



**DORSET & WILTSHIRE  
FIRE AND RESCUE  
AUTHORITY**

Item 23/07

MEETING	Wiltshire Local Performance & Scrutiny Committee
DATE OF MEETING	2 March 2023
SUBJECT OF THE REPORT	Performance report for quarter 3
STATUS OF REPORT	For open publication
PURPOSE OF REPORT	For consideration and scrutiny
EXECUTIVE SUMMARY	This paper sets out the performance achieved for the third quarter covering the period 1 October to 31 December 2022. The report outlines performance against the key lines of enquiry against His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) methodology. There are no significant issues arising from this report.
RISK ASSESSMENT	There are no significant risks arising from this report. Performance remains good with no significant issues to raise with Members.
COMMUNITY IMPACT ASSESSMENT	Performance remains good and there are no significant adverse community issues arising from this report.
BUDGET IMPLICATIONS	None for the purposes of this report
RECOMMENDATION	Members are asked to scrutinise and comment upon performance of the Service period, 1 October to 31 December 2022.
BACKGROUND PAPERS	<a href="https://dwfrs.dashboard.cammsgroup.co.uk/#/">https://dwfrs.dashboard.cammsgroup.co.uk/#/</a>
APPENDIX	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 3, 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, an increased recruitment campaign for on-call firefighters and measures to improve on-call retention.

The Service has delivered an improved 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 enables crews to prioritise their time based on risk which also feeds 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.

## 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 use 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, helping to promote key safety messages. Stations also continue to promote key safety messages.

The number of Safe & Well visits in the 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 also continuing to see a rise in crews carrying out Safe & Well visits post incident for accidental dwelling fires, which ensures the public are provided with the education when most needed.

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

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

Following the completion of the Building Risk Review programme in 2021-22, the next part of the proactive programme is based on a review of incident data and an assessment of other high-risk premises.

The Service is actively monitoring and working towards delivering against the outcomes of the Grenfell Tower Public Inquiries, the Kerslake Report, National Fire Chiefs Competency Framework, Fire Safety Act and Building Safety Bill, as well as consultations through the Ministry of Housing, Communities and Local Government and Home Office. Implementation of the Fire Safety (England) Regs 2022, which put in place a number of the recommendations from the Grenfell Tower Inquiry Phase 1 report in relation to the management of fire safety provisions and operational information for fire services, remains a priority.

The Service uses and shares intelligence with partner agencies including Building Control, Housing, Food Standards, Care Quality Commission, Trading Standards and Border Agency to jointly visit premises that present a high risk. We have reviewed Memoranda of Understandings with relevant departments from Local Authority and key partner agencies to ensure that regular contact is made and that information sharing is effective and timely.

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's risk management arrangements are aligned to both local and national risk registers and reviewed monthly.

Nationally work is underway to review the Civil Contingencies Act (2004) and is expected for delivery this year. The National Resilience Framework Strategy has been released and we are reviewing its contents and the likely impact on the Local Resilience Forum and Civil Contingencies Unit.

During this quarter the Service has been involved with a number of multi-agency exercises, these covered Chemical, Biological, Radiation, Nuclear and Explosives (CBRNe) and Joint Emergency Services Interoperability Principles.

All Control of Major Accident Hazards (COMAH) sites within the Wiltshire area have 'in date' site-specific risk information (SSRI), which is readily available to our crews and officers.

### 3. Summary and key points

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

- 3.2 There are no new significant issues to raise with Members at this time and good progress is being made.
- 3.3 The quarter 4 performance report for 2022-2023 will be provided to the Wiltshire Local Performance & Scrutiny Committee on the 1 June 2023.
- 3.4 Members can also view Key Performance Indicators via the on the online dashboard [here](#).