



**DORSET & WILTSHIRE  
FIRE AND RESCUE  
AUTHORITY**

Item 22/28

MEETING	Wiltshire Local Performance & Scrutiny Committee
DATE OF MEETING	1 December 2022
SUBJECT OF THE REPORT	Performance report for quarter 2
STATUS OF REPORT	For open publication
PURPOSE OF REPORT	For consideration and scrutiny
EXECUTIVE SUMMARY	This paper sets out the performance achieved for the second quarter covering the period 1 July to 30 September 2022. The report outlines performance against the key lines of enquiry aligned to His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) methodology.
RISK ASSESSMENT	There are no significant risks arising from this report. Performance remains good with no significant issues to raise with Members.
COMMUNITY IMPACT ASSESSMENT	Performance remains good and there are no significant adverse community issues arising from this report.
BUDGET IMPLICATIONS	None for the purposes of this report
RECOMMENDATION	Members are asked to scrutinise and comment upon performance of the Service period, 1 July to 30 September 2022
BACKGROUND PAPERS	<a href="https://dwfrs.dashboard.cammsgroup.co.uk/#/">https://dwfrs.dashboard.cammsgroup.co.uk/#/</a>
APPENDICES	None
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## 1. Introduction

- 1.1 As Members are aware, the Service's performance is reviewed against the strategic priorities set out in the Community Safety Plan. This Committee oversees the performance against Priorities 1, 2 and 3 - *making safer and healthier choices, protecting you and the environment from harm and being there when you need us*, with the Local Performance and Scrutiny Committees scrutinising service delivery performance at a local level.
- 1.2 Part of this innovative approach to reporting and scrutiny has been to anchor reporting to specific Key Lines of Enquiry (KLOEs). Each of the strategic priorities is supported by a set of KLOEs.
- 1.3 The Service revised its KLOEs with effect from 1 April 2021 to align to the methodology within the three pillars of HMICFRS's methodology: Effectiveness, Efficiency and People.
- 1.4 This alignment is designed to provide evidence of the Service's performance against the methodology and to allow Members to monitor and scrutinise the Service's performance to ensure it continues to achieve the overall HMICFRS rating of 'good'.
- 1.5 A baseline assessment for each KLOE has been undertaken against the HMICFRS methodology and 'good' rating. The evidence collected for each has been assessed against three levels – requires improvement, good, or outstanding to determine the overall level of performance and where improvement actions are required.
- 1.6 This report sets out the performance for quarter 2, 2022-2023 and will be supported by the attendance of key Officers at the meeting to answer any specific points Members may wish to raise.

## 2. Quarterly performance summary

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

Availability and attendance of wholetime appliances remains good and in line with the corporate target.

Whilst the availability of on-call appliances continues to be below target, there are a number of initiatives underway to improve this further including a review of the current on-call recruitment process and an increased recruitment campaign for on-call firefighters and measures to improve on-call retention.

The Service has further developed the productivity tool in liaison with station based staff to ensure that stations better understand the demands, risks and challenges at a local level, moving forward this tool will be known as 'Watch Activity'. This will enable them to set in place interventions of each risk which will feed into a station action plan.

Crews continue to deliver low level fire safety audits across the Service area, allowing the fire safety team to focus their expertise on higher risk properties in Wiltshire.

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

Increasing partnership referrals remains a key focus for the Safe & Well team, particularly from hospitals and health care organisations.

Teams continue to deliver our key safety messages such as the virtual Safe Drive Stay Alive and virtual fire safety lessons. Social media is used to maintain engagement with the wider public promoting key safety messages. Stations continue to support promoting key safety messages.

The number of Safe & Well visits year to date has increased compared to last year. This is due to both operational crews and Safe & Well advisors now being able to visit everyone who asks for a Safe and Well visit. We are continuing to see a rise in crews also carrying out Safe & Well visits post incidents for accidental dwelling fires, which ensures the public are provided with the education when most needed.

Our integrated approach to firesetting behaviour centred on key risk groups and areas has proven successful and we remain one of the lowest for deliberate fires in England.

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

Progress against the Service's programme of fire safety audits at high-risk premises with sleeping risk is currently below the corporate target due to ongoing prioritisation of high-rise residential buildings which has delayed the allocation of some other premises and some identified issues with how the audits are recorded. This is now better understood and should allow for any shortfall to be caught up in quarters 3 and 4.

The Service has revised its risk-based inspection programme for non-domestic buildings to include assessing the premises inspected compared to premises where incidents are occurring to ensure effective targeting. Progress against this programme is slipping due to the reasons identified above.

- 2.4 KLOE 4: How effective are we at responding to fires and other emergencies?  
The Service continues to be effective in evaluating and improving operational performance. Following an incident, where necessary, a structured debrief report captures any learning to share across the organisation, and where appropriate is taken to a cross-departmental group for consideration of any further action required.

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

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

The Service continues to work closely with Local Resilience Forums to capture community risks. The Service also plays a key role in all Strategic Coordinating and Tactical Coordinating Groups for attendance at incidents, exercise planning and other localised risks.

As part of the multi-agency working the Service has strengthened the facilities for major Incident coordination, with establishment of a Strategic Holding Area. This will be used by the Service and our partners during major incidents and helps to ensure successful co-ordination of resources and requirements at incidents.

### **3. Summary and key points**

- 3.1 The use of KLOEs is an innovative approach to reporting performance. This approach provides a structured means for Members to receive performance information within a wider context.
- 3.2 There are no new significant issues to raise with Members at this time and good progress is being made.
- 3.3 The quarter 3 performance report for 2022-2023 will be provided to the Wiltshire Local Performance & Scrutiny Committee on the 2 March 2023.
- 3.4 Members can also view Key Performance Indicators via the on the online dashboard [here](#).