



**DORSET & WILTSHIRE**  
**FIRE AND RESCUE**

# Annual Report

## 2021/22



PASSIONATE ABOUT  
**CHANGING & SAVING LIVES**

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Front cover photo courtesy of Dorset Police

During a year still dominated by the coronavirus pandemic, we continued to deliver our prevention, protection and response services to those that most needed our support. This has further encouraged us to be even more innovative by adapting the way we work. We worked hard to support our partners, particularly the ambulance service and care workers, to help them when they became extremely stretched, with activities such as driving ambulances, fitting and testing of face masks, and covering shifts at vaccination centres.

Even though we work hard to do so, we are not always able to stop fires and incidents occurring and we have seen another busy year for our operational crews. As well as attending numerous domestic and commercial fires, and wildfires, we also responded to a significant rail crash in Salisbury in

October 2021, where we worked with our partners to help 92 people to safety. We were also kept very busy during several storms including Storm Eunice where over 300 emergency calls were received by Fire Control, with many reporting fallen trees, fallen power cables and building damage.

In June 2021, we published our updated Community Safety Plan 2021-24, following a 12-week consultation process. The plan sets out our priorities for the coming years. Our focus on efficiency and value for money continues, aiming to ensure that every penny spent is used in the best way possible. This is particularly important as our medium-term financial planning predicts significant future budget gaps, largely due to funding challenges and the current economic conditions and cost increases facing the UK.



**Cllr Rebecca Knox**  
Chair of the Fire and  
Rescue Authority



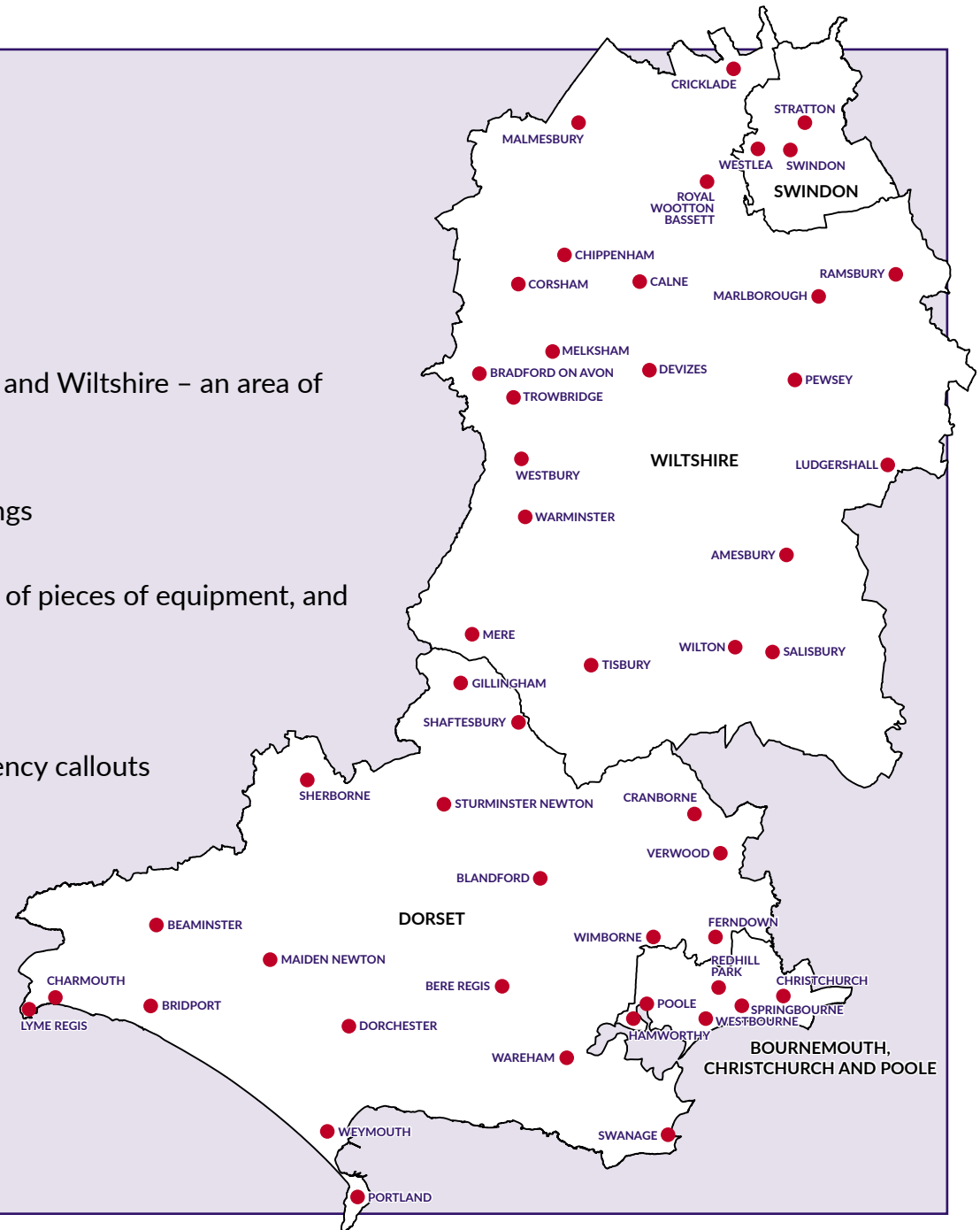
**Ben Ansell QFSM**  
Chief Fire Officer

This Annual Report provides you with a snapshot of the work that we have undertaken in the last year and how we are performing. If you want to find out more about our future plans, including the Community Safety Plan 2021-24, please visit our website [www.dwfire.org.uk](http://www.dwfire.org.uk), where contact information is also available. We hope you enjoy reading this report.

# ABOUT US

## Your fire and rescue service

- Serves around 1.5 million people
- covers Bournemouth, Christchurch and Poole, Dorset, Swindon and Wiltshire – an area of around 2,500 square miles
- operates from 50 fire stations and a number of other key buildings
- uses fire engines, a number of specialist vehicles and thousands of pieces of equipment, and
- delivers these services through a fantastic team of:
  - on-call firefighters who make themselves available for emergency callouts depending on their other commitments
  - wholtime firefighters, including those based in our control room who answer 999 emergency calls, 24 hours a day, 365 days of the year
  - vehicle, equipment and information and communication technology technicians who provide a 24/7 service
  - corporate staff who help to provide our essential front-line services, and
  - volunteers who support us across our Service.



## About this Annual Report

When you think of the fire and rescue service you probably think of our emergency response. However, this is only one part of what we do. To help us focus our thinking and resources, we have five priorities aimed at improving the safety and quality of life for everyone who lives in or visits the beautiful counties of Dorset and Wiltshire. This Annual Report gives you an overview of our performance over the past year, against our priorities.



## Our priorities



### Prevention:

#### Making safer and healthier choices

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



### Protection:

#### Protecting you and the environment from harm

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



### Response:

#### Being there when you need us

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



### Governance:

#### Making every penny count

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



### People:

#### Supporting and developing our people

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

## PREVENTION: Making safer and healthier choices



23,091

children received  
safety messages

### Education

We are committed to creating safer and healthier communities, and through the coronavirus pandemic when schools closed, we adapted our ways of working to include more online education lessons. This helped us to reduce the transmission of the virus but still deliver live interactive lessons direct into the classroom. We also developed home learning packages to support parents whose children were shielding or self-isolating and therefore unable to attend school. We are now able to provide both online and in-person education programmes, and these include:

- learning to be 'fire safe' at home and in their communities by developing their fire safety knowledge
- understanding the consequences of anti-social behaviour, such as deliberate fire setting and hoax emergency calls
- awareness of road safety, to reduce collisions on the road
- water safety awareness, to reduce deaths and injuries from flooding and other water related incidents, and
- developing skills to make positive choices to lead and maintain a safe and healthy lifestyle.

