and strategic priorities set out in this plan. The physical and mental health and well-being of our people is of the highest importance to us both inside and outside of the workplace. It is much more than simply making sure there is an absence of ill health, it is helping to generate a culture of physical, emotional and psychological wellness. To reflect our focus on health and wellbeing we have a dedicated health and wellbeing team in place who work closely with managers at all levels to ensure they are confident and well equipped to better support their staff. We also provide fast track counselling services and stress management arrangements and individuals can access these services through a self-referral process. In addition, we have set up a Mental Health Project Team and the programme of work included the introduction of Mind Bluelight Champions. This ensures we have trained staff across the Service who are able to effectively signpost colleagues who approach them for guidance, advice and support.





DIVERSIFYING OUR WORKFORCE

We are working hard to develop more innovative and flexible employment patterns to attract and retain the best people. This is especially important as we know that our workforce is not currently reflective of the communities we serve both in terms of diversity and gender. Although our current gender pay gap of 11.9% is lower than the national figure of 18%, it is an area we want to address. We are continually looking at our systems and processes to assure ourselves that there are no unintended barriers to the recruitment of people from under-represented groups. The Service has several key initiatives in place to improve the diversity of our workforce and help to bridge the gender pay gap. One of these initiatives has been our positive action campaign “#BeOneOfUs” that was launched in October 2017. Posters, leaflets and banners were produced to develop our brand and our website (dwfire.org.uk) includes a link to an inspirational promotional video about a career in the Service. This campaign has received a lot of positive interest with other fire and rescue services and councils. Our positive action plan also includes other areas where we want to make improvements, including our facilities and procurement processes. Having some of our female operational staff leading on this work and acting as role models to members of the public who are interested in a career in the Service, provides a better experience for candidates, as they are able to ask questions and receive an informed response.



OUR PLANS FOR THE FUTURE

When people enter the Service, we will continue to make sure that they receive the right training and development to ensure they have the technical and personal skills required to undertake their role. This training will be delivered flexibly through a range of means right across our service area and to all staff groups.

We will strengthen our approach to further our understanding of the communities we serve and have a more diverse workforce that reflects them.

We will remain focused on identifying and nurturing talent through our leadership programme. Access to leadership development will be triggered by real work

activity and 360-degree feedback. Our approach will allow people to maximise their potential and to contribute towards ensuring everyone is able to flourish within a positive working environment that champions diversity and inclusion. The impact of our leadership programme will be evaluated and used positively to shape future organisational learning and development activities.

Our workforce planning framework will continue to be strengthened. We will use a variety of means such as apprenticeships, direct entry and positive action recruitment initiatives to make sure we have the right people in place, with the right skills, values and behaviours to be able to deliver our services to the public.

THE OUTCOMES WE EXPECT TO SEE:

- Higher levels of morale and pride in the Service.
- Higher levels of staff retention.
- Lower levels of absenteeism.
- A workforce better reflecting the communities being served.
- More innovation and flexibility to meet current and future needs.

To support the tracking of these outcomes we have several corporate targets that we monitor and report (see Supporting information - corporate targets). Where we do not have a separate corporate target, we have a range of key performance indicators used within the Service.



HOW WE WILL MAKE THIS HAPPEN

ABOUT THE AUTHORITY

The Fire and Rescue Authority is comprised of elected Members. They are nominated from the five council areas that make up our fire and rescue service area. They are responsible for setting the budget and making sure that the Service meets its statutory responsibilities and delivers the outcomes associated with this Community

Safety Plan. Our committees generally meet at our Headquarters in Salisbury, as well as Local Performance and Scrutiny Committees which are held around the area. You are welcome to attend these and hear about how we are addressing local issues. This is your fire and rescue service, so please feel free to get involved or find out more at dwfire.org.uk.

PUTTING THE PLAN INTO ACTION

Together the strategic assessment of risk; our Community Safety Plan and our Service Delivery Plan, make up our Integrated Risk Management Plan. To make sure we achieve what we have set out in this Community Safety Plan each of our five strategic priorities is supported by four Key Lines of Enquiry (KLOE). The KLOE pose specific questions against which performance is judged using key performance indicators and self-assessment commentary.

Our Service Delivery Plan contains all of our judgments and self-assessment evidence for each priority. It also includes key activities and projects that will be delivered to maintain and improve the services we offer and how we work. This detail forms the basis of our approach to performance management at an individual, team, departmental and directorate level. This is managed through our electronic performance management system. This enables us to track progress and to report in a transparent and clear way.

