



**DORSET & WILTSHIRE
FIRE AND RESCUE
AUTHORITY**

Item 24/07

MEETING	Wiltshire Local Performance & Scrutiny Committee
DATE OF MEETING	29 February 2024
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 2023. The report outlines performance against the key lines of enquiry against 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 October to 31 December 2023.
BACKGROUND PAPERS	https://dwfrs.dashboard.cammsgroup.co.uk/#/
APPENDIX	None
REPORT ORIGINATOR AND CONTACT	Name: Area Manager, Darren Langdown Email: darren.langdown@dwfire.org.uk Tel: 07825 423651

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, 2023-2024 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?

The Service undertakes a Strategic Assessment of Risk to ensure that decision-making and planning remains current and reflective of the landscape within which we operate. The most recent Strategic Assessment of Risk 2023-25 was published on the Service's website in April 2023.

In this quarter on-call appliance availability was at 55.90%, with optimal availability at 64.7%. Wholtime appliance availability was at 99%.

Year to date performance against our response standards is currently being monitored for sleeping risk properties and road traffic collisions. Operational

competence of staff is currently good and in line with target. We are monitoring breathing apparatus and incident command for on call staff.

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

A programme of activity aligned to both the National Fire Chiefs Council (NFCC) Fire Safety Campaign calendar, and local campaigns, is carried out by both the Prevention team and operational crews.

During quarter three, 554 Safe & Well Visits were undertaken. A total of 52 Safeguarding referrals were raised by staff.

Our key prevention safety messages were shared across various social media platforms, such as Facebook, Instagram and Nextdoor.com. A total of 188,757 engagements across all platforms was seen. Nextdoor.com is reaching far more users than other platforms. Our most seen and engaged post was for Bonfire Safety on Nextdoor.com and was seen by 56,679 users.

In quarter 3 we received two Fire Safety Intervention (previously Firesetters) referrals. Year to date we have received 16 referrals in Wiltshire with 12 cases currently open.

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

The Service is required to identify a range of premises which it considers to be high risk in the event of fire. These form the core of our Risk Based Inspection Programme (RBIP), which is a three-year pro-active audit schedule with premises selected based on a range of factors.

Operational crews at wholetime stations are trained to complete lower-level fire safety activity known as Business Fire Safety Checks. Two hundred and seventy-five have been completed across the Service area this quarter and a total of 617 year to date.

The enforcement of fire safety standards is based on the principles of "Better Regulation / Better Business for All" and a supportive stance towards business where this is proportionate, appropriate, and reasonable. Where informal action, advice or education is considered suitable, we will adopt this approach through our interactions with business owners and by means of informal Fire Safety Matters (FSM) letters, of which a total of 151 such informal notices were issued across the Service during the quarter. Of the FSM letters issued following audits, 39 were assessed as requiring a revisit to check compliance and 112 did not require a follow up visit.

The Service uses and shares intelligence with a range of partner agencies including Building Control, Local Authorities, housing providers, Food Standards,

Care Quality Commission, Ofsted, Trading Standards and Border Agency to jointly visit premises that present a high risk.

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. The Service has a bespoke Operational Effectiveness Database (OED) which is managed and supported by two members of the Service Improvement Department.

Across the group, Her Majesty's Coroner has, to date, confirmed no fire deaths in 2023-24. There remain two incidents with the potential for further fire deaths that are awaiting a Coroner's verdict.

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

The Service is an active member with the two Local Resilience Forums within our Service area. This includes their training and exercise groups. Involvement with these groups helps to ensure that the Service plays an active part in the multi-agency exercises, including those at major incident level.

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

Through Resilience Direct, the Service shares site-specific response plans and cross-border risks to enable an effective multi-agency response in the event of a cross-border major incident.

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 meeting of the Authority held on 14 June 2023 agreed that a meeting of the LPS will not take place in May, but the quarter 4 performance for 2023-2024 will be made available to Members. The quarter 1 performance report for 2024-2025 will be provided to the Wiltshire Local Performance & Scrutiny Committee on the 05 September 2024.

3.4 Members can also view Key Performance Indicators via the on the online dashboard [here](#).