### Impact to wider society



Last year we delivered virtual safety education talks in schools, children's groups and educational sessions, to 23,091 children. In 2008, the estimated cost of a house fire was £44,523, which with inflation would put the cost at around £58,614 today. Our aim is that following these sessions, children will speak about what they have learnt with others in their household, helping to reduce the likelihood and financial impact of fires in the home. We estimate that the potential societal savings from these safety messages delivered in 2021-22 is **£4m**.

## Community focus Universities

Every year the population of Bournemouth, Christchurch and Poole increases with 20,000 students attending Bournemouth University. Many live in student accommodation for their first year, moving to rented accommodation, with a private landlord, in the following years. To reduce the number of incidents, we work closely with the university and the accommodation providers to educate young people on how to keep fire safe.

This year a new Student Fire Safety Awareness scheme has been piloted through our prevention and protection teams and Springbourne Fire Station. This is supported by Bournemouth University and accommodation providers to educate students in fire safety and in making more responsible choices.

When we deliver face to face presentations to young people, we prioritise our visits based upon four areas of risk:

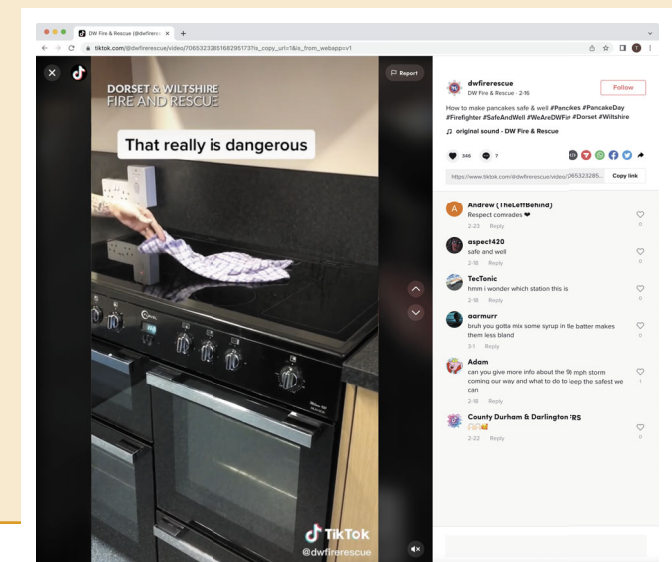
- number of domestic fires with dependent children near the fire station
- response time from the fire station to the school
- deprivation data, and
- last educational visit.

As well as targeting specific age groups to promote the safety messages, our teams react to safety issues in particular locations, or as a result of an incident. One of our firefighters created a video for use in local secondary schools to highlight the dangers of playing with fires and aerosols.

After every school visit our education officers provide information that the children can take

home to share with their parents and carers. We are constantly seeking feedback in different ways about our work. This gives us a greater understanding into how the children talk about the visit with their families, what they remember, and importantly, any positive fire safety behaviours the family will now use.

Safety advice is promoted in line with the National Fire Chiefs Council campaign calendar, such as cooking safety and Bonfire Night. Child and family friendly activities are used to promote the safety messages along side social media.



# PREVENTION: Making safer and healthier choices



3

courses

## Youth intervention

Our youth engagement programmes are widely recognised as being effective, enjoyable and educational. This year we rebranded and renamed our youth engagement programmes to SPECTRA, which stands for Support, Purpose, Enthusiasm, Challenge, Trust, Resilience and Achievement.

SPECTRA is a development programme that encourages teamwork and the supporting of others. Using practical firefighting skills we encourage young people to work together, and problem solve, using scenarios and activities set by the instructors.

Held at fire stations, participants can expect to use the same equipment as our firefighters do, learning new skills such as how to get water from a

hydrant, how to safely climb ladders, basic casualty care skills and search and rescue techniques, in a darkened building.

The course will have several benefits for each individual but key aims include:

- gaining self-esteem and self-confidence
- improving communication and teamwork skills
- gaining an awareness of mental health and wellbeing, and
- developing the ability to build resilience and overcome challenges, both individually and as a team.

## Impact to wider society

### Youth education



Five SPECTRA courses were held last year with 49 young people attending and 100% passed the course. Surveys are sent following completion of the course and 100% of course attendees were satisfied with the service provided. For each £1 we invest in our SPECTRA courses we generate a societal saving of **£4.46**. The overall societal benefit of this work is estimated at **£240k** to our communities, based on 70% of attendees moving into education, employment or training.



## Impact to wider society Firesetters

For each £1 we invest in our Firesetters scheme we generate a societal saving of **£11.39**. This includes savings for us, the police, ambulance service and the wider NHS. In 2021-22 this represented savings of almost **£589k**. We are working towards achieving a 50% reduction in deliberate fires across Dorset and Wiltshire, which we estimate could see an annual societal saving of **£333k**.

There are three Fire Cadet units across our area, based in Ferndown, Swindon and Trowbridge. These are linked to the National Fire Cadet programme and involve a mixture of theoretical and practical sessions, alongside

social action projects in the local community. Fire Cadets support the development of young people by offering them the opportunity to take part in fun and challenging activities, to help them reach their full potential, whilst contributing to safer, stronger and healthier communities. Three courses were completed in July 2022, with 100% of cadets receiving the National Fire Cadets Award 1 and 100% receiving the AQA certification, Fire Service Training Programme. We have also hosted 12 police cadets to provide home fire safety education, and on a return visit fire cadets learnt about crime scene investigation.

To help reduce the risk of arson in the community we work with the police, youth services, communities and businesses, who refer young people to our Firesetter Advisors. This year we received 59 referrals to our early intervention educational programme, which is designed to stop deliberate fire

setting. National best practice indicates that talking to a young person early on is vital to stop the fire setting behaviour and fascination of fire as soon as possible. We can help to explain the dangers and consequences to the young person in a sensitive and informed manner.



# PREVENTION: Making safer and healthier choices

## Prince's Trust

We are proud to continue working in partnership with the Prince's Trust, to support unemployed young people, aged between 16 and 25, to recognise and achieve their potential. The 12-week course aims to help young people progress into work, education, training or volunteering. The course involves an activity based residential trip, a community project, to improve their local area, and a two-week work experience placement. Other activities are completed throughout the course to support future employment opportunities, such as emergency first aid, creating a CV and practicing interview skills.



## Prince's Trust

One of our Prince's Trust teams travelled to Dartmoor where they took part in navigation exercises, rock climbing, abseiling, gorge walking and other team building tasks. Working in partnership with Bournemouth, Christchurch and Poole Council, the team painted fencing at a children's playpark in Canford Heath. This saved labour costs for the council, who sent a representative to thank the team during completion of the project and who have since requested support with further projects.

A variety of qualifications were gained by the young people on this course, including:

- Level 1 Prince's Trust Employability, Teamwork & Community Skills qualification
- Level 1 Money Management
- Level 2 Food Safety and Hygiene, and
- Level 3 Emergency First Aid in the Workplace.

We have delivered six courses this year. Of those who completed the programme 78% moved into education, employment or further training within six months of graduating.

## Impact to wider society



A Social Return on Investment analysis indicates that through helping young people into employment, **£2.3m** is saved in benefit payments and increased tax payments nationally.

A social benefit is created by supporting those who had previously offended, or those who were at risk from doing so. This demonstrates that for every **£1** spent on the programme **£3.07** of societal benefit was created. Including external funding, we provided an estimated societal benefit across our communities of **£240k**.