Under these arrangements, the Local Performance & Scrutiny Committees for Bournemouth & Poole; Dorset; Swindon and Wiltshire consider and scrutinise

performance against the first three priorities which are:

- 1 Making safer and healthier choices.**
- 2 Protecting you and the environment from harm.**
- 3 Being there when you need us.**

While the Finance and Governance Committee review performance against priorities 4 and 5 which are:

- 4 Making every penny count.**
- 5 Supporting and developing our people.**

We have several key targets to achieve over the next four years to help us measure the progress we make against our priorities. These are shown later in this Plan and they are also contained in our detailed Service Delivery Plan.

This is available on our website (dwfire.org.uk) alongside our Strategic Assessment of Risk and our explanation of key programmes of work which are set out in our 'How We' documents.

LIKE TO KNOW MORE, OR GET INVOLVED?

This document gives you a high-level overview of our Service and our plans. There's a lot of further information if you would like to know more about any part of our organisation or how we are doing. Please look on our website (dwfire.org.uk); attend one of our meetings; or contact us. We would be happy to hear from you.



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enquiries@dwfire.org.uk



dwfire.org.uk



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[@DWFireRescue](https://twitter.com/DWFireRescue)



[/c/DWFire](https://www.youtube.com/channel/UCDWFire)



DWFire Podcast



Dorset & Wiltshire Fire and Rescue Service
Five Rivers Health & Wellbeing Centre
Hulse Road
Salisbury
Wiltshire
SP1 3NR

SUPPORTING INFORMATION

CORPORATE TARGETS FOR 2018/19

We have set ourselves several organisational targets to achieve:

- We will achieve a 5% reduction in accidental dwelling fires (over the average achieved during the last five years).
- We will achieve a 5% reduction in deliberate fires (over the average achieved during the last five years).
- Working in partnership, we will reduce the number of deaths and serious injuries in road traffic collisions by 40% by 2020.
- By 2020, we will have audited 100% of known sleeping accommodation identified as high risk where the fire safety order applies.
- On 75% of occasions, we will achieve our response standards based on a 10-minute response time including all call handling and travel time.
- By 2020, we will ensure that 100% of our planned Safe and Well visits are undertaken on high priority, high risk vulnerable people.
- We will achieve a positive outcome on all education and Children and Young People educational interventions on 75% of occasions.
- We will increase the diversity of our operational workforce, by ensuring that 20% of recruitment is from under-represented groups.
- For sickness absence to be no higher than the average reported for other comparable fire and rescue services in England.
- To reduce the number of working days lost through work related injuries and ill health by 5% year on year (start date figures from end of the financial year 2016/17).
- By 31 March 2019, to have achieved accreditation against BS OHSAS 18001 Occupational Health and Safety Management.

GLOSSARY

Co-responding	Firefighters based in their communities work in partnership with the ambulance service to provide a quick first line medical response.
Integrated risk management plan (IRMP)	Fire and rescue authorities, through the mechanism of IRMPs, are required to assess risk, determine appropriate strategies, policies and standards of performance, and resource allocation to address it. Risk reduction approaches include the use of prevention, protection and response interventions. Together our strategic assessment or risk; the Community Safety Plan and our Service Delivery Plan, set out our Integrated Risk Management Plan.
Local resilience forums (LRF)	A forum formed in a police area by emergency responders and specific supporting agencies. It is a requirement of the Civil Contingencies Act 2004.
Networked Fire Services Partnership (NFSP)	A partnership between ourselves and Hampshire and Devon & Somerset fire and rescue services. This partnership works to achieve a more joined up approach and to save money across the three Services.
Prevention	Our community safety work which aims to reduce fires and other incidents; anti-social behaviour; reduced slips, trips and falls, etc by providing support, advice and education.
Protection	Our work with businesses and organisations to make sure they keep to the Fire Safety Order and keep you safe when you visit businesses for work or pleasure.
On-call firefighter	On-call firefighters who live and work within five minutes of the station and respond at the time of an incident.
National Fire Chiefs Council (NFCC)	The NFCC is a national committee made up of Chief Fire Officers and helps provide the means of coordinating and achieving national work involving fire and rescue services and their partners.
Response	Our response to emergencies and incidents.
South West Emergency Services Partnership	A partnership of all emergency services in the Southwest, seeking to maximise joint opportunities to do things better and save money.
Wholetime firefighters	A firefighter who works full-time for our Service and works a shift pattern.



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