## Community focus



We have supported our public health partners to encourage hard to reach groups to receive their coronavirus vaccination. We have been working with Wiltshire Council and health partners to provide a vaccination bus. The bus had been converted into a mobile clinic, and it was used to help reach people who were either hesitant about getting vaccinated or were unable to travel to a vaccination centre. We worked with community leaders, faith groups and public health teams to ensure that vaccination delivery was offered in the most appropriate places, with fire stations amongst the sites used.



Public health teams also commissioned a vaccination boat to travel along the Kennet and Avon Canal, targeting boaters who live and work on the water between Bath and the Vale of Pewsey. The boat is usually a floating classroom, used to take vulnerable people for day trips, but it became a foodbank during lockdown and last winter it was used to deliver flu vaccinations. We supported the wider efforts at 11 different locations along the canal, with more than 300 boaters receiving their first vaccinations in this way.

# PREVENTION

## Community focus

### K9 Firewise

K9 Firewise Patrol is a partnership project with Dorset Dogs, a new section within the Urban Heaths Partnership. The K9 Firewise patrols engage with dog owners who regularly walk on the heaths which are at risk of wildfires. The patrols identify signs of fire or suspicious behaviour that may be linked to wildfires and provide an early notification to us. To date, the volunteer teams have completed over 96 hours of patrols, liaising with over 25 different dog walkers, which has been positively received.

## PREVENTION: Making safer and healthier choices



### Home visits

Last year we completed 7,205 Safe & Well visits in the home and 534 over the phone. The pandemic has led to closer partnership working, which in turn has enabled greater opportunities to target

those most at risk. In the last year we received 3,781 referrals, the majority of which our teams supported successfully, with 504 referrals signposted to partner organisations for further assistance.

In 2021 we developed valuable new partnerships with Auriga Services, Scotia Gas Networks, Scottish & Southern Electricity Networks, Thames Water and Wales & West Utilities. Together, these partners donated £285,000, which will enable us to fit 5,000 carbon monoxide detectors and 500 carbon monoxide Wi-Fi detectors, for the most vulnerable people we work with.

We pride ourselves on working with key partners to receive referrals for people requiring our help. We signpost occupants through the Safe And

### Impact to wider society

Preventing fires in the first place reduces serious injuries and the terrible loss of life, loss of business, and the cost and damage to properties.

By investing in prevention, we can reduce the overall cost of responding to incidents. For example, for every £1 invested in the Safe & Well provision last year there was a societal return of **£4.95**. Therefore we estimate this activity brings in a potential **£89k** of savings. If just 1% of our Safe & Well visits prevent a house fire from occurring, this could result in estimated societal savings of **£4.5m**.



## Community focus

Last year we set up a support group to help those with a hoarding disorder. Working with Bournemouth, Christchurch and Poole Council, Poole Housing Partnership and Sovereign Housing, the group offers a place for individuals and families affected by hoarding to share concerns, challenges and successes. We have developed a support network with practical help and the opportunities to share feelings relating to hoarding behaviour and gain a better understanding. The aim is to help those people feel better supported and improve their overall health and wellbeing whilst reducing their fire risk.

Independent Living initiative to other agencies such as Age UK, Citizens Advice and Trading Standards, who can provide further advice. Our prevention work has a positive impact on the health of our communities, reducing the number of incidents or cases of preventable ill health. Our Safe & Well advisors are trained to recognise other risks or concerns in the home, and not just focus on fire. They engage with occupants, to support through signposting for mental health, social isolation, domestic abuse and other general health problems. Effective Safe & Well visits take a wider approach to reducing risk, including helping to prevent slips, trips and fall issues for the elderly or frail. We have a formal partnership with Age UK, where we train their staff

on our Safe & Well programme. This supports our priority to target vulnerable people at a greater risk of fire and make a referral for a home visit.

The Government's Office for Health Improvement and Disparities estimates that unaddressed fall hazards in the home cost the NHS in England £435m per year. By playing our part in helping to stop or reduce this happening in the first place, then we reduce the impact on the NHS and wider society.

We take our approach to safeguarding vulnerable adults and children very seriously, with 24/7 arrangements in place to manage these concerns. We have seen a 50% increase in referrals

## PREVENTION

since last year. We have effective partnerships in place, maintaining attendance on safeguarding boards, meetings with health agencies and the ambulance service. We also attend multi-agency groups to share knowledge of incidents we have attended, to help us all better understand and target our efforts.



# PREVENTION: Making safer and healthier choices



12,532

people received road safety interventions



405,209

social media views of road safety messages



595

road traffic collisions attended



384

rescues from road traffic collisions

## Road safety

Last year we attended 595 road traffic collisions and we carried out 384 rescues. Working in partnership with the police and other organisations we aim to reduce the number of these incidents, through our prevention activities. We aligned our road safety activity to local and national campaigns, as detailed below.



May 2021	Global Road Safety Week
June 2021	#StandUpForBeltingUp
July 2021	National Speed Operation
August 2021	Drug Driving Week
September 2021	Vulnerable Road Users
October 2021	Tyre Safety Month
November 2021	Brake Safety Week Road Safety Great Britain Festival of Road Safety
December 2021	National Drugs & Alcohol Campaign What3Words Winter Driving Campaign
February 2022	National Using a Mobile Phone Whilst Driving



Through targeted social media campaigns, 405,209 people received our road safety messages last year. We have coordinated both digital and in person road safety education events with our partners, including:

- 94 Safe Drive Stay Alive events, with 10,131 attendees
- 15 Survive the Drive events, with 1,760 attendees
- four Bikerdown events, with 41 attendees, and
- 64 other road safety education events, such as Operation Close Pass and Don't Drink and Drive, with 600 attendees.

## Impact to wider society

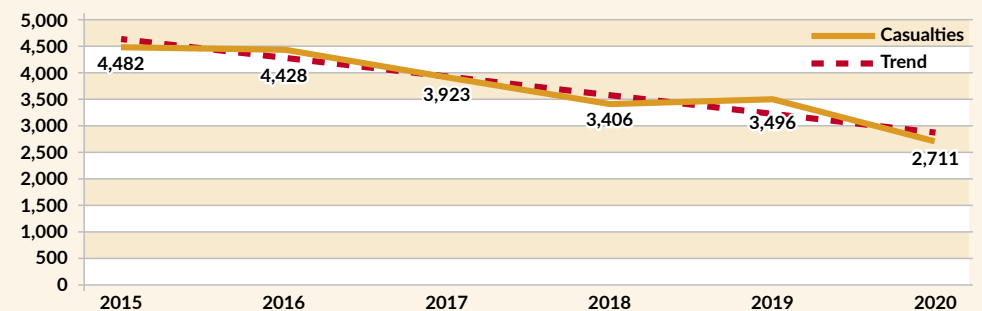
Although we attended more road traffic collisions last year than the previous year, we continue to see a year-on-year reduction in the total number of road traffic casualties on our roads. From 4,482 casualties in 2015, to 2,711 in 2020. According to Department for

Transport figures, this equates to a reduction across Dorset and Wiltshire of more than **£129m** in casualty costs. It is highly likely that 2020 was affected by the coronavirus pandemic with reduced traffic levels. However in 2019, casualties had fallen to 3,496 with a **£68m** reduction in casualty costs. Therefore we

expect a continued reduction when the Department for

Transport figures for 2021 are available.

## Number of road traffic casualties



## PREVENTION: Making safer and healthier choices

We have been working with The Hills Group to develop a custom Safe Drive Stay Alive course and have held 'train the trainer' sessions with senior leaders, who trained approximately 400 members of staff. Not only are The Hills Group helping to safeguard their staff and other road users, but they are also supporting the delivery of critical road safety programmes for schools in Wiltshire, through ongoing donations.

We have been working with the Ministry of Defence (MOD) to create a series of road safety videos. Funded by the MOD, the videos cover a range of subjects including basic vehicle safety checks, cycle safety, highway code changes, and speeding and stopping distances. These videos will be shown to UK military personnel across the world. The videos are particularly important for our communities as 31% of the British Army are based within our Service area.

We were very proud to receive the Defence Recognition Award at this year's Defence Road Safety Awards, presented by the Deputy Director General of the Defence Safety Authority, Rear Admiral Thomas Manson OBE. This was awarded for developing and delivering virtual Survive the Drive events during the coronavirus pandemic.





## Summary

### This work leads to:

- increased awareness of, and a reduction in, the risks of accidental and preventable fires in the home
- societal savings from the reduction in fires and other emergencies
- fewer injuries and deaths on our roads, with an increased awareness across target audiences of road safety messages
- opportunities for young people to reach their potential and engage with their community
- more protection and support for vulnerable people, so they can live fulfilling and independent lives, and
- fewer hospital admissions for vulnerable people.

### Moving forward our focus will be to:

- make our youth engagement work as cost neutral as possible and explore opportunities to become even more efficient
- continue to drive reductions in road risk through smarter working arrangements and the use of technology, and
- train our prevention teams to recognise deficiencies in building fire safety measures.

# PROTECTION: Protecting you and the environment from harm



**890**  
fire safety audits



**573**  
licensing  
applications



**1,400**  
building regulations  
consultations

## Fire safety

In September 2019, the Secretary of State for Housing Communities and Local Government outlined an ambition to 'significantly increase the pace of inspection activity across high rise residential and other high risk buildings'. This led to a national Building Risk Review programme. From this 356 high rise residential buildings (measuring over 18m or six stories and above), were reviewed and audited in Dorset and Wiltshire. Our fire safety protection team successfully completed their programme of all 356 audits ahead of the national deadline.

Newly introduced and forthcoming legislation will strengthen the fire safety provision within high rise buildings and place new requirements

on the managers of all multiple occupancy residential buildings. We have continued to monitor those buildings, which were identified, by the national Building Risk Review programme as posing the highest risk. We have worked with local authority partners, as well as the Health and Safety Executive, to ensure that information sharing and

enforcement activity is consistent and timely.

Our fire safety protection team gather and review information on premises to identify if they are high risk. This helps to ensure that our firefighters are prepared for emergency incidents, should they occur. Those buildings of highest risk



have information produced, which is available for crews when they attend incidents. We have continued to strengthen our arrangements for collecting and sharing risk information across all departments, as well as with partner agencies.

We completed 890 fire safety audits and responded to 1,400 building regulation consultations as part of our statutory duties last year. Investment from protection grants has enabled us to strengthen and develop the capability of our fire safety protection team in the short term. However, with a continued increase in demand, as well as new legislation, we expect a need for further investment in this specialist area.

Operational crews at wholetime stations have been trained by the fire safety protection team to complete lower risk fire

safety checks on premises, such as an office, shop or small industrial unit. As a result crews will:

- refresh and increase their knowledge of fire safety
- improve engagement with local businesses
- enable the early identification of local and community risks, and
- increase the capacity of fire safety protection staff to deal with more complex fire safety issues.

We continue to undertake a programme of exercises to further strengthen our operational procedures for fires in high rise buildings. Last year we completed a series of exercises to test new procedures in fire

survival guidance, and evacuation practices, with operational crews and control staff. This allowed operational crews and local building managers to practice working together to maintain the safety of occupants and our staff. Since equipping all of our fire engines with fire escape hoods, in 2020-21, they have been successfully deployed by operational crews during rescues to protect victims of fire from the effects of smoke inhalation.



# PROTECTION: Protecting you and the environment from harm



**172**  
higher priority fire  
safety concerns  
dealt with



**5,547**  
positive  
engagements with  
businesses

## Fire safety concerns

We continue to respond to fire safety concerns raised by the public and partners. Last year fewer fire safety concerns were reported (largely due to buildings being closed due to the coronavirus pandemic), however, these have now started to increase again. A total of 172 higher priority fire safety concerns were dealt with last year, 80 of which were responded to within 24 hours. Of the less urgent concerns, 82% were resolved within seven working days. We follow the Government's Better Regulation Framework and will take action, including prosecution, where this is warranted.

If you wish to tell us about fire safety risks in commercial premises, such as locked or blocked fire exits, you have three options:



email the fire safety department at [enforcement@dwfire.org.uk](mailto:enforcement@dwfire.org.uk)



call **01722 691717** during office hours (9am-5pm Mon-Fri), or



call our Service Control Centre on **03067 990019** out of office hours including weekends.

For more information about business fire safety, please see our website [www.dwfire.org.uk/business-fire-safety](http://www.dwfire.org.uk/business-fire-safety).

## Summary

### This work leads to:

- fewer deaths, injuries, accidents and preventable fires
- increased self-compliance in fire safety law, making workplaces safer
- a reduction in the number of unwanted fire alarms, particularly from commercial properties, through tighter procedures, call challenge processes and providing advisory support, and
- fewer false alarms and unnecessary emergency call outs.

### Moving forward our focus will be to:

- further strengthen the capability of our fire safety protection team to enable us to respond to increased demand and changes in legislation
- review the automatic fire alarms policy for commercial premises, implemented in April 2020, for potential further efficiencies
- evaluate the impact and benefits of operational crews completing business fire safety checks, and
- ensure fire investigators gain Skills for Justice Accreditation aligned to the National Fire Chiefs Council Fire Investigation Competency Framework.

# 999 RESPONSE: Being there when you need us



**13,858**  
incidents attended



**3,022**  
fires attended  
(inc. 748 deliberate)



**120**  
rescues from fires



**693**  
accidental fires in  
the home attended



**4.4%**  
reduction in  
accidental dwelling  
fires



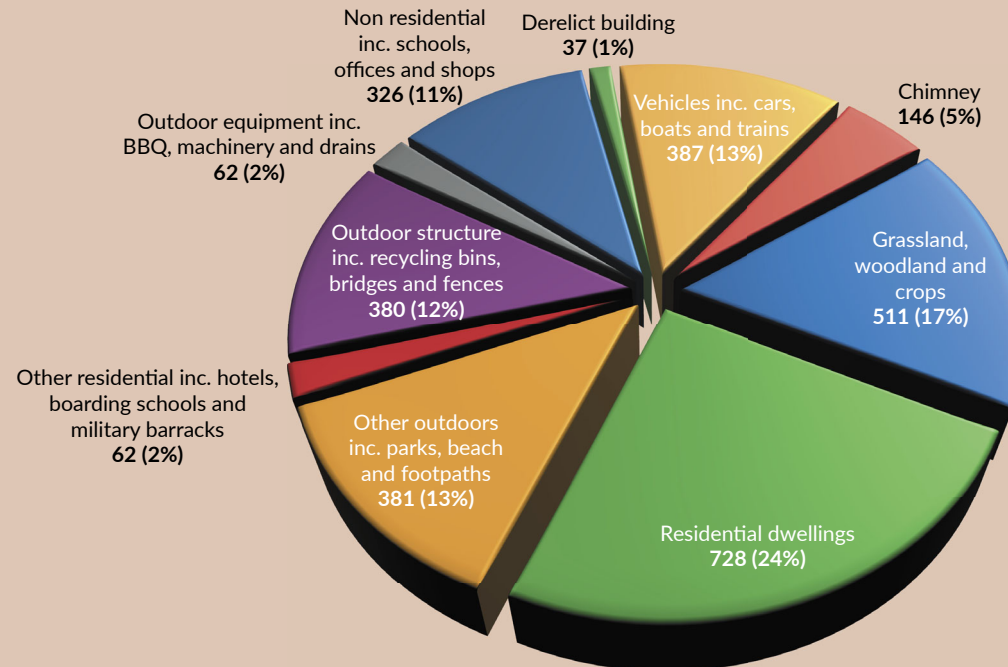
**384**  
rescues from road  
traffic collisions

## Emergency response

Last year we attended 13,858 incidents, including 3,022 fires; 748 were deliberate, this represents a 23% reduction in a five-year average, and 2,274 were accidental fires. Of these accidental fires 693 were in the home, this represents a 4.4% reduction in a five-

year average. We rescued 120 people from fires and 384 from road traffic collisions. Her Majesty's Coroner has confirmed two fire related deaths. There were a further two deaths in fire related incidents last year, Her Majesty's Coroner has yet to determine if they were caused by fire.

## Types of fire attended 2021-22



Every emergency response starts with the Fire Control; our highly trained and professional operators who answer emergency calls, mobilise resources and support the incident to its conclusion. Our Fire Control operates 24 hours a day, every single day of the year, and this year answered 29,845 emergency calls.

We are part of a Networked Fire Services Partnership with Devon and Somerset Fire and Rescue Service and Hampshire & Isle of Wight Fire and Rescue Service. By using the same technology, we can all mobilise for one another if required, which provides essential resilience across the three service areas.

Our emergency response standards focus on life risk. Where there is an incident at a property with sleeping risk (care homes, hospitals, hostels, private dwellings, sheltered accommodation, student accommodation etc.)

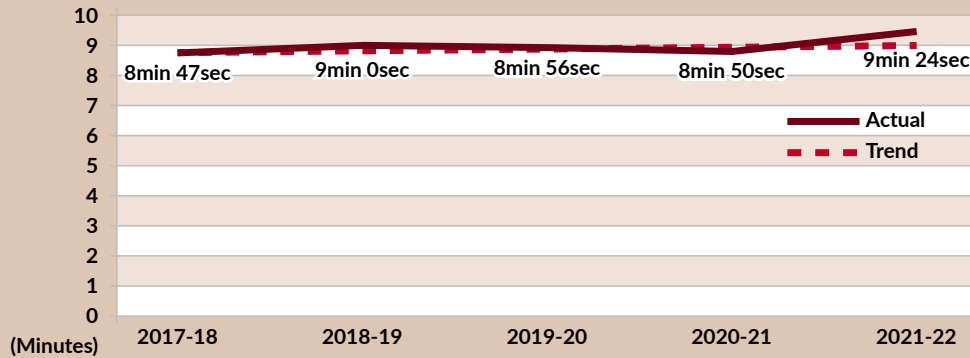
we send at least two fire engines. We aim for the first fire engine to arrive, on average, within ten minutes from the time the call is received by our Fire Control. During 2021-22 our average response time was 9 minutes and 24 seconds.

For other buildings that are not classified as sleeping risk, our standard is an average of ten minutes for the first fire engine. During 2021-22 our average response time was 10 minutes and 13 seconds.



# 999 RESPONSE: Being there when you need us

## Average response time of first fire engine to sleeping risk properties



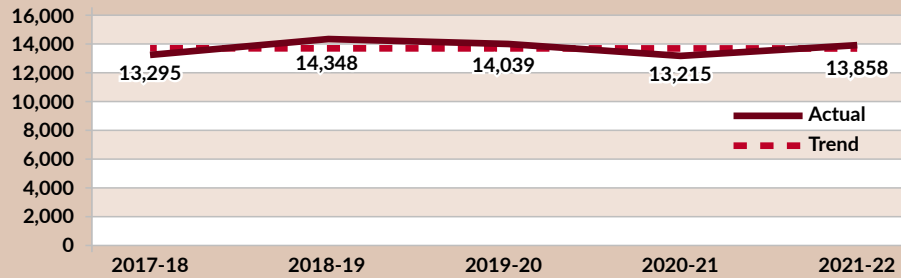
The nature and demographics of Dorset and Wiltshire mean that our ability to achieve our response standards is not always possible on every occasion, because of where people live and the rurality of the counties. To keep people safe, we continue to work hard to identify the most vulnerable in our communities, to focus our efforts on fire safety and prevention activities where we cannot always attend within our ten minutes response time. Through this focus on preventing fires, our aim is to mitigate and prevent the risk of a fire occurring in the first place.



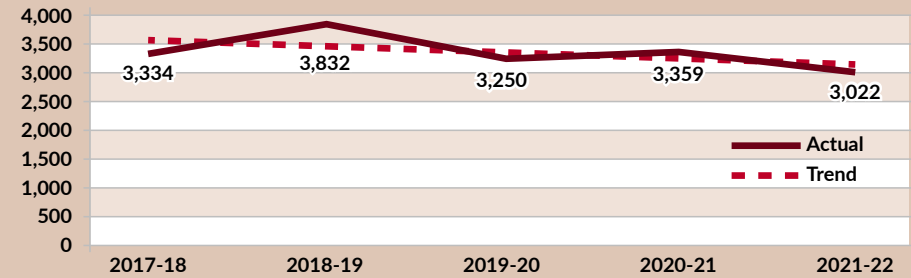


Long term trends

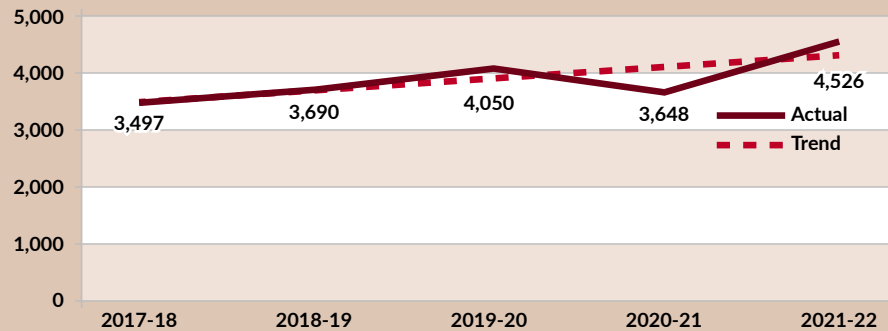
Number of incidents attended



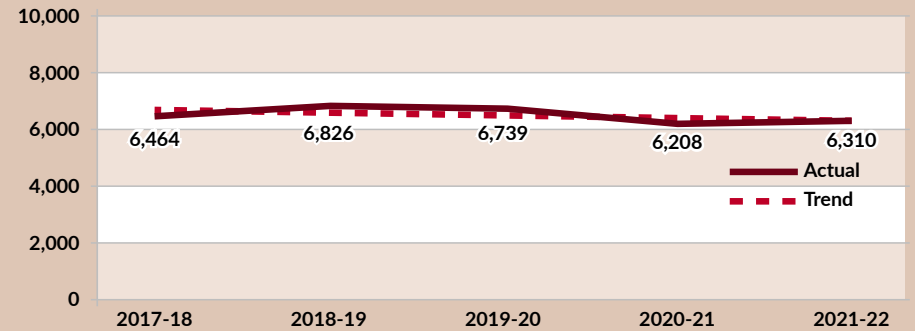
Number of fires attended



Number of non-fire related incidents



Number of incidents that turned out to be false alarms



Last year we attended 600 critical incidents supporting the ambulance service, where they needed to gain access to people who had collapsed behind a closed door. We use our access equipment, knowledge and skills of entry to support rapid medical intervention, by ambulance crews, to members of the public. The increase in the number of non-fire related incidents last year is largely due to our support to partners with these special services.

We continue to work hard to reduce the number of unwanted fire calls from false alarms. Our work has led to a reduction of 8.8% against the average attended over the last five years. This has created the following savings:

<b>Savings in time</b>	<b>£119,600</b>
<b>Cost avoided</b>	<b>£56,875</b>

# 999 RESPONSE: Being there when you need us

Throughout the coronavirus pandemic, to support our partners and the communities, our staff undertook 1,874 face fit tests, with 89 completed in 2021-22. This helped to improve the safety of doctors, nurses, paramedics, ambulance technicians and care workers to ensure their masks fitted to their face. We have also supported the ambulance service with firefighters driving emergency ambulances. Between April 2021 and March 2022, we responded to over 3,700 calls and have worked over 1,000 shifts.



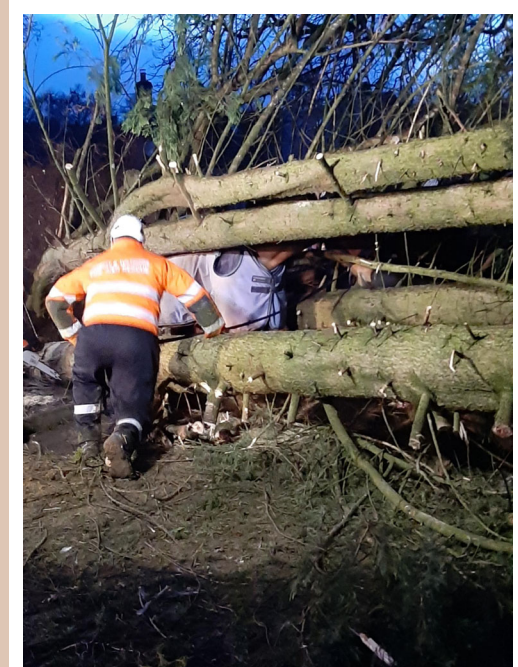
## Incidents

In addition to tackling fires and helping people involved in road traffic collisions, we will respond when all manner of emergencies arise. We have specialist teams providing animal, rope and water rescue capability, we can assist with flooding incidents and we can be called upon to help other agencies.

### Storm Eunice

February 2022 saw three named storms in quick succession – Storm Dudley, Storm Eunice and Storm Franklin. Whilst all three led to damage across our area, it was Eunice that had the most impact, with Fire Control inundated with 999 calls. On

Friday 18 February 2022 alone, over 300 emergency calls were received by Fire Control, with many reporting fallen trees, fallen power cables and building damage. Over the weekend, around 70 storm related incidents were attended by either fire crews or an officer. We used social media and press releases to urge people to only call 999 in an emergency. We provided links to the dedicated information page on our website about who to call for storm damage. The social media posts achieved a total reach of nearly 200,000 people and there were over 2,100 views of our web page.



### Salisbury train crash

Firefighters worked with colleagues from British Transport Police, South Western Ambulance Service, Wiltshire Council and Wiltshire Police to help 92 people to safety when a major incident was declared after two trains collided near Salisbury railway station on 31 October 2021.

A South Western Railway service from London to Honiton collided with a Great Western Railway Service from Portsmouth to Cardiff as they both entered Fisherton Tunnel in Salisbury. Both trains were travelling in the same direction and one train struck the side of the other, causing both to derail whilst in the tunnel.



# 999 RESPONSE: Being there when you need us

## Exercises

### Bournemouth Airport

A large scale multi-agency exercise with Bournemouth, Christchurch and Poole Council, Dorset Local Resilience Forum, Dorset Police and South Western Ambulance Service's Rapid Response Team, was hosted at Bournemouth Airport in November 2021. This tested decontamination methods in the event of a CBRNe (chemical, biological, radiological, nuclear and explosive) incident. Crews attended from fire stations across Bournemouth, Christchurch and Poole and Dorset. Devon and Somerset Fire and Rescue Service and Hampshire & Isle of Wight Fire and Rescue Service supported the exercise with crews taking part.



### MOD Lyneham

A multi-agency exercise was held at MOD Lyneham in March 2022 to test our response to a large scale CBRNe incident. Similar exercises are held across our area every year, with the aim of testing operational response to large scale emergencies and how various agencies work together at an incident. Crews attended from fire stations across Swindon and Wiltshire. Avon Fire and Rescue Service and Gloucestershire Fire and Rescue Service also took part, as did MOD Lyneham, South Western Ambulance Service and Wiltshire Police personnel. Forty volunteers, including students from New College Swindon, attended as role players.



# 999 RESPONSE: Being there when you need us

## Summary

### This work leads to:

- fewer injuries and deaths from accidental and preventable fires
- safer roads with fewer road traffic collisions that result in injury and death
- safer firefighters and staff
- an increase in our understanding of the community risk and the people we need to help, and
- working closely with our partners within the Networked Fire Services Partnership to identify opportunities for collaboration, including alignment of operational procedures with neighbouring fire and rescue services.



**Moving forward our focus will be to:**

- continue to review the type, number and locations of support vehicles to ensure we have the right number of vehicles in the right locations based on strategic risk and demand
- continue to review our emergency response arrangements and resourcing across our area, to meet changing community risks, deliver value for money and achieve a sustainable balanced budget
- plan for the replacement of our command and control system, that also meets the needs of partner services
- further enhance our community mapping software to strengthen the understanding of local risks and enable the tracking of progress following interventions, and
- continue to further strengthen the recruitment and retention of on-call firefighters by:
  - looking at how we can recruit, employ and retain on-call firefighters in new ways, and
  - further strengthening the training and development for new firefighters to make it more flexible.

# £ GOVERNANCE: Making every penny count



clean audit results  
from external  
auditors

Ensuring value for money, along with good governance and financial management, is at the heart of everything we do. This is supported by achieving positive assurance from both our internal and external auditors.

Our budget is funded by a combination of council tax and

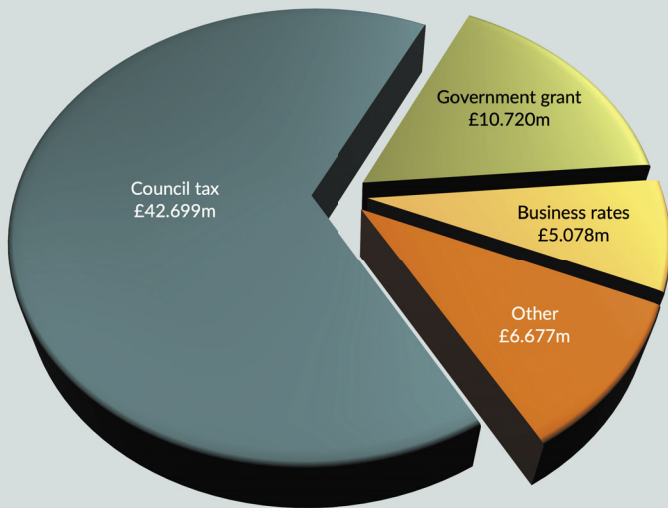
government grants along with a share of local business rates. Seventy five percent of our funding comes from council tax and for 2021-22 our Band D precept was £77.88. This compares to a national average of £80.06. The net budget for 2021-22 was £58.5m.

Since 2016 we have continued to secure savings in excess of the £6.6m

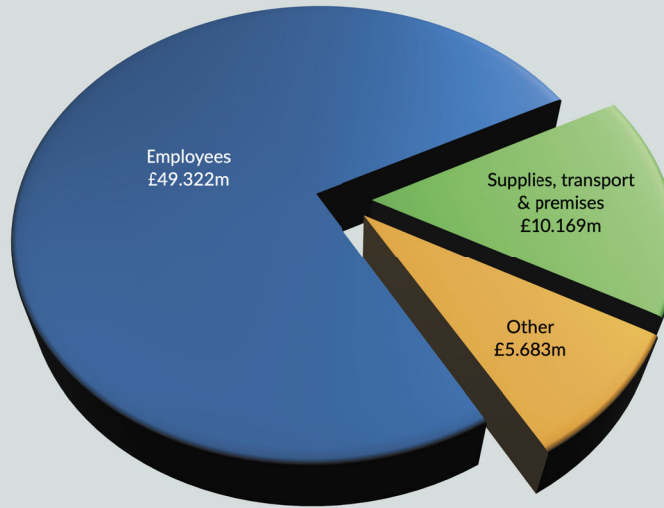
per year initially forecasted, with cumulative savings now over £35m.

Our medium-term financial planning continues to show that we still have significant financial challenges ahead if our share of government funding, council tax and business rates does not improve. From April 2023 we have a forecast budget gap of £1.1m, rising to £1.8m from April 2025. Given the uncertain economic outlook, we anticipate that these forecasted deficits will rise significantly over the coming months and years. This is due to such factors as increasing pay demands as inflation rises and the rising costs of fuel and goods affecting many of the things we buy. Through future planning and financial management, we are working hard to deal with these financial challenges.

Funding 2021-22



Spending 2021-22







below average  
Band D council tax  
precept



below average  
firefighter costs  
(£22.08 compared  
to £24.53 national  
average)

We have invested more than £9.9m into our capital programme this year, to replace and maintain the current levels of services. This has included £1m on maintaining our fire stations and other buildings and over £8.6m on replacement vehicles and operational equipment. In 2019 we commenced a project to replace 19 frontline fire

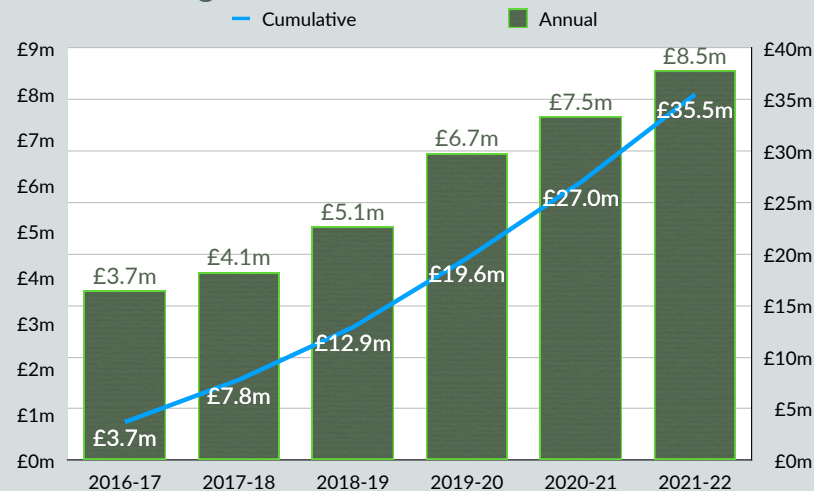
appliances, which was completed this year. These vehicles are safer and carry the latest equipment and technology. We have also replaced a further ten operational vehicles as well as two specialist technical rescue support vehicles.

Our firefighter costs continue to be lower than the national

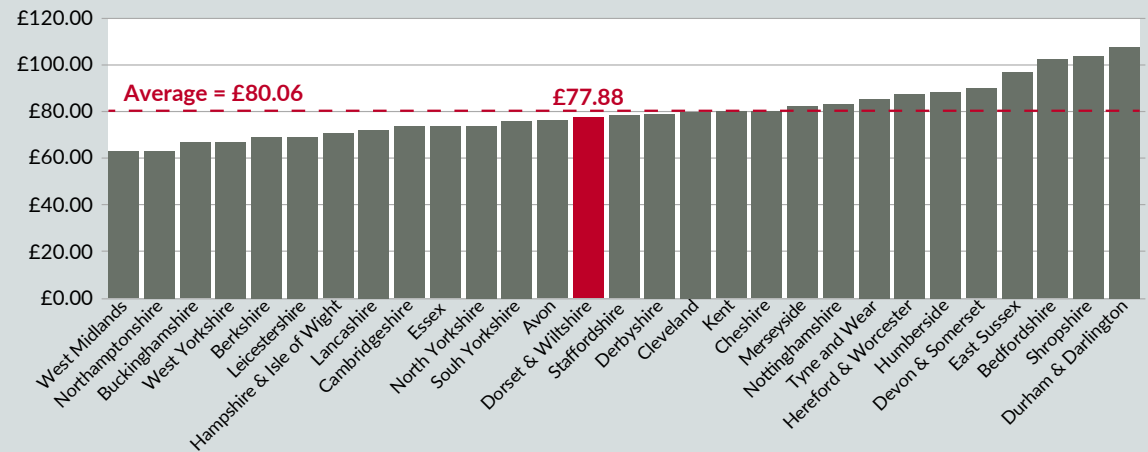
average, with costs per 1,000 population of £22.08 compared to a national average of £24.53.

More information about our financial planning and performance, including our approach to efficiency and value for money, is available through our website within the 'What we spend' section.

## Service savings



## Band D Council Tax charges for 2021-22



## GOVERNANCE: Making every penny count

We proudly hold the International Standard 45001 for occupational health and safety. This requires the British Standards Institution to visit and audit us twice each year to ensure continued compliance. This year audits were conducted in both April and November 2021, with both ensuring the continued accreditation. We are also committed to achieving the International Asset Management System Standard 55001 in 2023.

We received accreditation to the Cyber Essentials standard in February 2022. This means that we have appropriate arrangements in place to help us guard against a wide range of potential cyber threats and attacks.



During March and April 2022, we received an inspection by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services. This was the second full inspection, following a Round 1 inspection in 2018, where we were awarded a 'Good' rating against all three pillars of the inspection: Efficiency, Effectiveness and People, and the positive COVID-19 specific inspection carried out in 2020. The 2018 inspection report and COVID-19 outcome letter can be found on our website [www.dwfire.org.uk](http://www.dwfire.org.uk). The results of the Round 2 inspection will be published, by the inspectorate, later in 2022.

“Resources are allocated in an efficient and cost-effective manner, meaning that the Service can appropriately direct its resources where needed.”



HM Inspector of Fire & Rescue Services

**Wendy Williams CBE**

Following the Service's formal inspection, 2019

## Summary

### This work leads to:

- evidence that we have robust financial and corporate governance arrangements, and these are assured by external audit
- ensuring we are making the best use of our financial and physical resources, and can demonstrate value for money in all that we do
- good procurement and contract management, which helps us save money, and
- making our budget work smarter.

### Moving forward our focus will be to:

- continue to develop and embed our value for money tool, to evidence reduced costs and improving outcomes with fewer or the same resources
- develop a revised approach to the economic cost of fire, to help us better understand the wider societal impacts of community safety activity
- maximise our information and communication technology capability in supporting smarter ways of working, to improve our efficiency and reduce costs, and
- continue to strengthen the work with our partners, particularly our neighbouring fire and rescue services and the police, to continue to maximise efficiency and effectiveness.

## PEOPLE: Supporting and developing our people

### Developing our people

The safety and competence of our workforce is of paramount importance. Our staff are appropriately trained to be able to deal with the foreseeable risks they may encounter when carrying out their role.

In the last year we have seen a 32% increase in staff enlisted in an apprenticeship scheme, with 32 members of staff currently enrolled, achieving the public sector target of 2.3%. Nine members of staff graduated successfully from their apprenticeships last year. The apprenticeship options cover a wide range of areas across the Service including; Emergency Contact Handler (Control Firefighter), Facilities Management, Finance, Human Resources, Leadership Development and Operational Firefighter. Commitment to this scheme provides development opportunities for our staff and ensures we retain talent.

Workforce development can only be achieved through strong commitment and good leadership. We have a range of leadership training to enhance the skills of our leaders, so that they can transform the organisation and drive cultural change. Our Leadership Programmes equip our future leaders to be the best they can, so that they are engaged, motivated and consistently able to provide a high level of service to our communities.

We have continued to support our incident commanders by providing body worn cameras, which will also be used during assessments. The use of these cameras will also allow remote support at incidents.

Our annual awards ceremony was held virtually, to celebrate the achievements of our staff. This includes long service and good conduct medals, as well as commendations and awards, recognising outstanding contributions to the Service.





**12.9%**  
increase in staff  
absence

### Staff wellbeing

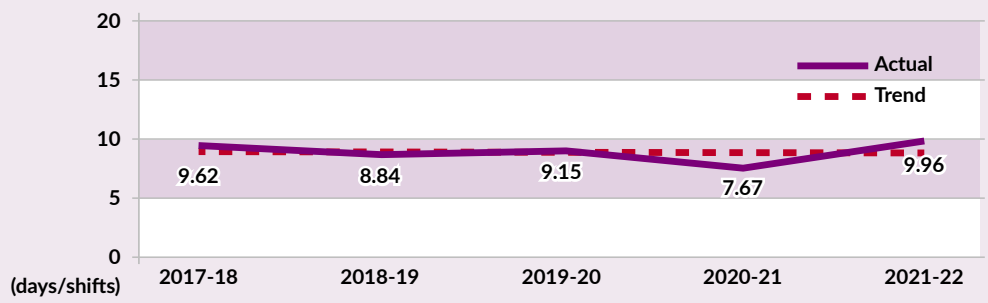
We are committed to supporting the health and wellbeing of our staff. We offer a range of physical, emotional and mental wellbeing services. To help maintain the fitness of our operational staff, all of our stations have well equipped gyms, and we provide nutritional guidance and advice on weight management and fitness improvements, through dedicated health and fitness officers. Due to the importance of this, we have ensured the integration

of mental health and wellbeing awareness sessions into the training for our supervisory managers. This helps to ensure that our leaders are supported and have the skills to recognise the early signs of mental health issues, for themselves and others. These sessions use films, animations, interactive e-learning programmes and podcasts. We also have several 'peer supporters' who can signpost individuals to the support mechanisms available.

### Average number of shifts lost to sickness

Absence management continues to be a key focus for us and whilst there is some difference between staff groups, absence has increased since last year to an average of 9.96 days/shifts lost per person per year. There was a significant amount of short-term coronavirus related absence during the latter part of the year. If these absences were excluded, this reduces the average outcome for 2021-22 to 8.78 shifts lost, achieving our target. Overall, our long-term trend for all staff groups is reducing. This is due to good managerial support arrangements

that are in place, as part of our commitment to the health and wellbeing of our staff.



# PEOPLE: Supporting and developing our people



below average  
gender pay gap



**22.8%**  
of staff from  
under-represented  
groups

## Equality, diversity and inclusion

Equality, diversity and inclusion are at the heart of everything we do. We recognise that different groups have different needs and we are continuously working to ensure that we provide our communities with services and employment opportunities that are accessible to everyone. Our Equality, Diversity and Inclusion Strategy sets out our commitment to:

- knowing our communities, staff and volunteers
- protecting our most vulnerable people
- taking action to make a difference, and
- evaluating our performance.

A vital part of our equality work is community engagement and we have held a number of events with minority groups. We invite guest speakers from these groups to help us better understand their

needs, in order to deliver a tailored approach to our services that keep our communities safe. These sessions have helped to further build and enhance our relationships within our communities.





We are proud to have had a member of staff, Station Manager Sam Allison, shortlisted in the Most Influential Black, Asian and Minority Ethnic Individual in Fire, at this year's Excellence in Fire & Emergency Awards in recognition of his community engagement work. The ceremony saw emergency service chiefs, their teams and services, suppliers and industry supporters get together to recognise and celebrate the achievements of the fire and emergency services.

As part of our inclusive approach to positive action and workforce diversity, we have been strengthening our buddy

programme. The programme aims to offer potential applicants information, support and guidance in the months leading up to the wholetime recruitment process, to help break down barriers and perceptions, so they have a better opportunity to become a wholetime firefighter.

If any community groups would like to get involved with our community engagement events, please contact us via [positiveaction@dwfire.org.uk](mailto:positiveaction@dwfire.org.uk).

For more information, including our annual Equality Report, please visit our website [www.dwfire.org.uk/equality-diversity-and-inclusion](http://www.dwfire.org.uk/equality-diversity-and-inclusion).



## PEOPLE: Supporting and developing our people

### Summary

#### This work leads to:

- investing in the development of our staff, ensuring they are equipped with the skills and behaviours to succeed in their role
- increased staff confidence in the health and wellbeing arrangements in place, with low sickness absence
- recruiting and retaining on-call firefighters in new ways
- high levels of staff engagement and morale, and
- a committed approach to increase the diversity of our workforce.

#### Moving forward our focus will be to:

- drive equality, diversity and inclusion and embed the Core Code of Ethics
- continue to strengthen and embed positive action so we can attract, recruit and retain a diverse workforce that reflects the communities we serve
- ensure our workforce planning processes incorporate succession and talent management arrangements, offering greater flexibility and opportunities within our Service to develop and retain our staff, and
- review our job evaluation process and corporate pay structure, to ensure it supports our attraction, succession and retention plans.



## Could you be an on-call firefighter?

Around two thirds of the firefighters in Dorset and Wiltshire work on an on-call basis. Of our 50 stations the majority are crewed by on-call firefighters, and on-call staff work alongside their wholetime colleagues at many of our other stations. On-call firefighters are paid professionals, who do the same work as their wholetime colleagues. Unlike wholetime firefighters, they have other jobs and commitments, responding to emergencies only when their alerter goes off.

On-call firefighters are usually available for between 40 and 120 hours per week, however this can vary, dependant on need. Between them, each fire station crew will provide operational cover for weekdays, evenings, nights and weekends. We are recruiting at a number of fire stations for on-call firefighters. More information can be found on our website [www.dwfire.org.uk/on-call-firefighters](http://www.dwfire.org.uk/on-call-firefighters).



# STRATEGIC PERFORMANCE

## Performance against corporate targets

Target	Performance
We will reduce the number of accidental dwelling fires, compared to the average attended during the last five years.	4.4% reduction
We will reduce the number of deliberate fires, compared to the average attended during the last five years.	23% reduction*
We will reduce the number of road traffic collisions compared to the average attended during the last five years.	10.4% reduction
We will audit 100% of all buildings identified in our risk based inspection programme.	100% audited
We will achieve a reduction in our attendance at unwanted automatic fire alarms, compared to the average attended during the last five years.	8.8% reduction
We will achieve a ten minutes response time for the first appliance in attendance at confirmed fires in sleeping risk premises. This includes call handling, turnout and travel time.	9 minutes & 24 seconds
We will achieve a reduction in the average sickness levels, compared to the average during the last five years.	12.9% increase**
We will improve the diversity of our workforce as a whole, compared to the last five years.	7.1% increase

**Key** ■ Target achieved ■ Target not achieved

\*Performance against this target is largely due to improved data quality

\*\*Performance against this target has been impacted by the coronavirus pandemic

# CONTACT US



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**DORSET & WILTSHIRE**  
**FIRE AND RESCUE**

PASSIONATE ABOUT  
**CHANGING & SAVING LIVES**